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Ministry
of Defence

STATEMENT OF REQUIREMENT

DBS DIT IS Support Contract

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DEFINITIONS AND ACRONYMS

Expression or Acronym	Meaning
MOD	Ministry of Defence
Customer	Defence Business Services
Contractor	The supplier who is awarded the DIT Single Support Contract tender
DIT	Digital, Information & Technology
TLBs	Top Level Budget Holders within the Ministry of Defence
DBS	Defence Business Services
CIO	Chief Information Officer
ES	External Support
IS	Information Systems
HOCS	Head Office Corporate Services
MI	Management Information
CP&F	Commercial, Purchasing & Finance
PB&F	Planning, Budgeting & Forecasting
EP	Enterprise Planning
PA	Planning Analytics
DSTL	Defence Science & Technology Laboratory
FHRS	Future Human Resources System
KPIs	Key Performance Indicators
SLA	Service Level Agreement
SME	Small & Medium sized Enterprises
FTE	Full Time Equivalent
T&S	Travel & Subsistence
SCOA	Single Cash Office Application
ARAc	Annual Report & Accounts
DG	Director General
NAO	National Audit Office
AP	Accounting Period
GL	General Ledger
F&PS	Finance and Procurement Service
NCAM	Non-Current Assets Management
PO	Purchase Ordering
AR	Accounts Receivable
ABC	Annual Budgeting Cycle
IYM	In Year Management
GDPR	General Data Protection Regulation
CHIPS	Civilian Harmonised Integrated Payroll System
DFTS	Defence Fixed Telecommunications Service
NSV	National Security Vetting

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Annex A – Indicative Change Programme

Annex B – Business Systems Architecture

Annex C – Tasking Order Form Template

Annex D – Core Roles

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1. PURPOSE

- 1.1. Defence Business Services (DBS) Head of Digital, Information & Technology is responsible for sustaining DBS' Information Systems and delivering new and enhanced capability for end-users across the Department. Given the size and complexity of the organisation and the systems in place, there is a deficit in in-house resources, both in terms of skill and capacity. DBS DIT is securing Professional Services to assist in:
- a. Effectively supporting Civilian HR, Finance and Commercial and Internal Management Information Systems.
 - b. Sustaining existing architecture through an evergreening approach and assessing and delivering the large portfolio of transformational and business-as-usual change to meet the continuously evolving Defence requirements.
 - c. Upskilling in-house resources to reduce the level of reliance on external support.

2. ORGANISATION BACKGROUND

- 2.1. DBS operates a series of shared services on behalf of the Ministry of Defence (MOD) and other government departments and public bodies. DBS forms part of the MOD, under the Head Office & Corporate Services Top Level Budget (HOCS TLB) and is subject to standard departmental and pan-governmental governance.
- 2.2. DBS is split into customer facing pillars to which DBS DIT, as an internal enabling function, provides technology services. These pillars are:
- a. Civilian Personnel (serving MOD);
 - b. Veterans UK (serving MOD) (separate contract agreement in place);
 - c. Finance & Procurement Services (serving MOD);
 - d. Knowledge & Information (serving MOD and 15+ other organisations);
 - e. Military Personnel (serving MOD) (separate contract agreement in place);
 - f. Automation Garage (serving DBS and Functional Leads) (separate contract agreement in place)
- 2.3. DBS Head of Digital, Information & Technology is responsible for provision of a complex range of information systems and management information (MI) to support the Corporate Finance, Commercial, and Civilian Personnel functions:
- a. The Contracting, Purchasing and Finance (CP&F) system is a fully integrated, end to end purchase to payment system with supporting business processes which span the Commercial, Purchasing and Financial Accounting functions for the Department, ensuring compliance with HM Treasury and Cabinet Office policies and processes.
 - b. Planning, Budgeting and Forecasting (PB&F) is the departmental Management Accounting system, a highly complex and unique system that has evolved with the business operating model over the last 15 years.
 - c. CP&F and PB&F reporting functionality is delivered through the Corporate MI solution, Cognos. This provides accurate and timely MI to support key business decisions and ensures compliance with statutory reporting requirements across the Finance, Commercial and Civilian HR functions.
 - d. The Payroll, Expenses and HR solution is an integrated software as a service based on Oracle fusion HCM modules. There are a number of bespoke ancillary systems developed using Oracle Tools and these are current under review, and DBS expects to retained, retired, refactored, rehosted or rearchitected all within the next 2years. Remedy Incident and Change Management, Digital Workplace and associated applications went live in October 2019 on the BMC Incident Management suite, enabling a self-service application for raising and tracking enquiries and Change Requests online. Remedy was upgraded to version 20 for the application and Oracle 19 for the database. The application is hosted on Redhat Linux servers.
 - e. Military HR – although primarily covered by a service delivery contract, DIT looks to provide integration and greater consistency between Military HR and other DIT systems.

