

Contract End Date: (dd/mm/yyyy)	30/07/29 (plus 2 optional extensions of up to 12 months each)
Lowest/Actual Value: (£)	£137m (5yr term) £337m (option years and change value, not committed)
DESCRIPTION	
Please provide a detailed description of the notice you are adding:	<p>The Secretary of State for Defence (the "Authority") is seeking to appoint a strategic partner to deliver world class end user services in the Secret domain that will continually improve and enhance the experience of users working in this domain.</p> <p>The services will be provided under one End User Services at Secret (EUS(S)) contract and will include:</p> <ul style="list-style-type: none"> <li>- The end user service group which focuses on the user facing services including end to end lifecycle management of End User Devices (EUD) that enables user access to devices that are appropriate to their role and environment; provision of secure, up-to-date workplace desktop and applications that provide user communication and collaboration services; end to end lifecycle management of printers that enables appropriately authorised users to access hard-copy printing services; and management of information and historical records that have been created or received and are required to be maintained.</li> <li>- The enterprise management service group which focuses on enterprise enabling services and support to the End Users including the resolution of any incidents or other matters that cannot be resolved by the Authority Service Centre; providing Knowledge Articles to the Authority OSM and End Users; application packaging; integration with the Service Management Framework, and the Authority OSM service management toolset; performance management and reporting; continuous service improvement and change management; and the management of identities and access permissions to allow users to authenticate and access services at SECRET.</li> <li>- The infrastructure service group which includes the configuration and management of secure and resilient managed hosting infrastructure in the Secret domain; interoperability services with other systems (including legacy systems); and provision of a representative test and reference environment for the SECRET domain.</li> <li>- The change management service group which enables the efficient and effective assessment and implementation of change through "Change as a Service" which encompasses change initiatives and supports processes for Technical Change Triage and Technical Change Implementation. The Change Management Service will enable the onboarding and scaling of the Services to accommodate future technological developments and the integration of other End User communities within the existing scope of the Services. Under the EUS(S) contract, the EUS(S) Contractor will inherit a "day 1" solution based on the existing MODNET S service architecture and delivery model which currently delivers services to over 17,000 MOD and MOD authorised users at approximately 230 UK sites and 60 overseas sites. The EUS(S) contract would transfer the provision of the current services and include a flexible and reactive change mechanism to allow the exploitation of service advancements, including the ability to integrate new services and implement changes to scale as Defence requires. Except as detailed in the tender documents, the Authority will own or license in the assets required to enable the Contractor to run the day 1 solution and, from the relevant operational service commencement date for each Sub-Service (which will be groupings of service requirements based on commonality between the nature of the services, their outcomes or functional areas), the Contractor will be responsible for delivery of the relevant Services in accordance with the provisions of the EUS(S) contract. The EUS(S) requirements may also include costed options in relation to some service areas.</li> </ul> <p>The requirements have been drafted as largely outcome-based requirements. This is because the Authority anticipates that, over the term of the contract, the EUS(S) solution may evolve and change in response to:</p> <ul style="list-style-type: none"> <li>- changes in technology and innovation,</li> <li>- the Authority's operating environment,</li> <li>- administrative efficiencies,</li> <li>- the management of obsolescence,</li> </ul>

- the expansion and onboarding of new Authority consumers of SECRET services and/or
- as a consequence of rationalisation of Authority IT systems and the take on of other services where it is in the Authority's interests to combine service delivery, service outcomes, service users or otherwise bring together IT systems and services.

Accordingly, the Authority needs the service requirements to be capable of adapting to evolution and change, without in themselves losing relevance to the Authority's user community and the service outcomes sought by the Authority and that community.

The service requirements will also include a "Change Management Service" as outlined above that will require the Contractor to provide a standing technical change capability that the Authority will draw on to enable this. The scope of the Services procured under the EUS(S) contract therefore may include not only the day 1 "take-on" of the existing MODNET S solution but also its evolution and growth in response to developing Authority needs and wider technological and operational change.

