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# PURPOSE

## The Ministry of Defence (hereafter referred to as “The Authority”) is looking to award a contract to a suitable certification body to certify 1710 Naval Air Squadron to ISO 9001 standard.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## The Ministry of Defence (MOD) protect the security, independence and interests of our country at home and abroad. The Authority work with allies and partners whenever possible. The aim is to ensure that the armed forces have the training, equipment and support necessary for their work, and that we keep within budget. MOD is a ministerial department, supported by 27 agencies and public bodies.

# Background to requirement/OVERVIEW of requirement

## 1710 Naval Air Squadron (NAS) delivers a range of specialist aircraft support capabilities to recover, enhance or sustain Tri-Service Aviation Force Elements at Readiness (FE@R). It achieves this through deployable repair teams who design and implement aircraft structural repairs, the rapid design and development of modifications to deliver emergent requirements and the provision of essential reactive airworthiness advice across all elements of materials integrity. These capabilities directly support the Royal Navy Command Plan.

## The aircraft design activities, for both Repair and Service Modification of military aircraft, are approved by the Military Aviation Authority (MAA) under the MoD's Design Approved Organisation Scheme (DAOS). Under this scheme the organisation must provide evidence of a Quality Management System (QMS) certification to AS/EN 9100, or ISO 9001 standards.

## In addition, forensic investigation and airworthiness outputs within the Materials and Monitoring Group must also be independently verified to prove competency in accordance with ISO 17025; this relies on a QMS certified to ISO 9001.

# definitions

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| CP&F | Contracting Purchasing & Finance - MoD online payment system |
| 1710 NAS | 1710 (squadron number) Naval Air Squadron |
| FE@R | Force Elements at Readiness - keeping our aircraft fit and ready for operations |
| ISO 9001 | BS EN ISO 9001:2015 |
| MOD | Ministry of Defence (the Authority) |
| NAS | Naval Air Squadron |
| QMS | Quality Management System |
| MAA | Military Aviation Authority |
| DAOS | Design Approved Organisation Scheme |

# scope of requirement

## The requirements for a contract with a certification body to enable the next tri-annual ISO 9001 certificate renewal are as follows:

### The Potential Provider must be recognised and registered by UKAS as an auditing organisation.

### The Potential Provider must have full accreditation capability in the following European Co-operation for Accreditation Scope references:

#### EA 17 Basic metals and fabricated metal products

#### EA 19 Electrical and optical equipment

#### EA 21 Aerospace

#### EA 22 Other transport equipment

#### EA 23 Manufacturing not elsewhere specified

#### EA 34 Engineering services

## The Potential Provider must be able to supply auditors with experience of auditing within the aviation industry.

## The Potential Provider is to provide external audit by way of surveillance visits to confirm 1710NAS compliance with the requirements of the ISO 9001 standard.

# The requirement

## Potential Provider must meet the requirements detailed in Section 5 - Scope of Requirement.

# key milestones

## The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

|  |  |  |  |
| --- | --- | --- | --- |
| **Milestone** | **Description** | **Timeframe** | **Financial Year (F/Y)** |
| 1 | Inception Meeting | November 2018 | 2018/19 |
| 2 | Surveillance Visit | December 2018 | 2018/19 |
| 3 | Surveillance Visit | May/June 2019 | 2019/20 |
| 4 | Surveillance Visit | December 2019 | 2019/20 |
| 5 | Surveillance Visit | May/Jun 2020 | 2020/21 |
| 6 | Surveillance Visit / Certificate Renewal | December 2020 | 2020/21 |

# authority’s responsibilities

## The Authority will provide access to specific 1710 NAS locations, detailed at paragraph 10.1, for the surveillance visits to be carried out.

# reporting

## The Potential Provider will be expected to produce a report for the Authority following each surveillance visit and certification visit, to detail the auditor's observations, any non-conformances and comments. This should be provided as PDF or Microsoft Word Document, and emailed to the 1710 NAS Quality Assurance Manager following each visit.