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- 2.4. Provision of these services is governed by the DBS Business Plan and the Key Performance Indicators (KPIs) agreed with Functional Leads under the cover of the Defence Business Services Service Level Agreement (SLA).
- 2.5. Annex B details the architecture of these systems.

3. THE REQUIREMENT

3.1. For the purposes of this procurement exercise, the requirement will be for a single contract to provide Information Systems Live Support, Knowledge Transfer, System Integration and Tasking in support of CP&F, PB&F, Ancillary Systems, and Civ HR Systems.

3.2. The requirement is for 24 months with the option for an additional 12 months. The option to take up the additional 12 months is solely at the discretion of the authority.

3.3. The Customer requires:

- a. Provision of resources for specific roles to support DIT live systems capability and assist in the design and delivery of minor change. Referred to as Service Delivery Resources. Role specifications are provided in the table at 4.10 below.
- b. Provision, and documentation of, planned, effective and appropriate Knowledge Transfer to in house resource, to reduce reliance on Professional Services.
- c. Tasking capability to support system and business change, as required.
 - i. Tasking may include project management, project support, business analysis, system design, system/database administration, system development, testing, security administration or infrastructure resource requirements to work alongside and upskill in-house resource.
 - ii. Tasking will be based on costed proposals, either Firm Price or an accurate estimate on a Time and Materials basis.
 - iii. It is expected that the Tasking process should be electronic and compatible with existing MOD systems, without the need for hard copy documents at any step.

3.4. Contract Management and Administration

- a. The Contractor shall provide suitably qualified and experienced individuals to supervise and manage this agreement at zero cost to the Customer.
- b. The contractor shall ensure suitable representation at the following meetings either in person or virtually:
 - i. Weekly meetings with Programme and Project managers to present a highlight report (resource usage, risks, issues, key decisions)
 - i. Task Prioritisation
 - ii. Ensure resource allocation reflects current priorities
 - ii. Monthly Programme Review meeting
 - i. Review current progress against agreed Tasks
 - ii. Review Forecast demand
 - iii. Risk Review (Resource availability, financial status of contract etc)
 - iii. Quarterly performance management (QPM) meeting to present to the DIT Management Board
 - i. Progress of KT
 - ii. recommendations for improvements to ways of working or ideas for innovation
 - iii. Performance against KPI's
 - iv. Annual Strategic Contract Management (SCM) Meeting to present contract performance overview and progress against Social Value commitments.
- c. The Contractor Management Team will be subject to the required security clearances and DBS Confidentiality Agreement.

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- 3.5. Individuals who have access to MOD data and Information systems must have SC security Clearance as a minimum. They should be subject to National Security Vetting to an appropriate standard as agreed by the Security Project Board
- 3.6. Individuals will be required to comply with Data Protection legislation and to sign the DBS Confidentiality Agreement or provide proof that a similar confidentiality clause is contained within their contract. Please see link to the DBS Personnel & Contractors Individual Confidentiality Agreements: <https://modgovuk.sharepoint.com/teams/1572/SitePages/DBS%20Staff.aspx>
- 3.7. Individuals who have access to MOD data and Information systems will be required to :
- d. Comply with Security Operating Procedures (SYOPS) governing access to DBS and Mod Information systems
 - e. Complete mandatory Security and Data Protection training
 - f. Report all security related incidents to their DBS sponsor and DBS IT Security Officer Immediately and no later than 48 hours after the incident being discovered
 - g.
 - h. All Contractor resources working on MOD systems or handling MOD data must have valid SC security status as a minimum. Clearances must be sponsored by the Contractor. If this is not the case then arrangements must be made to have the clearance transferred before any on boarding activities can begin.
 - i. The Contractor shall ensure that the Customer is provided with the following information to allow on boarding activities to commence in a timely manner:
 - i. Full Name
 - ii. Date of Birth
 - iii. Expected Start Date
 - iv. MODNET Laptop and headset requirement
 - j. All contractor personnel must sign the DBS Confidentiality Agreement and any relevant System SyOps agreements once MODNET access has been set up.
 - k. Following the completion of a task, contractor personnel will need to be off boarded (unless they are moved to a new task being completed as part of this contract). The relevant Programme Support team must be informed of contractor name and last day of service to ensure off boarding activities can be completed.
 - l. Travel and subsistence (T&S), or any other costs and expenses, will only be applicable for travel to a site other than the specified work location to be agreed on a role-by-role basis. T&S will require approval from DBS prior to incurring the cost.
 - m. Site specific desk and car parking arrangements apply at the different Customer sites and availability is not guaranteed.
 - n. The Contractor will ensure that Resources at Customer sites will adhere to the relevant booking arrangements at the site on which they are located.
 - o. If the Contractor intends to bring visitors (including other specialist resources) onto a Customer site, without limiting the Contractor's obligation to comply with the prevailing security and vetting arrangements, the Contractor will:
 - i. Obtain the prior approval of the Customer Sponsor; and
 - ii. If such approval is obtained, ensure that all visitors or other specialist resources it brings onto the Customer sites have been briefed on applicable site safety and security policies.
- 3.8. Service Delivery Resources
- a. The contract will be on a zero-volume commitment. The indicative number of days required for year 1, for each resource are detailed in Annex D – Core Roles
 - b. Allocation of resource time to tasks will be managed by a nominated Customer representative, based on business need, ensuring agreed knowledge transfer requirements are accounted for.
 - c. Off-payroll working rules (IR35) apply for service delivery resources.
 - d. Timesheets are to be produced weekly and reviewed and agreed by the Customer and the Contractor.

