

Statement of Requirement (SOR)

CATE Support Team

Introduction

1. A technical support team for the Defence Cyber Academy based at Defence Academy, for the Virtual Cyber Academy Training Environment (CATE) from May 23. The technical support team is required to be in place during the build of CATE and assume full technical responsibilities for the capability on completion. Whilst not installing CATE, they will support the DCA staff during the build, liaise with the contractor building CATE and support DCA training and cyber security during and after this period. Once BAU commences, the technical support team will work alongside and support the DCA instructors and training programme, including support towards integration of new training and requirements.

Background

2. Defence Cyber Academy (DCA) is currently in the process of upgrading and refreshing its virtual training environment (REDACTED ON COMMERCIALLY SENSITIVE GROUNDS) This is to create a commercially and industry supportable environment that is future proofed for training and security through AWS and an On-Premise solution. The build of the virtual CATE requires a new and highly skilled technical support team (based on the SFIA framework) to assure the maintenance, security and training delivery at DCA and the Cyber Training pathway for the MoD.

Skillset Requirements

3. A technical support team to meet the requirements below:

SFIA level Definitions	Skills
Follow	1. Working with MoD and understanding of MoD JSP's
Assist	1. Knowledge of and experience implementing NCSC Cloud Security principles and other Cyber Security standards 2. Microsoft services 3. Windows Administration 4. Linux Administration
Apply	1. Cloud AWS, IaC and associated networking technologies 2. Databases and MySQL 3. Containerisation; 4. Networking both physically and logically 5. VPN's 6. Azure DevOps and building CI/CD pipelines 7. Virtualisation 8. Microsoft services;
Enable	1. Terraform, Ansible, BASH Scripting and Packer 2. Python and web development 3. Containerisation; 4. Azure DevOps and building CI/CD pipelines
Ensure or advise	1. Network security; firewalling and SIEM

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Software/Content Developer (24/25FY requirement) not a full-time role.

SFIA level Definitions	Skills
Enable	1. Offensive Cyber Knowledge
Ensure or advise	1. Offensive Cyber Knowledge 2. Windows Administration 3. Linux Administration 4. PHP 5. Building vulnerable system configurations 6. Create supplementary enrichment material to enhance the realism of environments.

Deliverables

5. Contractors will:

- Work with the contractor installing CATE to ensure smooth handover to BAU. This does not include building CATE. To include but not limited to:
 - Aid in the development of system processes.
 - Assist and generate the necessary documentation to support these processes.
 - Ensure all system documentation remains as up to date as possible.
- Support the DCA technical training requirements. This includes:
 - Building virtual training labs/ environments to specific course requirements.
 - Maintenance and adjustment of current training material and labs in conjunction with DCA instructors.
 - Administration including creation and issuing of student IT accounts
 - Technical queries.
 - Support during DCA courses, monitoring of network and rapid fault rectification.
 - Management of end user devices.
- Support other DCA Courses
 - Create user accounts in Azure Active Directory (AAD) and assign correct group.
 - Image, set up, configure of each student laptops
 - Induction to students to cover SYOPS, PERSEC, laptop operation and course support routes.
 - Inflight support for the duration of course delivery
 - Break fix support for laptops
 - Login issues due to a block put in place by the laptop guardrails
- Asset management including licence management.
- Support DCA training by ensuring network resilience and functionality.
- Maintain and monitor and report on security incidents for the DCA.
- Maintaining and updating system documentation.
- Continuous maintenance and improvement of CATE.
- Any other technical requirements that DCA may need.
- Set up of DCA training classrooms.
- Maintain skillsets required to support CATE.
- Normal working hours (unless serious incident)

Duration

6. The support should commence 01 June 23 for 12 month contract with a 12 month option.

Milestones

7. DCA Programme Board convenes quarterly which will feed into a quarterly meeting with DCA and the supplier regarding performance against the below:
 - a. **Skillset** – A review of the skillset that was required at the start of the project, to ensure that any development work and upgrading of CATE and courses, that the technical support team is still fit for requirement and meets the deliverables of DCA.
 - b. **Cost** – justification of the cost of the contract vs the deliverables of the contract. Can the contract be sustained at this cost, or can it be increased, or savings made?
 - c. **Staffing level** – Looking at the number of staff that the budget and contract provide and if this is sustainable with the growth of DCA. Reviewing the feasibility of a team of Crown Servants instead of contractors.

Location

8. Staff will be required to be onsite at Defence Cyber Academy, Defence Academy as business needs dictate.

Acronyms

9. Acronyms used:
 - a. (REDACTED ON COMMERCIALLY SENSITIVE GROUNDS)
 - b. CATE- Cyber Academy Training Environment
 - c. DCA- Defence Cyber Academy
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Additional Possible Requirements

Optional Requirements

10. N/A

Governance

11. Contractors will need to report to a member of DCA staff – refer to Milestones section.

Acceptance

12. Report and be directed by a member of DCA staff on outputs -quarterly meeting with the DCA Programme Board and the supplier.

Performance Management

13. See milestones

Government Furnished Assets

14. Supplier will need access to MODNET

Security

15. SC minimum required – DV is preferred

Personal Data

16. N/A

Quality & Standards

17. Requirement to meet the skillset outlined and to upskill if required.

Health & Safety

18. N/A

Environmental

19. N/A

TUPE

20. N/A

Implementation

21. (REDACTED ON COMMERCIALLY SENSITIVE GROUNDS)

Exit

22. At the end of the contract the supplier will be required to return any MOD equipment including MODNET laptop and all site passes within 5 working days. Work should be completed on MOD IT and will remain the property of MOD.

Software

23. N/A

IPR or Other Rights

24. N/A

Exploitation Levy

25. N/A

Tendering Information

Pricing/Payment

26. One single payment on completion of work

Cyber Risk

27. The Cyber Risk Profile for this requirement is High. The supplier will be required to complete a Supplier Assurance Questionnaire (SAQ) to at ITT stage.

IR35

28. N/A

Contractor Liability

29. TBC- 125% of contract value in line with G-Cloud 13 T&Cs'.

Market Engagement

30. Market research for daily rates for SFIA grades 4/5 with suppliers that provide the services required.

Site Visits

31. N/A

Samples

32. N/A

Redactions

33. N/A

Benefits

34. N/A

Social Value

35. Social value will be assessed in line with G-Cloud 13 T&C's

Evaluation Criteria

36. The evaluation criteria is determined in line with G-Cloud 13 T&C's