



**JOINT SENSOR & ENGAGEMENT NETWORKS
(JSENS)
DELIVERY TEAM**
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**Statement of Work for BAE Systems Operations Ltd
Provision of In-Service Support for GBAD BISA
Period 03 January 2017 to 02 January 2021**

JSENS/04/01/02/20151110-GBAD_ISS OSC



CORE - (IN SERVICE SUPPORT)

Design Authority

1. The Contractor shall provide on-going Design Authority services for the GBAD BISA capability including the Portable Classroom Based Training (PCBT) systems.
2. The Contractor shall maintain the GBAD BISA configuration, build standard, design documentation and online help files.
3. The Contractor shall maintain a list of software bugs identified for the fielded version of GBAD BISA which shall be reviewed at the Quarterly Project Control Meetings (QPCM).
4. The Contractor shall maintain a list of potential software enhancements for future versions of GBAD BISA based on enhancements put forward by either the Contractor or the Authority to include the Military End User which, shall be reviewed at the QPCM.
5. The Contractor shall maintain an activity register used to status of non-core and ad-hoc tasking which shall be reviewed at the QPCM.
6. The Contractor shall maintain a risk register of risks for the fielded and future versions of GBAD BISA which shall be reviewed at the QPCM and Availability Working Group (AWG) meetings.
7. The Contractor shall monitor and maintain product safety status for the fielded version of GBAD BISA and will notify the Authority immediately if it identifies or becomes aware of any decrease to the safety of personnel due to the operation of GBAD BISA.
8. The Contractor shall monitor and maintain product security (including security and anti-virus updates/patches) for the fielded version of GBAD BISA (including the CBT classrooms) and will notify the Authority immediately if it identifies or becomes aware of any impact to the security accreditation of GBAD BISA.

Software Licences

9. The Contractor shall provide on-going provision and support of software licences required for GBAD BISA operation and training throughout the length of the Contract. This shall include but not limited to;
 - a. Alternative Messaging System (Alt MS) required to achieve the quality of service required for GBAD BISA on Bowman, and
 - b. Local Network Software (LNS) required for use on training and development rigs for networking of GBAD BISA where Bowman is not present.

Incident Report Investigation

10. The contractor shall investigate technical issues arising from in-service reports raised by the Users on the fielded version of GBAD BISA and provide advice in terms of recommended courses of action(s) back to the User within 5 working days of receipt of the report. A transition to using the JAMES Component Report process may be implemented at a later date with mutual agreement.
11. The Contractor shall maintain the Incident Report Database and enter onto the database new software Incident Reports as they arise, this shall be reviewed at the QPCM.

In-Service Meetings

12. The Contractor shall convene a QPCM chaired by the Authority between the Contractor and the Authority (attendees; BAEs, JT GBAD, JSENS DT, RATDU, Users) to brief the Authority on completed and on-going activities for the following minimum agenda items:

- a. Configuration Control (including CCBs)
- b. Safety Management
- c. Security Management
- d. In-Service Review (to include Incident and Defect Report status)
- e. Software Development Review
- f. Activity Register Review
- g. Risk Register Review
- h. Additional agenda items may be included in a QPCM at the request, or by agreement, of the Authority.

13. The Contractor shall provide minutes for each QPCM accurately recording the discussions between the parties and any decisions and actions agreed during the meeting. The Contractor shall deliver to the Authority's Project Manager the draft QPCM minutes, within 20 business days of each QPCM. Following receipt of the Authority's comments on the draft minutes, the Contractor shall incorporate such comments and formally issue agreed minutes to all attendees within 7 business days.

14. The Contractor shall attend and provide Design Authority support to the quarterly GBAD BISA Availability Working Group chaired by Jt GBAD to be held at an appropriate location (High Wycombe / Larkhill / Thorney Island).

15. The Contractor shall attend and provide Design Authority support to the quarterly Joint Stakeholder Forum for the BOWMAN stakeholder community chaired by the JSIB at GDUK Oakdale.

16. The Contractor shall attend and provide Design Authority support to a Bi-Annual GBAD BISA Safety Panel chaired by the Authority to be held at an appropriate location (High Wycombe / Larkhill / Thorney Island).

Development and Integration Meetings

17. The Contractor shall attend Progress Review Meetings on the development of the GBAD BISA at the GDUK premises on a 6 to 8 week interval basis.