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- e. Customer working hours are Monday – Friday. Subject to agreement, there may be cases where weekend and evening working is required.
- f. If the contractor is using different resources to cover the same skill set, the Customer would expect the contractor to facilitate and bear the cost of any required handover to allow work to start immediately. The contractor should note that it can take 10 working days to set up MODNET access once security checks have been carried out.
- g. The Customer has the right to request removal of any resource:
 - i. If in the reasonable opinion of the Customer, does not have the required skills or experience necessary to complete the task in question.
 - ii. If a resource has become incapable of performing their duties through illness. A new resource should be brought in without affecting the live service provision or project timeline.
 - iii. In the reasonable opinion of the Customer, has demonstrated a level of performance that is unsatisfactory in any material respect or prejudicial to the working relationship of the Customer with the Contractor or with any of the MOD-related parties;
 - iv. Acts in a manner which, in the reasonable opinion of the Customer, is materially damaging or potentially materially damaging to the Customer or which is likely to bring the Customer into disrepute.
 - v. Is in breach of any applicable law or MOD policy
 - vi. Fails a drug or alcohol test
 - vii. Has a clear conflict of interest that cannot otherwise be mitigated
- h. Prior to giving notice, the Customer will consult with the Contractor and advise the Contractor of its concerns relating to the resource.
- i. Where any placement, or appointment to the Customer terminates on the:
 - i. Death of a Resource; or
 - ii. Termination of the relevant Resource's employment with the Contractor (or, where relevant, a sub-contractor)the Contractor will provide written notice of such termination within 48 hours and will nominate a replacement within 5 working days.
- j. The Contractor may terminate any assignment with immediate effect by written notice if the Contractor (or, where relevant, a sub-contractor) upholds a grievance of any Resource relating to their assignment and the Customer refuses or fails to take steps reasonably necessary for resolution of such a grievance.
- k. The Customer expects that, regardless of the reason for replacing a resource, a replacement is brought in in a timely manner allowing work to continue without disruption or negatively impacting the live service provision or the project timeline.
- l. The Contractor will (or, where relevant, will ensure that a sub-contractor will):
 - i. be solely responsible for dealing with any Management Issues concerning each Resource during their assignment.
 - ii. use all reasonable endeavours to ensure that Resources will co-operate reasonably with the Customer on day-to-day matters arising in relation to the delivery of the relevant task.
 - iii. account to the appropriate authorities for all income tax, employee's and employer's National Insurance contributions payable in respect of the earnings and benefits paid or provided to all Resources;
 - iv. work, and ensure that all Resource work, in the spirit of collaboration and do not, by any act or omission, endanger the successful delivery of the Services, or the reputation of the Customer or the Contractor;
 - v. ensure all work carried out by any Resource is done in conjunction with the Conflict of Interest Compliance Regime. During their assignment, Resources will remain subject to the Contractor's (or, where relevant, the sub-contractor's) grievance and disciplinary procedures in respect of matters occurring during their assignment. The Contractor will be responsible for the conduct of any grievance or disciplinary proceedings in respect of resources.
- m. The Customer will:

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- i. as soon as reasonably practicable, refer all Management Issues (including any issues relating to any alleged failure by Resources to provide reasonable co-operation) to the Contractor;
- ii. as necessary, co-operate with the Contractor (or, if the employer, or subcontractor) in providing evidence relating to any Resource for use in relation to any management issues, including in relation to any disciplinary procedure;
- iii. provide any other reasonable assistance to the Contractor (or, where relevant, a subcontractor) in any steps the Contractor (or, where relevant, a subcontractor) may take under its grievance or disciplinary procedures in relation to Resources; and
- iv. provide the Contractor (or, where relevant, a sub-contractor) with all such reasonable assistance, information and documentation as the Contractor (or, where relevant, a sub-contractor) may reasonably require in order to deal with any management issues, whether under the Contractor's (or, where relevant, a sub-contractor's) internal procedures or before any court or tribunal.

3.9. Knowledge Transfer

- a. Utilising the Service Delivery Resources, the Customer expects the Contractor to produce a Knowledge Transfer plan, for the contracted period, within the first 3 months of the contract being placed. The plan should include:
 - i. Current state skills assessment of in-house resources
 - ii. Articulation of target end-state
 - iii. Planned methods of delivery (e.g. on the job, industry days, training)
 - iv. Anticipated timeframes (It is recognised that 2-3 years may not be sufficient time to complete all knowledge transfer activities)
- b. The Customer recognises that commitment is required by in-house resources to undertake Knowledge Transfer.
- c. On the Customers acceptance of the plan, it should be implemented and subject to regular tracking and formal documented review at the QPM referenced in 3.4.b.iv.

