

# REQUIREMENT SCOPE FOR NAVY DIGITAL AND DATA PORTFOLIO AND SUPPORT SERVICE

## Introduction

1. Navy Digital (ND) requires a support service to ensure effective planning, management, budget allocation, delivery and, decision making across the Digital portfolio to deliver Digital services and capabilities to the Royal Navy (RN) in support of Operational outputs and Business as Usual (BAU) in line with the Digital and Data (DD) plan.

## Deliverables Background

2. The MDA Navy Digital PfO and BRM play a crucial role in coordinating and ensuring coherence across all investments and Business as usual (BAU) activities delivered by Navy Digital. This coordination is essential for the Chief Digital Information Officer (CDIO) to effectively manage the portfolio, budget, and assurance of all digital initiatives within Navy Command. The BRM digital enabling service tracks all requirements managed by Navy Digital, ensuring they are approved in line with policy and preventing incoherent submissions of business cases. Without this service, there would be a significant impact on investment approaches, leading to inefficient and siloed working.

3. Furthermore, the absence of the proposed service would hinder CDIO's ability to make informed decisions, track risks, requirements, and contracts. This would result in major impacts on the investment and enabling process, causing delays and inefficiencies in gaining approvals for new and BAU requirements. The BRM team is also vital for providing financial and commercial support to SMEs, ensuring the delivery of critical services and equipment to maritime platforms. Additionally, the Navy Digital and Data Plan (NDDP) articulates how the Navy will become data driven by 2030, and the PfO and BRM services are integral to not only supporting delivery of this vision and the strategy itself, but cohering all Digital activity against this roadmap. The BRM service plays a key role in forecasting, budgeting, and supporting resource requirements which in turns support the CDIO and finance SMEs in effective end to end financial management of the delegated budget. Failure to sustain these services would critically disrupt Navy Digital's outputs and hinder the Navy's ability to maintain its priority Defence Outcomes.

## Overview of Requirement Outputs

4. This requirement has two functional outputs. The service will provide functional delivery of these outputs:

- a. **Business Resource Management (BRM)**
- b. **Portfolio Management Office (PMO)**
- c. **Information Management and Internal Media (IMIM)**

5. **Resource estimate:** It is estimated that the total service volume will be in the order of 5300-5400 service days per service year.

6. **Business Resource Management (BRM) Overview of Requirement** – Ensure ND resource requirements are forecast, budgeted, invoiced and supported through the

approvals process and duration of the lifecycle in support of CDIO mandated outputs in accordance with the DD plan.

- a. **BRM Planning** – The development, implementation and management of related processes and standards and providing support, guidance and reviews to ensure adherence to these.
- b. **BRM Operations** – Provide decision making support by assessing and refining the benefits of investments in business processes, Digital services and Digital assets, while maintaining and supporting the Forecast Of Outturn (FOO) and Annual Budget Cycle (ABC) processes.
- c. **BRM Enablers** – Ensure the value in effective contract requirements principles and enhancing delivery of business resources to support ND requirements.

7. Resource estimate: It is estimated that this output service volume will be in the order of 1600-1700 service days per service year.

8. **Portfolio Management Office (PMO) Overview of Requirement** – The aim of the PMO is to manage the pipeline of Run, Change and BAU activities, to aid decision making and ensuring their alignment and contribution to the organisational strategies and objectives through understanding, categorising, prioritising, balancing, and planning.

- a. **Portfolio Planning Services** – Centrally implement and co-ordinate ND prioritisation, investment strategy and measurement of initiatives to meet ND objectives.
- b. **Portfolio Management Services** – Enable governance and assurance of digital projects and programmes establishing an effective approach to generating and presenting Management Information (MI) and subsequent reporting. Provide a single source of truth to inform effective decision making to respond to change. Provide robust integration of Change initiatives alongside BAU using appropriate portfolio management principles.
- c. **Portfolio Analysis and Enabling Services** – Provide qualitative analysis techniques across the collective Portfolio of Run, Change and BAU initiatives round both internal and external RAIDO<sup>1</sup> and Assurance. Enable effective integration between internal ND pillars and external NCHQ stakeholders and building a tailored master data set and tooling provision to support ND, The organisation's portfolio, Defence Digital/Cabinet Office, Commercial and Financial Governance.

