



Information Systems & Services – BATCIS
DT

Annex A - Statement of Requirement for Provision of Technical Support and Maintenance for MIP LDG and MMHS Software for BATCM/0314

Issue 0.7 1st May 2019



Ministry
of Defence

AUTHORISATION

Prepared by: [REDACTED]

Signature:

Date 25/03/2019

Approved by: [REDACTED]

Signature:

Date: 25/03/2019

AMENDMENT HISTORY

Issue No.	Details of Amendment	Amended By	Date
0.1	Initiation (First Draft)	ISS Dev-BATCIS-TAC PM3-PPM	28012019
0.2	Second Draft (For Release to Systematic for ROM Cost)	ISS Comrcl-C2-43; ISS Dev-BATCIS-ProjCon6	05022019
0.3	Third Draft (For Release to Systematic for ROM Cost) with 5-year IRIS licence amendments	ISS Dev-BATCIS-ProjCon6	05022019
0.4	Fourth Draft - updated incorporating additional requirement from SO R line 6 onwards.	ISS Comrcl-C2-14	22022019
0.5	Fifth Draft for release as part of ITN	ISS Comrcl-C2-43; ISS Dev-BATCIS-ProjCon6	24032019
0.6	Sixth Copy – Final for ITN Release	ISS Dev-BATCIS-ProjCon6	25032019

0.7	Seventh Copy – Final for Contract Offer	ISS Dev- BATCIS- ProjCon6	01052019
-----	---	---------------------------------	----------

TABLE OF CONTENTS

Authorisation	A-1
Amendment History	A-1
Table of Contents	A-2
List of Acronyms	A-3
Background	A-4
Table 1 – Documents	A-5
Work Package	A-6 to A-17

List of Acronyms

<u>Term</u>	<u>Definition</u>
API	Application Programming Interface
BATCIS	Battlefield and Tactical Communication and Information Systems
BCIP	Bowman ComBAT Infrastructure and Platform
C&C	Command and Control
CWIX	Coalition Warrior Interoperability Exercise
EvO	Evolve to Open
FMN	Federated Mission Network
GFA	Government Furnished Assets
IMT	IRIS Modelling Tool
ISM	IRIS Standards Management
IOM	IRIS Operational Modelling
LDG	Land Deployable Gateway (LDG)
LEMC	LAND Environment Message Centre
LEMS	LAND Environment Message Set
MIP	Multilateral Interoperability Programme
MIP C4I	Multilateral Interoperability Programme Command, Control, Communications, Computers and Intelligence (C4I)
MIP WG	Multilateral Interoperability Programme Working Group
MMHS	Military Message Handling System
MoD	Ministry of Defence

<u>Term</u>	<u>Definition</u>
NATO	North Atlantic Treaty Organisation
PM	Project Manager
POC	Point of Contact
SME	Subject Matter Expert
SoR	Statement of Requirement
T&S	Travel and Subsistence

Background

1. The purpose of this document is to set out the Statement of Requirement (SoR) for the services required to provide technical and software support to the Multilateral Interoperability Programme (MIP) and Military Message Handling System (MMHS) software.

2. IRIS Forms

The UK Army have an enduring requirement for software application that allows preparation, reading, validation and transmission/receipt of formatted messages. IRIS Forms currently meets this requirement and has been integrated to the current in-service baseline of Bowman Combat Infrastructure and Platform Battlefield Information System Application (BCIP 5.6). Formatted messages are used across the battle space, they are both man and machine readable and provide a structure that enables situational awareness information and other important operational information to be rapidly and automatically processed, increasing the speed of the decision cycle, resulting in improving operational pace.

3. SitaWare HQ

4. The UK Army have an enduring requirement for software application that delivers bi-directional exchange of information between BCIP and external networks using Multilateral Interoperability Programme (MIP) compliant software. The software application is hosted on the Land Deployable Gateway (LDG). The external networks include those of NATO and the “5 Eyes” community, which are signatories of the MIP. The requirement is met with the current in-service baseline of BCIP (5.6) by the SitaWare HQ application. The software facilitates the exchange of operational information, real-time and near real-time situational awareness information and formal and informal

messaging between BCIP and external networks operating at the same security level. The benefits of this include: increased operational tempo, agility and effectiveness; less fratricide and/or collateral damage, more efficient force application; and reduced capital, system running, and training costs.

Table 1 – Documents

Reference	Document	Description	Date
1	IRIS Forms Installation Guide	Provides a step by step guide to allow the User to install the IRIS forms software.	Submitted with any new software release
2	IRIS Forms User Manual	Provides a step by step guide detailing how the User uses each of the features provided by the IRIS forms software.	Submitted with any new software release
3	SITAWARE HQ Client C4I Installation Guide	Provides a step by step guide to allow the User to install the SITAWARE HQ software.	Submitted with any new software release
4	SITAWARE HQ Client C4I User Manual	Provides a step by step guide detailing how the User uses each of the features provided by the SITAWARE HQ software.	Submitted with any new software release
5	MIP WG Reports	Summarises all the key decisions and actions from the MIP WG.	Quarterly, after MIP WG meeting.