3.10. Tasking Capability

- a. The contract will be on a zero-volume commitment. Annex A provides an indicative (but not exhaustive) forward change programme that covers (and extends past the end of) the timeframe of the intended contract.
- b. The programme will be subdivided into a number of work packages and the Customer requires the establishment of a tasking arrangement for delivery of such work packages.
- c. For each work package, the Customer will provide the contractor with a Tasking Order Form an example of which can be found at Annex C. This will include:
 - i. Description of the requirement (which may have been prepared with the assistance of the contractor)
 - ii. Details of the required deliverables
 - iii. Duration and timescales.
- d. In response, the contractor will, within 10 working days (subject to negotiation on a case by case basis), return a proposal to deliver and implement the work package. The proposal should include, at least:
 - i. Detail of proposed solution
 - ii. Outline plan including deliverables and milestones
 - iii. Resourcing plan
 - iv. Cost and payment profile
 - v. Contractor and Customer obligations
 - vi. Risks, Issues, Assumptions dependencies of the proposal/solution
- e. Firm price or an accurate estimate on a time and materials basis, where deemed appropriate by both parties. (For proposals not subject to a firm price, time sheets must be produced weekly for audit purposes).
- f. On acceptance of the proposal, a Purchase Order will be raised.

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- g. As part of taskings, the contractor will normally be responsible for producing/updating the following documentation where required:
 - i. System Requirements
 - ii. Detailed Design Document
 - iii. Detailed Plan
 - iv. Project Board Documentation
 - v. Target Operating Model
 - vi. Process Maps
 - vii. Test Scripts
 - viii. Updating System Documentation/BR100
- h. There should be open communications between the Contractor and the Customers Project Manager.
- i. The Customer expects the Contractor to assist with profiling the forecast of outturn in relation to any changes being delivered.
- j. Off-payroll working rules (IR35) do not apply for tasking capability (change resource) roles.
- k. The DBS Lead will attend any meetings arranged with the Contractor and monitor their progress on the Deliverables and their current performance, escalating any risks to delivery up their line management chain to 1* level. It is expected to hold quarterly reviews with the Contractor which will include representation from DBS and MOD commercial officers.
- l. The Contractor will be held to account by the DBS Lead throughout the Contract in relation to their performance in meeting the agreed delivery dates for each Tasking Order. This will enable approval Acceptance / Sign Off of each Tasking Order as it is achieved and ensure payment to the Contractor is not delayed.
- m. Payment will only be made to the Contractor following satisfactory completion of each Deliverable, as per each Tasking Order. Before payment can be processed on CP&F, the Contractor's invoice must include a detailed elemental breakdown of work completed and the associated costs. Payment of any Contractor's invoices submitted on CP&F will be reviewed by DBS as agreed with the Project Manager. Payment on CP&F will be receipted, once DBS is satisfied that the respective Tasking Orders have been completed in full.
- n. As part of the routine quarterly reviews, overall performance will be measured in accordance with, but not limited to, the KPI table below.

KPI	KPI description	Target
1	Contractor to submit completed Tasking Note proposals to Customer within 10 working days of receipt. (Exceptions to be agreed by Customer and Supplier representative in advance, as required).	90%
2	Contractor to ensure that where a Tasking Note is on a T&M basis the estimate is accurate to within 10% of the actual cost	95%
3	Contractor to successfully secure required resource within 4 weeks of agreed tasking note	95%
4	Contractor to meet agreed % of hours worked, dedicated to Knowledge Transfer (TBA as part of KT Plan)	95%
5	Social Value KPI to be determined based on Tender Response	

The Contractor's performance against the above KPIs will be reviewed by the MOD at each Quarterly Performance Review Meeting. In the event that the Contractor falls below the stated % Targets then they will be expected to provide a Rectification Plan to Head Office Commercial within 7 days, detailing

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the actions they will take to restore the expected % Targets in time for the next Quarterly Performance Review Meeting

3.11. Location

- a. To effectively deliver the programme of work Contractor personnel will need to work alongside in-house support teams. The locations of these teams are indicated for each role in the table below, though many are currently working remotely. It is expected that the resources will work in the locations indicated.
- b. Customer sites are considered COVID-secure but if COVID restrictions mean home working is advised, contractor personnel will be provided with the appropriate technology to allow them to work from home effectively.

3.12. Innovation and Continuous Improvement

- a. The Customer expects the contractor to be proactive and present new and innovative ways of working and identify new innovations in technology which would benefit DBS systems and their customers. This could include proposals for new KPI to improve service delivery and customer services.
- b. The Contractor should present documented opportunities for innovation at the monthly contract review meetings.
- c. Changes to the way in which services are to be delivered must be brought to the Customers attention and agreed prior to any changes being implemented.