9. Resource estimate: It is estimated that this output service volume will be in the order of 3100-3200 service days per service year.

10. **Information Management and Internal Media IMIM** – Ensure delivery of Information Management, application of digital security and internal media communications for Navy Digital are delivered in line with MOD policy and CDIO's priorities.

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<sup>1</sup> RAIDO - Risk, Assumptions, Issues, Dependencies and Opportunities

- a. **IMIM Planning** – Manage and implement Information Management (IM) for Navy Digital, ensuring information and records are appropriately stored and accessed.
- b. **IMIM Operations** – Manage the application of IT and Cyber security processes for Navy Digital and the relevant associated personnel administration.
- c. **IMIM Enablers** – Enable Navy Digital HQ and sub directorates internal media work with any visual communicative outputs as well as generating and implementing a Navy Digital Communication Strategy and Plan.

11. Resource estimate: It is estimated that this output service volume will be in the order of 400-500 service days per service year.

## **Service Outputs**

12. **Business Resource Management (BRM)** outputs in detail.

- a. **BRM Planning**

- (1) Increased adoption of, and adherence to, policies and standards as a service across ND.
- (2) Tailored methods and capabilities for requirement management implemented and maintained across ND.
- (3) Proactive management of requirement pipeline and collation of common requirements to provide efficiencies.
- (4) Accurate, auditable and compliant financial planning and forecasting applied consistently across ND.

- b. **BRM Operations**

- (1) Optimisation of investment decisions, informed by robust assessments of the value of investments across the 1\* Directorate.
- (2) Provide direct support to customers to ensure submission of consistent, accurate and relevant ND Business Cases (BCs) into the approvals pipeline.
- (3) Provide an accurate picture of all ND BCs progressing through the approvals pipeline using the current tracking system.
- (4) Compliance with corporately mandated Contracting, Purchasing and Finance (CP&F) tool, storing all business requests and accompanying documentation to inform relevant approvals.
- (5) Consistent, traceable and accurate management of the Forecast of Outturn (FOO) across ND.

c. **BRM Enablers**

- (1) Best-practice requirement management principles applied consistently across ND, enabled by expert digital support, guidance and engagement.
- (2) Centralised management of all ND requirements to optimise contracting approach and ensure maximum value for money.
- (3) Proactive approach to engaging different areas of ND to identify requirements during the early concept stages, to progressively and consistently improve the maturity and validity of these requirements across the directorate.

13. **Portfolio Management Office (PMO) outputs in detail.**

a. **PMO Planning Services**

- (1) Common understanding and categorisation of all ND Run, Change and BAU initiatives, and the wider Navy's digital dependencies, are mapped to the organisation's objectives.
- (2) Appropriate and tailored Assurance and Governance management processes developed, implemented, and continually measured for all types of digital initiatives for the Navy, including applied methodologies (e.g. Waterfall/Agile).
- (3) A consistent planning and delivery approach that is tailored to organisational objectives agreed with the Senior Leadership Team (SLT) and is maintained and adjusted to meet Defence Digital/Cabinet Office Assurance, Commercial and Financial approval policies.
- (4) Provide sufficient accurate data using a "single source of the truth" approach to enable Portfolio understanding, categorisation, prioritisation, balancing, and planning of capability and resource.
- (5) Develop and manage the Navy Digital and Data Plan, to support the capability delivery plans, procedures and guidance that allow the Navy to maintain and improve its digital capabilities and provide streamlined governance processes at the Portfolio, Programme and Project level. The service will ensure that the Navy Digital and Data Plan remains aligned to organisational needs and maximises its battlespace advantage and business efficiency.
- (6) Support the 1-Star Directorate level focus for the Navy's Digital requirements, business planning, P3M management, governance and reporting.
- (7) Ensure the Navy Digital Board (NDB) remains aligned to the delivery of the Navy Digital and Data Plan and enables strategic inputs to Navy Executive Committee (NEC) and Defence Digital boards including the Functional Coherence Board.