Work Packages

Note: Reports shall be **Soft / Electronic / Printable / Auditable** using any (where specified) or a combination (as appropriate) of **MS Word, PDF, MS Power-Point or Excel** formats.

Item Number	Description	SoR Detail	Acceptance Criteria	Assumptions
1	Annual maintenance support for 29 (Twenty-Nine) MIP C4I Client Licences as defined in SSE/05533/CNT/397 version 2.8.	<p>The Contractor shall provide annual maintenance support entitling the Authority to the latest MIP C4I client software releases for the period between 1st April 2019 to 31st March 2022.</p> <p>The Contractor will rectify any bugs found within the software in accordance with “Systematic Product Maintenance Policy” (ref. SSE/09630/POL/001 Revision 1.29 Date 10 Oct 2018).</p>	<p>The Contractor shall deliver MIP C4I software drops, as the product line is developed, which will be accompanied by up to date Installation Guides and User Manuals as defined in Table 1.</p> <p>The Authority shall have 10 Business Days to feedback comments on the software drop and associated Installation Guides and User Manuals. The Contractor must address Authority feedback within 10 Business Days.</p> <p>Software drops must maintain the MIP capabilities compliance to the latest ratified NATO MIP block and FMN (currently Block</p>	<p>The Installation Guide and User Manual will be provided at the same time as the software drop.</p> <p>An online account will be setup for an Authority representative so that the software drops, User Guides and User Manuals can be downloaded remotely.</p> <p>The Authority POC for this online account will be the BATCIS LDG PM.</p> <p>The Authority reserves the right to roll back to a previous MIP software drop.</p> <p>Supply of licences and maintenance is governed by the terms of Systematics Software and Licence Maintenance</p>

			3.1 and Version 2 respectively).	Agreement and Systematic Product Maintenance Policy unless otherwise stated.
2	Technical support to four NATO MIP Working Groups per annum from 1 st April 2019 to 31 March 2022.	<p>The Contractor shall provide a technical SME to act as a technical advisor to the UK delegation for the NATO international MIP Working Group meetings, which discuss changes and shortfalls to the latest ratified NATO MIP block.</p> <p>The Contractor shall provide support to 4 MIP meetings of 10 Business Days duration for each year.</p> <p>The Contractor shall deliver to the Authority a report detailing actions for all stakeholders and minutes which provide a record of key decisions within 5 Business Days of the meeting taking place.</p>	The Authority will accept deliverables in accordance with Schedule 8, Acceptance. The Authority shall have 10 Business Days to feedback comments on the report and any associated documentation. The Contractor must address comments within 10 Business Days.	<p>The MIP WG meetings are assumed to take place in Europe.</p> <p>The Authority will not be liable for any labour or T&S for any cancelled MIP Working Group providing the Authority has notified the Contractor of any cancellation within 20 Business Days.</p>

<p>3</p>	<p>Technical support for the MIP and LEMS Programme from 1st April 2019 to 31 March 2022.</p>	<p>Technical support shall include support to Trials and Exercises:</p> <p>a) <u>Trials and Exercises</u></p> <p>(1) Phase 1 - Pre-deployment preparation.</p> <p>(2) Phase 2 - Support to Trial preparation and execution.</p> <p>(3). Phase 3 - Support to Execution Phase.</p> <p>(4) Phase 4: De-preparation following End of Trial.</p> <p>b) <u>MIP Programme Support</u></p> <p>The Contractor is required to provide technical SME support to MIP programme planning and management meetings, as required and directed by the BATCIS LDG PM, over and above the support to international MIP meetings detailed in Requirement 2.</p>	<p>For the Contractor to deliver onsite technical support outside of the UK at a military establishment, the contractor is required to submit IVCO clearance for approval six weeks prior to arrival. The Authority is therefore required to request the technical support a minimum of seven weeks prior to the required event using the level 4 support request document.</p> <p>The Contractor will deliver an end of summary progress brief on the day's activities either at the end of each day or at a time to be agreed with the trials staff.</p>	<p>The Authority will request technical support to the Contractor through Tasking Authorisation process at Schedule 9 of the Contract. The Contractor will respond to this request within 5 Business Days. The Authority will agree timescales as part of this request.</p> <p>The Authority assumes that this will be no more than 75 Business Days per year. This will be consumed on a call off basis. The Authority will not pay for any days that are not used.</p> <p>The Contractor shall not consume any Business Days of technical support without the consent of the Authority LDG PM.</p> <p>The Contractor can submit T&S claims can be charged providing they are in line with</p>
----------	--	--	--	---