# volumes

## Over the period of the contract, surveillance visits will need to be carried out at 1710 NAS Portsmouth and incorporate 1710 NAS regional teams at RAF Benson, Wattisham Flying Station and RAF Wyton. The Potential Provider will be expected to visit these satellite sites.

## A total of up to 24 man-days will be required for the period of contract as detailed in the Key Milestones (Section 7), on a task-by-task basis (the Authority has the right not to use all 24 days).

# continuous improvement

## The Potential Provider will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# Sustainability

## There are no specific sustainability considerations for this requirement.

# quality

## See Section 5 - 'Scope of Requirement'.

# PRICE

## This contract will be on a task-by-task basis, and therefore prices should be provided in a capped cost format.

## Prices are to be submitted via the e-Sourcing Suite excluding VAT.

## **The maximum budget for this work is £25,727.00 excluding VAT and as such any bid exceeding this amount will be deemed non-compliant.**

# STAFF AND CUSTOMER SERVICE

## The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Provision of Consultancy for Surveillance and Certification to BSEN ISO 9001 Quality Management System Contract in order to consistently deliver a quality service to all Parties.

## Potential Provider’s staff assigned to the Provision of Consultancy for Surveillance and Certification to BSEN ISO 9001 Quality Management System Contract shall have the relevant qualifications and experience to deliver the Contract.

## The Potential Provider shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Quality | The Potential Provider will produce a report in line with the key milestones immediately following each surveillance visit, to the satisfaction of the designated officer (The Authority- '1710 NAS'). | 100% |

## 'DEFCON 514 (Edn. 08/15) - Material Breach' shall apply to this contract.

# Security requirements

## Security Clearance is not mandated – The Potential Provider will be escorted at all times whilst on the Authority’s sites.

## A Cyber Risk Assessment has been raised for this requirement under Assessment number RAR-GAGC34HR. The associated Cyber Risk Profile is ‘very low’.

## The Potential Provider must complete a Supplier Assurance Questionnaire against this Cyber Risk Assessment prior to contract award.

### A Supplier Assurance Questionnaire can be completed online at https://supplier-cyber-protection.service.gov.uk.

## Potential Providers can register to view the Assessment and submit their Questionnaire at:

### https://supplier-cyber-protection.service.gov.uk/organisation/register

## Further guidance on the Cyber Risk process can be found at:

### https://www.gov.uk/government/collections/defence-cyber-protection-partnership

## Cyber Security Model Industry Buyer and Supplier Guide at:

### https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/669646/20171201\_Cyber\_Industry\_Buyer\_and\_Supplier\_Guide\_FINAL\_Dec\_2017.pdf

# intellectual property rights (ipr)

## Section 34 of the CCS Management Consultancy Framework (RM3745) Terms and Conditions shall apply.

# payment

## Agreed and approved payments, on a task-by-task basis, will be made via the Contracting Purchasing & Finance (CP&F) MoD online payment system.

## Payment can only be made following satisfactory delivery of the pre-agreed deliverables.

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

# additional information

## Not applicable.

# Location

## The location of the Services will mainly be carried out at the base location of 1710 NAS Portsmouth. The daily rates provided must include travel and subsistence to this site. Ad hoc visits will be required to 1710 NAS regional teams at RAF Benson, Wattisham Flying Station and RAF Wyton. Visits to these sites can be charged in line with MOD travel and subsistence policy. Site addresses:

## 1710 NAS, Unicorn Building, HM Naval Base, Portsmouth. PO1 3GX (**base**)

## 1710 NAS RNDTT, Building 66, RAF Benson, Wallingford, Oxfordshire. OX10 6AA

## 1710 NAS RNDTT, AHDSU, Rm A83, Wattisham Airfield, Ipswich, Suffolk. IP77 7RA

## 1710 NAS VHUMS, Z Block, RAF Wyton, Huntingdon, Cambridgeshire. PE28 2EA