b. **PMO Management Services**

- (1) Establish and subsequently run an appropriate and comprehensive sub-portfolio governance service across the ND Pillars via embedded Programme Business Managers (PBMs), working in conjunction with the Organisation's Portfolio Office (Performance Group). Develop and maintain guidance and repositories for Portfolio artifacts.
- (2) Support ND Front Door processes and services to deliver coherence across ND assurance of digital projects and programmes for Navy Command, utilising the ND Technical Assurance Authority (TAA) as required.
- (3) Established internal RAIDO, Benefits and Scheduling management services to include tools to record Dependencies, Benefits and Risks.
- (4) Established external pan portfolio management of Technical Assurance, Dependencies, Risks and Level 0/1 schedule to assess the impact on ND resources to support Annual Budget Cycle (ABC) forecasting.
- (5) Established Portfolio level oversight of ND Level 0/1 plan deliverables. Management and reporting of funding against Risk and Dependencies to forecast and report.
- (6) Established assessment method to measure and prioritise investment initiative Benefits beside delivery of the organisation's objectives.
- (7) Produce and maintain the digital policies that enable the Digital and Data Plan and meet the UKStratCom / Defence Digital Portfolio Federated Assurance process.
- (8) Set and maintain the policy for project delivery and governance processes and act as a point of contact for all digital standards policy.

c. **PMO Analysis and Enabling**

- (1) Embedding Information Management and Internal Media (IMIM) tools and services that incorporate ND Run, Change and BAU initiatives to contextualise and visualise data into information that provides effective and consistent responses to the SLT, internal and external stakeholders.
- (2) Continuous information management of supporting artifacts to ensure consistency of evaluations, decisions, and knowledge. Established repositories for artifacts using the appropriate tooling.
- (3) Repository and site management, (sites, lists, Teams channels and document libraries) and allocation and monitoring of permissions.
- (4) Support the development of Stakeholder communications and contribute to the ongoing efforts to raise awareness of ND internal governance and external assurance policies.

(5) Development and maintenance of training artefacts to ensure consistency knowledge and skills across standardised Portfolio Governance processes, including Inductions, Work Instructions and 1-2-1 coaching.

(6) Design a digital strategic engagement plan supporting RN input to Defence strategic planning.

14. **Information Management and Internal Media (IMIM)** outputs in detail.

a. **IMIM Planning**

- (1) Generation of the Navy Digital Information plan.
- (2) SharePoint and MS Groups access rights managed appropriately.
- (3) Navy Digital Users supported in the application of IM policy.
- (4) Records and documents stored and archived appropriately.
- (5) Navy Digital process enabled and supported through the use and development of MS Forms.

b. **IMIM Operations**

- (1) Joiners and Leavers Onboarded and Off-boarded smoothly and efficiently.
- (2) Navy Commercial effectively supported with the appropriate Defence Cyber Protection Partnership documentation.

c. **IMIM Enablers**

- (1) Generation of MOD standard designs in a range of creative outputs including illustration, PowerPoint, and no code web design.
- (2) Navy Digital teams supported with idea and content generation and execution, ensuring full alignment across all teams.
- (3) Co-ordinated internal and external communication outputs.
- (4) Content created and published MOD wide, for public and force wide consumption.
- (5) Digital information site structures fit for purpose, maintained and co-ordinate for the whole of Navy Digital.

**Service Activities and responsibilities**

15. Below are the descriptions of the activities and responsibilities to be delivered through this Service.

16. **Business Resource Management (BRM)** activities and responsibilities.