Development Test Rigs

18. The Contractor shall maintain the two development test rigs at BAES Frimley and RATDU Larkhill used throughout the length of the Contract for;

- a. In-house development and system testing
- b. Factory acceptance testing
- c. 3rd and 4th line in-service support to the military end user.

Development of Engineering Builds

19. The Contractor shall support a series of workshops (monthly for the 1st Quarter and thereafter in agreement with the Authority) with the user community to develop and prioritise the Candidate Item (CI) requirements for the next GBAD BISA build.

20. The Contractor shall provide the Authority with a System Requirements Report providing a detailed description of each CI requirement and detailed description of the function(s) for the Authority's consideration. Any CIs the Authority wishes to take forward shall be subject to the tasking procedure at K18 of the Contract. The Contractor shall not undertake any work towards the implementation of any CIs until such time as a task has been agreed in accordance with K18 of the Contract.

CORE - FIELD SUPPORT ENGINEER

21. The Contractor shall provide a full-time Field Support Engineer (FSE) throughout the length of the Contract, who shall be embedded with the Customer 15 SIG REGT (IS) Larkhill, Tactical Support Team.

22. The Contractor FSE shall assist and provide technical engineering support and assistance to the following units;

- a. Jt GBAD,
- b. RHQ Royal Artillery (RHQ RA),
- c. Royal School of Artillery (RSA),
- d. Royal Artillery Trials Development Unit (RATDU),
- e. Royal Artillery Regiments (12RA, 16RA and 106RA)
- f. Royal Marine Air Defence Troop,
- g. 15 Signals Regiment Tactical Support Team (TST) (part of 15 SIG REGT (IS)).

23. The Contractor FSE shall support, maintain and coordinate the upgrade of GBAD BISA training systems at the user locations;

- a. RSA – Based at Larkhill,
- b. 12 Regiment RA – Based at Thorney Island,
- c. 16 Regiment RA – Based at Thorney Island,
- d. 106 Regiment RA (Reservists) – Based at Southampton, Portsmouth and Grove Park, London,
- e. Royal Marine Air Defence Troop – Based at Stonehouse Barracks Plymouth.

24. The Contractor FSE shall provide technical assistance and engineering support to RATDU and the GBAD community for;

- a. Trials and Testing,
- b. Trend analysis,
- c. Integration and Interoperability,
- d. Training,
- e. Field exercises,
- f. Security patching and anti-virus updates.

25. Not used.

26. The Contractor FSE shall assist RATDU in devising, testing and advising on Restriction Orders and work round procedures where faults have operational or training implications.

27. The Contractor FSE shall produce a written summary report within 5 business days of visiting any of the locations listed in paragraphs 22 and 23 of this SoW for the purposes of providing support services in accordance with this Contract, including but not limited to: installation of new Security and Virus updates; Updates to classroom training equipment (e.g. new software builds); repair of classroom training equipment; provision of assistance to training exercises; participation in training exercise feedback events.

NONCORE – (GBAD BISA DEVELOPMENT and INTEGRATION)

Introduction

28. The following items may form the basis of tasking subject to Condition K18. Therefore, the inclusion in the Statement of Work does not place an obligation on the Authority to contract for the following line items 29 to 50.

Development brought about by changes to Bowman

29. The Contractor shall develop the next formal release of the GBAD BISA software to be hosted on the Bowman BCIP 5.6 implementation, covering but not limited to changes brought about by;

- 29.1 Move to the Windows 8.1 Operating System
- 29.2 Hardware changes (7" tablet for the HVM LML Fire Unit)

Geographical Information System mapping solution

30. The Contractor shall develop in agreement with the Authority the GBAD BISA utilising one of the following MapWinGS / Bowman C2 / OSGEarth Geographical Information System mapping solution.

Test Rigs Updates

31. The Contractor shall ensure the Development Test Rigs are updated as appropriate as part of the development of the next formal release of the GBAD BISA software.

Software licences (AltMS and LNS) Updates

32. The Contractor shall ensure the Software licences (AltMS and LNS) are updated as appropriate for Win 8.1 as part of the development of the next formal release of the GBAD BISA software.

Software Engineering Builds for RATDU / JSIB

33. The Contractor shall deliver GBAD BISA software engineering builds of the developing new software build for evaluation at RATDU in preparation for formal testing, version release, system integration and fielding.