3.13. Social Value

- a. Social value commitments are sought as part of the delivery of this agreement. The Customer will be utilising a performance and evidence-based approach to social value, relying on national Themes, Outcomes and Measures, developed by the Social Value Portal, and further adapted for the Customer. All proposals made will be built into the contract with the Contractor, who will be expected to implement contractual commitments with any named sub-contractors.
- b. It is expected that suitable Small and Medium sized enterprises (SMEs) will form part of the Contractor's eventual supply-chain and the Contractor will be required to report at least annually on their SME spend through this contract.
- c. The Contractor will advertise all sub-contracting opportunities relating to this contract on the Defence Sourcing Portal (DSP) when they are refreshing their supply chains.

3.14. Service Delivery Resources – Role Specifications can be found in Annex D:

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Indicative Change Programme

Activity	Funding	24/25	25/26	26/27	Programme
FinComm Infrastructure Evergreening (FACIE)	DBS DIT	X	X		FinComm Legacy
Oracle EBS Upgrade/Evergreening	DBS DIT	X	X	X	FinComm Legacy
Cognos Upgrades/Evergreening	DBS DIT	X	X	X	FinComm Legacy
Informatica Data Catalogue / Data Dictionary implementation	DBS DIT	X	X	X	Corporate Data Exploitation
MI Exploitation (CP&F MI Dashboard Delivery)	DBS DIT	X	X		Corporate Data Exploitation
POSIT Data Science Tool exploitation	DBS DIT		X		Corporate Data Exploitation
Insight Upgrade (to Planning Analytics Workspace)	DBS DIT		X	X	Corporate Data Exploitation
FinComm Systems Evolution	DBS DIT	X	X		FinComm Legacy
FinComm Minor Change	DBS DIT	X	X	X	Fin Comm Legacy
Platform Rehosting for Civ Pers Systems (Remedy, SHARE, COMPACT, Web Services)	DBS DIT	X	X	X	Fin Comm Legacy
Onboarding of new Customers to Civ Pers HR and Payroll Systems	DBS DIT	X	X	X	Fin Comm Legacy
Support of website hosted in Microsoft Azure	DBS DIT	X	X	X	Fin Comm Legacy
Support of Oracle hosted applications using Applications Express (APEX)	DBS DIT	X	X	X	Fin Comm Legacy

Business Systems Architecture

1. Finance and Commercial

1.1. Financial and Commercial systems within the department cover the following business requirements (not exhaustive):

- 1.1.1. To account for the expenditure of public funds;
- 1.1.2. To manage the assets of the department;
- 1.1.3. To manage the contracting of goods and services to the department by suppliers;
- 1.1.4. To requisition goods and services by suppliers;
- 1.1.5. To pay suppliers for goods and services against submitted invoices;
- 1.1.6. To receive payment from MOD customers for goods and services;
- 1.1.7. To fund MOD expenditure.
- 1.1.8. To plan expenditure against a series of timeframes, and then to manage the expenditure against that budgeted.

1.2. The first four items above are termed Contracting, Purchasing and Finance (CP&F) and are supported by the Oracle eBusiness Business Suite system, Fusion Middleware and small in-house systems. Items 1.1.6 and 1.1.7 are termed Banking & Funding Services which are supported by a legacy Unicom Single Cash Office Application (SCOA) solution (due to be replaced by a combination of Oracle eBusiness Suite and Application Development Framework (ADF) functionality in September 2021). The final item is termed Planning, Budgeting & Forecasting (PB&F) which is supported by a Cognos Planning Analytics solution.

1.3. Contracting, Purchasing and Finance (CP&F)

- 1.3.1. The department's accounts are known as the Annual Report & Accounts (ARAc). These are produced by Director General (DG) Finance, as a two-part publication. They are audited by the National Audit Office (NAO). The ARAc is published in the summer of each year. It is derived from information held within the department's accounting system.
- 1.3.2. The financial year runs from 1st April to 31st March, and expenditure is accounted for in monthly segments, known as Accounting Periods (APs).
- 1.3.3. The top-level of the system is known as the General Ledger (GL), and this is divided into sub-ledgers covering the various transactions. The following table identifies the accounting standard process against sub-ledger:

Formal Process Name	Ledger	Traditional Name
Record to Report	General Ledger (GL)	Accounting
Record to Report	Non-Current Assets Management (NCAM)	Fixed Assets (FA)
Purchase to Pay (PtP)	Purchase Ordering (PO) Accounts Payable (AP)	Purchasing Bills
Order to Cash (OtC)	Accounts Receivable (AR)	Receipts

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- 1.3.4. DBS F&PS operates a shared service centre which is responsible for processing transactions covering FA, PO, AP and AR sub-ledgers, and for the handling of feeder transactions from outside the CP&F system, such as payroll and stock.