			<p>Schedule 10 Prices and charged in accordance with the latest MoD policy. Any claims charged outside of this will have to be agreed by the Authorities LDG PM prior to travelling via the Task Authorisation Process.</p> <p>The Contractor shall notify the Authority of any GFA required and manage GFA in accordance with the Contract.</p> <p>The Contractor will liaise with Authority in support Phase 1 activities.</p> <p>The Contractor will establish a trials baseline as part of Phase 2 activities.</p> <p>The Contractor will lead on the UK MIP Gateway elements during Phase 3 activities. This will include providing daily</p>
--	--	--	--

				on-site support to the activities.
4	Technical support to the LEMS baseline from 1 st April 2022 to 31 st March 2024.	The Contractor shall provide up to 10 Business Days of technical support for the LEMS message baseline, to assist the LEMC in the generation of future LEMS baselines or to help resolve issues that have been found with the existing LEMS baseline.	For the Contractor to deliver onsite technical support outside of the UK at a military establishment, the contractor is required to submit IVCO clearance for approval six weeks prior to arrival. The Authority is therefore required to request the technical support a minimum of seven weeks prior to the required event using the level 4 support request document.	<p>The Authority will request technical support to the Contractor through Tasking Authorisation process at Schedule 9. The Contractor will respond to this request within 5 Business Day.</p> <p>The Authority assumes that this will be no more than 10 Business Days per year. This will be consumed on a call off basis. The Authority will not pay for any days that are not used.</p> <p>The Contractor shall not consume any Business Days of technical support</p>

				<p>without the consent of the Authority LDG PM.</p> <p>The Contractor can submit T&S claims can be charged providing they are in line with Schedule 10 Prices and charged in accordance with the latest MoD policy. Any claims charged outside of this will have to be agreed by the Authorities LDG PM prior to travelling via the Task Authorisation Process.</p>
5	<p>Annual maintenance support for Army Wide IRIS licence (Licence Reference: FOR0440121501) covering period from 1st April 2019 to 31st March 2024.</p>	<p>The Contractor shall provide annual software support for IRIS forms, IRIS Organisational Messaging and IRIS / IMT Runtime Licences. These Army wide licences shall cover the following:</p> <p>a. Training Establishments. All training establishments that require the use of IRIS licences shall be covered.</p>	<p>The Contractor shall deliver IRIS software drops which will be accompanied by up to date Installation Guides and User Manuals.</p> <p>The Authority shall have 10 Business Days to feedback comments on the software drop</p>	<p>The Installation Guide and User Manual will be provided at the same time as the software drop.</p> <p>An online account will be setup to an Authority representative so that the software drops, User Guides and User</p>

		<p>b. User Trials and Experimentation activities.</p> <p>c. BCIP Instances containing IRIS licences running as a Virtual Machine e.g. on LDG and some training instances.</p> <p>The Contractor shall rectify any bugs found with the IRIS software or supporting tools, such as ISM, once delivered to the Authority in accordance with “Systematic Product Maintenance Policy” (ref. SSE/09630/POL/001 Revision 1.29 Date 10 Oct 2018).</p> <p>The Contractor shall ensure that all IRIS software drops will be accompanied with up to date Installation Guides and User Manual.</p>	<p>and associated Installation Guides and User Manuals. The Contractor must resolve the Authority feedback within 20 Business Days.</p>	<p>Manuals can be downloaded remotely.</p> <p>Supply of licences and maintenance is governed by the terms of Systematics Software and Licence Maintenance Agreement and Systematic Product Maintenance Policy unless otherwise stated.</p>
6	<p>Provision of annual maintenance support for 4 ISM Software User Licences (Licence Reference: ISM0441007101) from 1st April 2019 to 31st Mar 2024.</p>	<p>The Contractor shall provide annual maintenance support for 4 ISM User licences from 1st April 2019 to 31st Mar 2024.</p>	<p>The Contractor shall deliver ISM software drops which will be accompanied by up to date Installation Guides and User Manuals.</p> <p>The Authority shall have 10 Business Days to feedback comments</p>	<p>The Installation Guide and User Manual will be provided at the same time as the software drop.</p> <p>An online account will be setup to an Authority representative so that the software drops,</p>