Factory Acceptance Testing

34. The Contractor shall undertake a Factory Acceptance Testing (FAT) and successfully complete the Authority test scripts produced by the Authority for the GBAD BISA software build.

JSIB Integration

35. The Contractor shall support the Joint System Integration Body (JSIB) integration activities of GBAD BISA software build for the Bowman BCIP 5.6 implementation by the provision of Subject Matter Expertise (SME) technical advice.

36. The Contractor shall provide Engineering Release builds of the GBAD BISA software to the JSIB) in order for risk reduction integration activities to be undertaken by the JSIB organisation.

37. The Contractor shall provide the 'FAT' build for the JSIB to undertake SIRG 5 (Dec 17¹) Systems Integration.

38. The Contractor shall provide the final stable build for the JSIB to undertake SIRG 7 Formal Systems Integration activities (2nd Quarter 2018²).

Development and Integration Meetings

39. The Contractor shall attend System Integration Readiness Gates (SIRG) meetings³ at the GDUK premises to support the interface between GBAD BISA and the BCIP 5.6 and cover issues such as but not limited to interoperability, system integration and capability delivery.

40. The Contractor shall attend Pre-Disposition Boards (PDB); to sentence System Problem Reports raised any stage during the System Integration process. Note: if deemed adequate by the parties (i.e. JSIB, BISA developer, Authority, User) a dial-in-telecom maybe sufficient to meet the needs of the PDB.

41. The Contractor shall provide a progress review update of the on-going development as part of the QPCM (and PRMs) between the Contractor and the Authority to brief the Authority and JSIB on completed and on-going activities.

Expert User Evaluation

42. The Contractor shall support as necessary an Expert User Evaluation, once a stable baseline is available in the JSIB Integration Test Facility to support the User Community.

Fielding Support

43. The Contractor shall support the JSIB in the fielding of the GBAD BISA by the provision of SME technical advice and assistance.

44. The Contractor shall provide SME technical advice and assistance to the Military end user on software issues as Regiments undergo the conversion programme.

CBT Classroom Updates

45. The Contractor shall plan software, hardware, infrastructure and deliver updates to the GBAD BISA CBT classrooms to take into account the changes needed as part of the fielding.

GBAD BISA Documentation

46. The Contractor shall update and deliver the GBAD System Requirements Document to document the endorsed GBAD BISA baseline position.

47. The Contractor shall update and deliver as appropriate and if required the GBAD BISA Software Safety Case Report and Hazard Analysis for the implementation of GBAD BISA software build to support the SIRG 7.

¹ Date may change dependent on the BCIP 5.6 programme

² Date may change dependent on the BCIP 5.6 programme

³ JSIB forecast dates SIRG 2 –Jan 17, SIRG 3 – Feb 17, SIRG 4 – Aug 17, SIRG 5 – Dec 17, SIRG 7 – April

18. All dates subject to change.

48. The Contractor shall produce and deliver a GBAD BISA Security Impact Analysis for the implementation of GBAD BISA software build to support SIRG 7.

49. The Contractor shall produce and deliver GBAD BISA on-line help to reflect the new baseline for the Military End User community to support Training of the new software build.

GBAD BISA Future Builds

50. The Contractor shall support discussions and workshops with the Military End Users and Requirement Managers on the development of future builds of GBAD BISA software.

DELIVERABLES / MILESTONES

51. The following items shall be deliverable to the Authority:

- a. A formal Quarterly Project Control Meeting (QPCM)– to be held quarterly
- b. A formal set of QPCM minutes in Microsoft Word or PDF – to be provided in draft within 20 working days of each QPCM and published within 7 days of receipt of the Authority's comments.
- c. A Prioritised bug / enhancement list to support the QPCM in Microsoft Excel format – to be provided at each QPCM
- d. An updated Risk Register to support the QPCM in Microsoft Excel or PDF format - to be provided at each QPCM
- e. An updated Activity Register to support the QPCM in Microsoft Word or PDF – to be provided at each QPCM
- f. A FSE summary report in Microsoft Word or PDF format following any meeting, conference, presentation or visit within 5 working days.
- g. A Engineering Software release to RATDU (Larkhill) – to be delivered quarterly / as appropriate
- h. A formal update of the GBAD BISA Requirements Report in Microsoft Word or PDF format for the proposed implementation of GBAD BISA Version 5.0 Candidate Item Requirements