1.4. Cash and Banking

- 1.4.1. The department is voted money by parliament and then draws down that money to fund expenditure. As well as funding major expenditure such as military operations, equipment suppliers, projects and payrolls, it covers much smaller imprest accounts held at cash offices around the world.
- 1.4.2. Banking activity is operated by DG Finance and DBS F&PS. Bank accounts support both funding other parts of the MOD and other parts of DBS for managing HR processes.

1.5. Planning, Budgeting & Forecasting (PB&F)

- 1.5.1. The department produces a number of formal plans to cover future expenditure. Each TLB area has its own plan, and there are other plans to cover equipment and other categories of expenditure. This process is known as the Annual Budgeting Cycle (ABC).
- 1.5.2. Budgets and Forecasts are derived from the ABC Plans. These are measured against a monthly extract drawn of actual expenditure from CP&F, after which forecasts against budget are amended and submitted. This process is known as In Year Management (IYM).

- 1.6. Logical Finance and Commercial Architecture can be found at **Appendix A**

2. Civilian HR Systems

- 2.1. Civilian HR systems responsible for supporting the business in discharging the Departmental responsibilities for the following key (not exhaustive) services:
 - 2.1.1. To pay civilian employees monthly
 - 2.1.2. To deliver statutory payroll services to comply with employment legislation
 - 2.1.3. To accurately interface payroll data monthly to the 3rd party pensions providers
 - 2.1.4. To report information to HMRC to fulfil legal tax reporting obligations
 - 2.1.5. To provide services to pay employees allowances to which they are entitled
 - 2.1.6. To account for the payroll expenditure of public funds
 - 2.1.7. To pay employees travel and subsistence expenses
 - 2.1.8. To support relocations through grants and expenses
 - 2.1.9. To enable the payment of Miscellaneous Personal Payments
 - 2.1.10. To provide a full range of HR services
 - 2.1.11. To comply with GDPR regulations for data held on employees
 - 2.1.12. To capture and store human resources data to fulfil statutory and business requirements
 - 2.1.13. To provide a change management system to control system changes
 - 2.1.14. To provide an incident management system to control the resolution of reported issues and queries
 - 2.1.15. To enable a casework system to manage HR issues to comply with policy and legislation
 - 2.1.16. To scan and store documents supporting the business functions mentioned above.
 - 2.1.17. Items 2.2.1 to 2.1.6 are Payroll business processes supported by Oracle Global Payroll integrated in Oracle Human Capital Management Core HR, known as MyHR. Item 2.1.7 is delivered by Oracle Fusion Expenses Cloud SaaS implementation. Items 2.1.8 and 2.1.9 are supported by COMPACT, an on-premises system. A suite of online forms built on Oracle ADF provided self-service functionality for the previous

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Payroll and Expenses systems, and continues to support the Relocations process. These forms currently persist as archives but will be fully replaced by SaaS self-service functionality, Oracle Cloud Application Express (APEX) or open-source web technology by April 2024. Items 2.1.10 to 2.1.12 are HR services supported by existing MyHR modules.. Items 2.1.13 to 2.1.15 are business control processes supported by the Remedy application. Item 2.1.16 includes document management processes supported by Kofax (scanning) and SHARE (electronic file storage).

2.2. MyHR

2.2.1. MyHR is the system that provides a full range of HR data recording services to fulfil the needs of the business and individuals.

2.2.2. Since June 2023, this includes meeting Departmental obligations regarding the discharge of payroll services to meet statutory and business needs, broken into the following individual payrolls:

Payroll Group	Number of Employees (Approx)
MOD Main [inc DE&S]	49250
RFA	1800
DSTL	4450

2.2.3. Through MyHR, DBS also provide a system for the reimbursement of claimable expenses and allowances.

2.2.4. Salary payments are processed through an interface with the Cash & Banking system and all payments and recoveries whether relating to salary; expenses or allowances are accounted for in the General Ledger and subsequently recorded and reported in the audited ARAC.

2.2.5. Data is transferred to 3rd parties are managed to meet the legal requirements of the provision and reporting of data for tax purposes (interface with HRMC) and pensions (interface with pension providers MyCSP, NHS and TPS).

2.3. Remedy

2.3.1. Remedy is used by the Civilian HR, CP&F and PB&F user communities, with the intention of migrating all other services to this solution in due course. Remedy is utilised for the purposes of:

2.3.1.1. Incident recording and management

2.3.1.2. Change control management

2.4. Remedy is also linked to core HR systems and provides the system functionality to manage and control personnel casework to support to both individuals and line management in the application of HR policy.

2.5. Logical Civilian HR Architecture can be found at **Appendix B**

2.6. Interfaces Architecture can be found at **Appendix C**

2.7. Network Tier

2.7.1. At the network layer, the MOD operates the Defence Fixed Telecommunications Service (DFTS), part of which is the Wide Area Network known as the MOD Core Network (MCN) which as its name suggests supports the hosting and carriage of data.