			<p>on the software drop and associated documentation. The Contractor must address Authority feedback within 20 Business Days.</p>	<p>User Guides and User Manuals can be downloaded remotely.</p> <p>Supply of licences and maintenance is governed by the terms of Systematics Software and Licence Maintenance Agreement and Systematic Product Maintenance Policy unless otherwise stated.</p>
7 a.	<p>Provision of annual maintenance to support 513 (Five Hundred and Thirteen) IRIS Forms third party Licences (Licence Reference: FOR0441609801, FOR0441627201, FOR0441704601). These licences are for use by Third Parties (i.e. any party external to the Authority or British Army) from 1st April 2019 to 31 March 2021.</p>	<p>The Contractor shall provide software support for a total of 513 IRIS Forms third party Licences for the use of third parties in their laboratories for the period between the 1st April 2019 to the 31st March 2021.</p>	<p>The Contractor shall deliver IRIS software drops which will be accompanied by up to date Installation Guides and User Manuals.</p> <p>The Authority shall have 10 Business Days to feedback comments on the software drop and associated documentation. The Contractor must address Authority feedback within 20 Business Days.</p>	<p>The Installation Guide and User Manual will be provided at the same time as the software drop.</p> <p>An online account will be setup to an Authority representative so that the software drops, User Guides and User Manuals can be downloaded remotely.</p> <p>As the Authority already holds 198 valid Third-Party IRIS licences</p>

				<p>(Reference: FOR0441627201) up to the 30th September 2019 under BATCM/0265, software support for a total of 315 licences will only be required from 1st April to 30th September 2019.</p> <p>Supply of licences and maintenance is governed by the terms of Systematics Software and Licence Maintenance Agreement and Systematic Product Maintenance Policy unless otherwise stated.</p>
7 a i)	<p>Provision of annual maintenance for 74 (Seventy-Four) IRIS Forms third party Licences (Reference: FOR0441704601) These licences are for use by Third Parties (i.e. any party external to the Authority or British Army) in their laboratories</p>	<p>The Contractor shall provide annual maintenance support for a total of 74 (Seventy-Four) IRIS Forms third party Licences for the use of third parties in their laboratories from 1st April 2021 to 31st March 2022.</p>	<p>The Contractor shall deliver IRIS software drops which will be accompanied by up to date Installation Guides and User Manuals.</p> <p>The third party shall have 10 Business Days to feedback comments</p>	<p>The Installation Guide and User Manual will be provided at the same time as the software drop.</p> <p>An online account will be setup to an Authority representative so that the software drops,</p>

	from 1st April 2021 to 31 March 2022.		on the software drop and associated documentation. The Contractor must address within valid Authority feedback within 20 Business Days.	User Guides and User Manuals can be downloaded remotely.
7 a ii)	Provision of annual maintenance for 18 (Eighteen) IRIS Forms third party Licences (Reference: FOR0441704601) These licences are for use by third parties (i.e. any party external to the Authority or British Army) from 1st April 2022 to 31 March 2024.	The Contractor shall provide annual maintenance support for a total of 18 IRIS Forms third party Licences for the use of third parties in their laboratories from 1st April 2022 to 31st March 2024.	The Contractor shall deliver IRIS software drops which will be accompanied by up to date Installation Guides and User Manuals. The third party shall have 10 Business Days to feedback comments on the software drop and associated documentation. The Contractor must address within valid Authority feedback within 20 Business Days.	The Installation Guide and User Manual will be provided at the same time as the software drop. An online account will be setup to an Authority representative so that the software drops, User Guides and User Manuals can be downloaded remotely.
8	The provision of 20 (Twenty) New IRIS Forms third party licences and annual maintenance support for use by third parties from 1 st	The Contractor shall provide annual maintenance support for a total of 20 IRIS Forms third party Licences for the use of third parties in their laboratories from	The Contractor shall deliver IRIS software drops which will be accompanied by up to date Installation Guides and User Manuals	The Installation Guide and User Manual will be provided at the same time as the software drop.

	December 2019 to 31 st March 2021.	1st December 2019 to 31st March 2021.	The Authority shall have 10 Business Days to feedback comments on the software drop and associated documentation. The Contractor must address within valid Authority feedback within 20 Business Days.	An online account will be setup to an Authority representative so that the software drops, User Guides and User Manuals can be downloaded remotely.
9	Provision of 1 (one) new IRIS Forms developer package, each package consisting of 3 developer's licences from 1st April 2019 to 31st March 2021.	The Contractor shall provide software support for a total of 1 IRIS Forms developer package for use by a third party to integrate their software products with IRIS Forms open API's. This is required from 1 st April 2019 to 31 st March 2021.	The Contractor shall deliver IRIS Forms developer licences which will be accompanied by a Software Development Kit including interface documentation to allow a third party to integrate their software products with IRIS Forms open API's. The Authority shall have 10 Business Days to feedback comments on the developer licence software associated documentation. The Contractor must	An online account will be setup to an Authority representative so that the developer licences, software development kit and associated documentation can be downloaded remotely.

			address Authority feedback within 10 Business Days.	
--	--	--	---	--