NSIGN CLIENT SUPPORT FRAMEWORK

STATEMENT OF REQUIREMENT

FOR

LOT 2 – DEEP SQEP

WORK PACKAGE 4: SOLUTION DEVELOPMENT

CONTENTS

DEFINITIONS AND ACRONYMS

Acronym/Abbreviation	Meaning
ABW	MoD Abbey Wood
BPSS	Baseline Personnel Security Standard
CP&F	Contracting, Purchasing & Finance
DEFCONS	Defence Conditions
DE&S	Defence, Equipment & Support
HMNB	His Majesty's Naval Base
MoD	Ministry of Defence
MPA	Multi-Party Agreement
NESS	Naval Enterprise Support Strategy
NSIGN	Naval Support Integrated Global Network
RMLP	Recognised Maritime Logistics Picture
SAL	Security Aspects Letter
SC	Security Check
SDA	Submarine Delivery Agency
SoR	Statement of Requirement

PURPOSE

A detailed overview of the NSIGN Client Support Framework is provided within the overarching SoR included within the NSIGN Client Support Framework Multi-Party Agreement.

This SoR details the initial technical requirements for **Lot 2 Deep SQEP Work Package 4: Solution Development** of the NSIGN Client Support Framework.

Lot 2 – Deep SQEP of the NSIGN Client Support Framework is being established to provide deep expert advice in relation to specific specialist tasking that will test and optimise the support solution options in their respective fields of expertise.

Lot 2 Work Package 4: Solution Development will provide independent external expertise to aid the development of the Authority's understanding of the global ship support market and the opportunities that can be provided for the Royal Navy to meet its strategic objectives.

THE REQUIREMENT

The Supplier will be expected to undertake the following requirements detailed in Table 1 below. These tasks may be deleted, amended, or adapted in-line with programme needs.

Full details of the specific requirements, outputs and standards etc. will be provided in the individual Tasking Forms and in accordance with the tasking process (Schedule 12 of the Contract).

Please note, that whilst there is no guarantee of throughput value for NSIGN tasking, the framework will be open to other maritime areas within the Authority, that can seek use of tasking under this Client Support Framework.

Table 1

REF	Description of Task/Requirement	Key Output/Deliverables/Format	Output Standard	Measure of Performance/Acceptance Criteria
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DELIVERY SCHEDULE

A Delivery Schedule will be agreed for each individual Task Order Form.

AUTHORITY'S RESPONSIBILITIES

The Authority for this requirement is the Secretary of State for Defence of the United Kingdom, Defence Equipment and Support (DE&S). DE&S provides equipment and support services to the UK's Armed Forces through the Front-Line Commands.

The Authority will be responsible for the following:

a) Subject to Supplier staff having appropriate security clearances, the Authority will arrange for access to MoD sites.

b) Access to other sites will also be arranged by the Authority where required in support of the Contract subject to appropriate security clearances being held and details being provided by the Supplier in line with the specific site's arrangements.

c) Access to Authority IT systems will also be arranged by the Authority where required in support of the Contract subject to appropriate security clearances being held and account application forms being supplied by the Supplier.

REPORTING

The Supplier will report in accordance with the milestones set out within the individual taskings, together with any ad hoc reporting as required.

The report shall be of sufficient technical quality to cover the full scope of the requirement and provide confidence in the information and robustness of the recommendations.

The outline and structure of the report shall be agreed with the Authority shortly after contract award and produced to a standard set by the Authority.

The document shall be provided in MSWord Arial Font 11. Any plan or schedule shall be provided in MS Project. All data and financial tables shall be provided in MSExcel. All documents shall be produced and disseminated in accordance with MoD Security requirements.

STAFF AND CUSTOMER SERVICE

The Supplier's staff assigned to tasks shall have the relevant qualifications and experience to deliver the tasks to the required standard. The Supplier's staff should not be changed during the delivery of the Contract. In the event this is unavoidable, staff replacements to have at least equivalent qualifications and experience.

The Supplier(s) will be expected to provide SQEP with relevant experience, capabilities, and expertise to deliver tasks against the Lot 2 Work Package 4 requirements and to add value to our requirements.