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All of DBS systems are carried over this network. Connections to the MCN are via subscription-router services known as Service Delivery Points (SDPs).

- 2.7.2. DFTS also supports a messaging federation known as Electronic Messaging Service, which provides smtp and X.400 capability between Message Transfer Agents (MTA) available by subscription. DBS operate a number of MTAs in support of interfaces and customer service management.
- 2.7.3. B2B messaging with trading suppliers, and unstructured web and email access to and from both the Public Service Network and the Internet is provided by the Boundary Protection Service (BPS), also part of DFTS. DBS makes extensive use of this facility, including accessing cloud-based pan-government systems. The DFTS has been re-contracted as Global Connectivity (GC). The third Secure Managed Interface known as the SMI3 Gateway enables secure tunnelling from the MCN to Oracle Cloud Infrastructure (OCI), which hosts MyHR and an associated tenancy which provides IaaS and PaaS components that support MyHR and the wider Civ Pers function. DBS currently manages its own OCI, but discussions are underway with Defence Digital (DD) to establish future roles and responsibilities.
- 2.7.4. DBS also employs direct internet connections to deliver some of its services. Local Area Networking is discussed under the next tier.

2.8. Infrastructure Services Tier

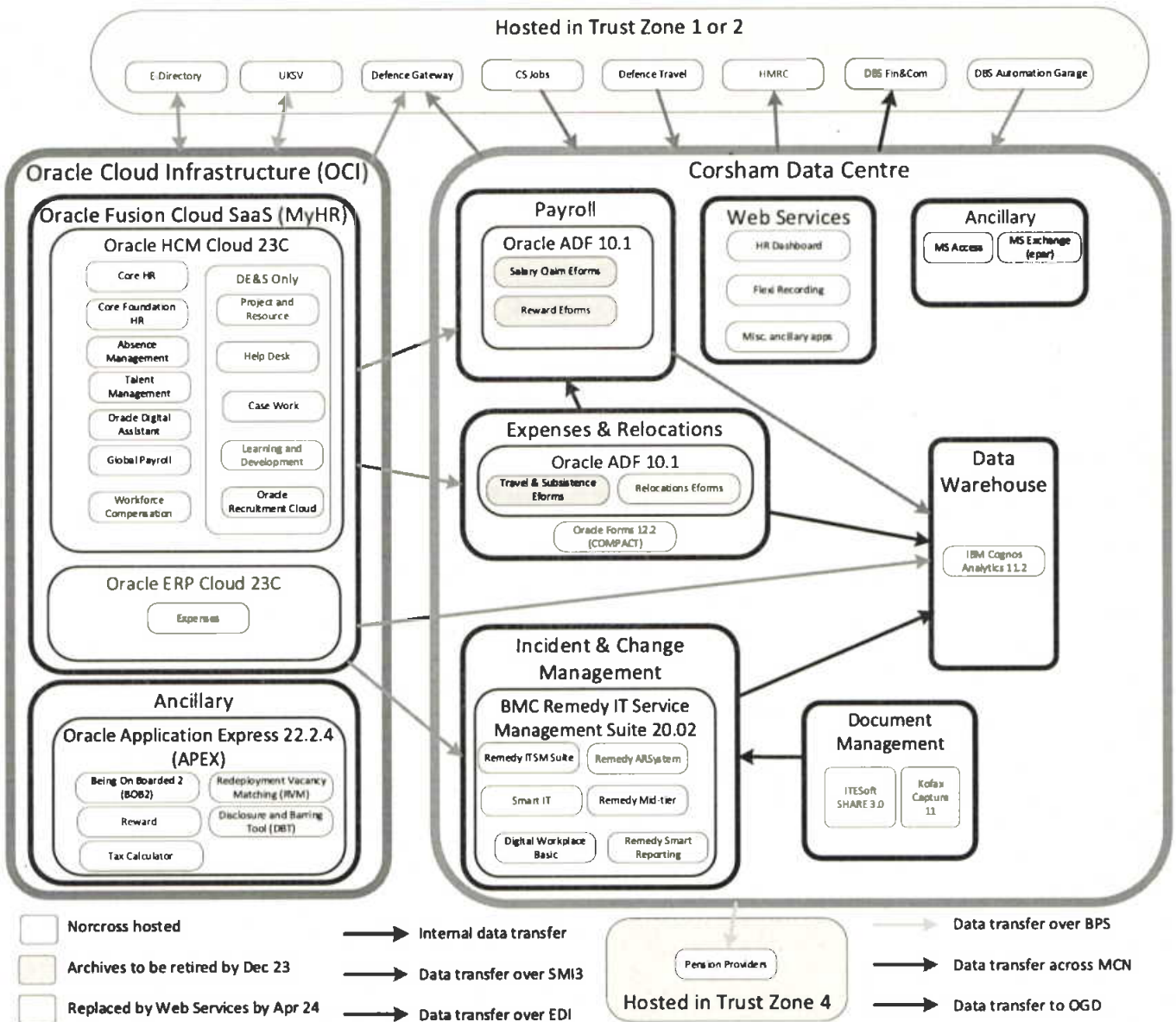
- 2.8.1. MODNET is used by all current DBS main sites and the majority of satellite sites. It is also the primary client system in MOD, using its own Local Area Network and boundary protection systems.
- 2.8.2. Access to MODNET is provided on User Access Devices (UADs), such as workstations, secure laptops and phones, as well as peripherals such as printers, scanners and plotters.
- 2.8.3. Client applications can be hosted directly on MODNET desktops, once they have been registered, tested and deployed. All DBS applications began this way, but a number have now migrated to using terminal-services connections (Citrix ICA) to Terminal Server farms operated by the hosting infrastructure. DBS (as well as many other organisations) employs this architecture extensively in both Finance and Civilian HR, to reduce costs and enable faster deployment times for upgrade.
- 2.8.4. DBS does have registered applications on MODNET (most significantly that providing access to its HR offering). Applications are subject to external compliance governance to determine whether they are safe to "join the network".
- 2.8.5. DBS operates its own infrastructures to support its own hosting systems, and to provide client access for services which MODNET cannot currently support, specifically Development and Testing Systems, System Administration and Miscellaneous Processing Capabilities, such as bulk printing and scanning
- 2.8.6. Since the Future HR Systems (FHRS) project that delivered MyHR, DBS has administered a cloud hosting platform in OCI. This comprises a SaaS tenancy hosting MyHR and ancillary components, and a PaaS/IaaS tenancy that supports MyHR and other Civ Pers functions. DBS administers the platform via a console accessed through the browser. All traffic is routed through the SMI3 gateway. Connectivity has been established to allow access to the virtual Secure Global Desktop (SGD), through which application support teams can access ancillary tooling.