#### Security

The Cyber Risk Profile for EUS(S) is HIGH. In order to be able to bid, a supplier must meet the requirements applicable to the handling of sensitive and classified information, including information classified to the level of SECRET - UK EYES ONLY, as the procurement has an exemption applied under Regulation 7(1)(a) of the DSPCR, in conjunction with Regulation 6(3A)(a) of the DSPCR.

A contract will not be awarded in respect of this procurement for the provision of EUS(S) unless the successful supplier's contracting entity is:

- (a) registered and operating in the UK; and
- (b) an entity with at least 50% of its directors (or equivalent) who are both UK nationals and domiciled in the UK.

The successful supplier would be required to be FSC (previously known as List X) certified by the anticipated date of award of the EUS(S) contract. Further details on the security conditions, including those applicable to participation in this procurement and to the performance of the EUS(S) contract can be found in section 2 of the PQQ and at Annex A (Security Aspects Letter) of the PQQ.

Members of a potential supplier's bid team will also be subject to certain security clearance requirements, including (in the case of members of the bid team who will access certain classified materials) requirements relating to nationality and holding a valid UK Government security clearance. Further information is set out in the PQQ.

#### Contract Duration

The term of the EUS(S) contract will be for five (5) years, with two (2) extension options of up to twelve (12) months each. The term will include a transition period from the existing incumbent to the new supplier prior to the commencement of operational services under the EUS(S) contract.

#### Contract Value

The contract value based on the Authority's estimations is £137m for the five (5)-year contract duration (with a further £63m available if both extension options are exercised). However, given the need for the contract to accommodate change, there could be the potential for an additional circa £137m to be added to the contract during its life via the Change Management Service and other contractual change mechanisms, which will be further described in the draft EUS(S) contract included with the tender documents. This could result in a maximum estimated contract value of £337m assuming all estimated change budget and both extension options were exercised.

#### PQQ

The Authority will, as a part of the PQQ evaluation and among other matters, assess the economic and financial standing of potential suppliers (including whether, if applicable, a potential supplier could obtain a guarantee). There will be an assessment of turnover based on an annual contract cost of £30M. Further details are provided within the PQQ.

In order to participate in the PQQ and to effectively manage security interests during the procurement, the Authority will require interested suppliers to enter into a Non-Disclosure Agreement (NDA) prior to receiving the PQQ, which will set out suppliers' obligations of confidentiality in relation to certain confidential and/or sensitive information disclosed by the Authority in connection with this procurement. The process is detailed below.

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|  | <ol style="list-style-type: none"><li>1. Interested suppliers wishing to register interest for the PQQ should e-mail <a href="mailto:stephanie.whitmore102@mod.gov.uk">stephanie.whitmore102@mod.gov.uk</a> to receive an NDA to complete and return. Please ensure your email subject starts with 'EUSS-PQQ-Supplier Name'.</li><li>2. Upon receipt of an acceptable copy of a correctly completed NDA, access will be given to the PQQ held within the Defence Sourcing Portal (which is where the Supplier Prospectus and Conflict of Interest (COI) letter are also held, and access to these will be granted at the same time). If an account is not already held, potential suppliers should register an account with the Defence Sourcing Portal ("DSP") as soon as possible at <a href="http://www.contracts.mod.uk">www.contracts.mod.uk</a></li><li>3. Suppliers who have signed an NDA and who wish to complete the PQQ should complete the PQQ in accordance with the instructions set out therein. Any clarification questions which a supplier may have in relation to the PQQ or any other aspect of this procurement will be managed in accordance with the process (including timescales and deadlines) detailed in the PQQ.</li><li>4. The deadline for applying to the procurement by submitting a PQQ response is 1200hrs 6 September 2023.</li><li>5. Full guidance on the selection of PQQ applicants for progression to the next phase of the EUS(S) procurement is contained within the PQQ. At the date of this Contract Notice, the Authority intends to select up to a maximum of six (6) PQQ applicants to participate in the next phase of the procurement.</li><li>6. All communications in relation to the EUS(S) procurement shall be made through the DSP Portal.</li></ol> |
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