The Supplier's staff are required to establish and maintain a strong collaborative and partnering culture with the Authority throughout the contract and in accordance with the

NSIGN Client Support Framework MPA. The Supplier's staff must also be receptive to any feedback received in order to review, learn, and improve their performance relevant to the contract.

The Supplier shall undertake the tasks to the satisfaction of the Authority. This shall include and shall not be limited to:

a) Engaging with key stakeholders in a proactive manner.
b) Taking a proactive approach to manage and deliver the services specified.
c) Working in a collaborative and professional manner with key stakeholders to resolve any arising issues as efficiently and effectively as possible.
d) To present solutions to the Authority to ensure the smooth continuity or sub-programme delivery with minimal impact to key stakeholders.

PRODUCT ACCEPTANCE

All deliverables provided by the Supplier will be reviewed by the Authority before being accepted. The approval process for documents developed by the NSIGN Client Support Framework will be agreed as part of the planning process.

REQUIREMENT TIMESCALES

The Lot 2 Work Package 4 tasking activities detailed at Table 1 of this SoR are expected to be required periodically over the duration of the NSIGN Client Support Framework. Future taskings will be discussed and reviewed at Governance meetings for respective work packages of Lot 2.

SECURITY REQUIREMENTS

Personnel working on NSIGN Client Support Framework projects will require a minimum BPSS. This must be retained throughout the contract term. Certain tasks will require personnel with SC Clearance.

The Supplier shall comply with the SAL for this requirement. The SAL provides guidance on the handling of sensitive information above and beyond the standard MoD policy.

The Supplier will comply with relevant Defence policies and procedures, including those related to security and working within MoD Buildings, as specified in the MoD DEFCONs in the Contract Document Terms and Conditions and relevant Defence Policy and Guidance.

Any data to be processed on behalf of the MoD must be done so within the UK with prior approval from the Authority. The supplier shall comply with the MoDs confidentiality and security restrictions regarding the content of this SoR, the results/deliverables of the Contract and the manner in which it holds MoD information / data. The transmission of data must be completed within systems of the correct security level.

The Supplier will be required to sign up to the NSIGN Client Support Framework MPA which includes a Confidentiality Agreement, prior to the commencement of the Contract.

PAYMENT

Payment shall only be made following satisfactory delivery and acceptance of pre-agreed certified deliverables by the Authority's nominated representative

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

The payment method for this Contract is the Authority's e-Payment system CP&F, in accordance with DEFCON 522 (11/21).

CONTINUOUS IMPROVEMENT

The NSIGN Client Support Framework will be an innovative contract that challenges the current norms. The Supplier will be expected to continually improve the way in which the required tasks are to be delivered throughout the Contract duration to ensure the best possible outcomes from the Framework.

The Supplier should also be receptive to any feedback received in order to review, learn and improve aspects relevant to delivery of the contract. The Supplier should also present recommendations on improved ways of working to the Authority via the monthly reporting process if advantageous to overall delivery of the requirement.

Changes to the way in which the NSIGN Client Support Framework will deliver tasks set out in this contract must be brought to the Authority's attention and agreed in writing prior to any changes being implemented.

SUSTAINABILITY

The Supplier will need to demonstrate their ability to sustain provision of the requirement throughout the duration of the Contract. This should include, where possible, continuity of assigned resources or contingency plans.

BASE LOCATION

The base location of where the services will be carried out is MOD Abbey Wood, Bristol, subject to office space and IT availability. Travel to other sites is possible, primarily NCHQ Portsmouth, as well as HMNB Portsmouth, HMNB Clyde and HMNB Devonport. Personnel will only be required to attend base location for key meetings to be agreed following Contract Award.

DOCUMENT/INFORMATION MANAGEMENT

The Supplier shall manage all information artefacts that the Supplier uses or produces to support the NSIGN Client Support Framework. This includes all information assets that will need to be provided to / received from other organisations that provide support to the Authority and it shall be handled in accordance the Authority's processes.

SKILLS TRANSFER

Skills transfer will be managed through the creation of a shared documentation repository (e.g., Defence Share) to ensure that all documentation is retained. Along with this, regular engagement will occur between the task owner and the industry team to understand methods and approaches to the task.