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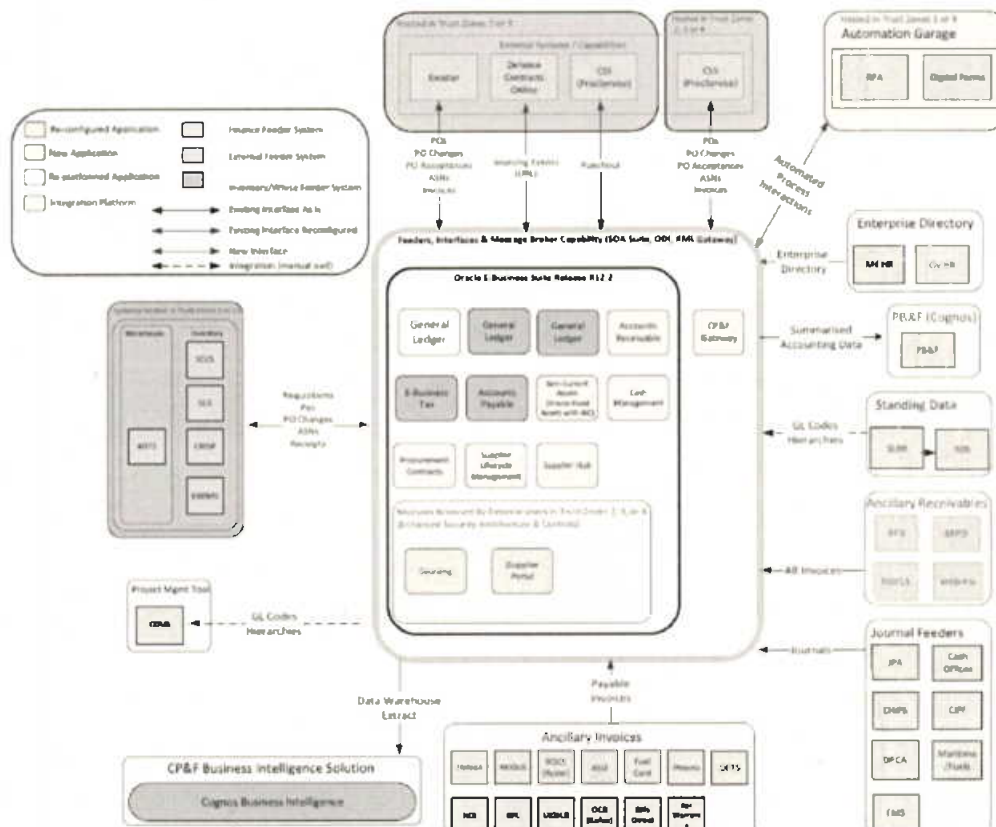
Appendix B – Logical Civilian HR Architecture

DBS Civ Pers Architecture Application View (Oct 2023)



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Appendix C – Interfaces Architecture



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Annex C

709197451 Annex C to SOR - Tasking Order Form Template



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to SOR - Tasking Or

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Annex D

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