a. **BRM – Planning**

- (1) The Service shall provide financial planning to coordinate and support the financial and budgetary planning for Navy Digital services.
- (2) The Service shall generate purchase orders for all Navy Digital contracts alongside the relevant Subject Matter Expert (SME) and monitor live contracts alongside the commercial function to ensure alignment with the payment profile and identify and resolve discrepancies.
- (3) The Service shall manage the raising of requisitions and generation of all necessary business artifacts for ND procurements as directed by the extant RN procurement policy.
- (4) The Service shall work with SMEs to develop and maintain a requirements capture template and seek feedback from users, making amendments where appropriate.
- (5) The Service shall review and validate all Navy Digital requirements and identify constraints during requirements identification activity. This includes bundling or aligning requirements as necessary to obtain Value for Money (VfM).
- (6) The Service shall track approval and affordability of Business Cases across the ND portfolio.
- (7) The Service shall provide initial reviews and feedback on draft Business Cases prior to formal reviews across the ND portfolio.
- (8) The Service shall manage all ND Business Cases through the defined Navy mandated approvals process. This approval process will include, but is not limited to, 1\*, Navy Investment Decision Panel (NIDP), Financial, Commercial and where necessary spend management processes for all Business Cases across the ND portfolio.
- (9) The Service shall ensure Business Cases comply with relevant standards and policies.
- (10) The Service shall manage and maintain a forward look of all contracts expiring within the next 18 months. For all contracts that are expiring within 18 months. The Service shall engage with the relevant Capability, Requirement or Project lead to initiate requirement revalidation.
- (11) The Service shall ensure the correct delivery method is adhered to by liaising with Commercial and the ICT Change Team.

17. **BRM – Operations**

- (1) The Service shall provide support to Business Case development, using lessons learned from across the portfolio.

(2) The Service shall manage the CP&F tool to ensure all Digital business requests and accompanying documentation are captured correctly and in accordance with the relevant policy. The Service shall manage the review and approval of all CP&F entries to ensure effective approval is obtained by finance in the required timeframe.

(3) The Service shall aid in the generation of the Forecast of Outturn (FOO) and maintain liaison with Finance Business Partners to ensure accuracy and capture business as usual / project impact and trends.

(4) The Service shall ensure that all budgeting activity, information and governance across Digital remains compliant with relevant policy and any changes in policy will be communicated to the relevant leads and support provided as necessary.

(5) The Service shall enable effective portfolio, programme and project management through the provision of spend management to ensure that all spend is within approval limits. Additionally, spend rate monitoring for the whole of the 1\* Directorate including all functional budget expenditure and out-stations and non-functional expenditure (except EP).

(6) The Service shall conduct payment and cost control (including scrutiny) for all Digital contracts. This includes enabling all contractual payments via MOD wide enabling contracts, CP&F coordination to align information and ensuring end-to-end coherence of cost control for National Audit Office compliance with MOD policies.

(7) The Service shall support the Information Exchange Requirement (IER) process, ensuring operational requirements are adequately managed and to facilitate enablement of IER alongside desk officers. This includes tracking and monitoring of COMSAT<sup>2</sup> usage and fleet airtime.

**b. BRM – Enablers**

(1) The Service shall coordinate data management activity for all new requirements within ND. This includes reviewing, documenting and communicating the progress, and development of a new requirement through the BRM process.

(2) The service shall ensure that relevant documents for the procurement of digital requirements are generated and archived to enable effective and timely procurement.

(3) The Service shall coordinate the resolution of issues with requirements development by engaging with the relevant points of contract and supporting escalation, guidance or lessons learned where appropriate.

(4) The Service shall conduct continuous improvement activity related to performance and governance information to ensure that data is regularly

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<sup>2</sup> Commercial Satellite data services

reviewed for its relevance and accuracy and to ensure that management information continues to meet the needs of the portfolio.

(5) The Service shall provide support and guidance to all digital requirement owners in relation to the procurement process.

(6) The Service shall manage the tracking of requirements and approvals across the Digital Approvals Tool.

(7) The Service shall support refinement and change of Business Cases to suit new purposes, such as contract uplifts, extensions and bridging contracts.

**18. Portfolio Management Office (PMO) activities and responsibilities.**

**a. PMO Planning Services**

(1) The service shall govern and manage a holistic list of Portfolio entities across Navy wide digital Projects, Programmes and Agile Delivery using appropriate governance methods and standards.

(2) The service shall develop and deliver the outline Portfolio Management Plan (PMP) and set the pace for iterative development, delivery and updates to policy and guidance.

(3) The Service shall develop and implement a management framework to ensure common delivery and alignment of programmes and projects, as well as adopting the NCHQ-endorsed Agile Delivery framework.

(4) The service shall outline and embed suitable governance and reporting processes to ensure that informed decisions can be taken regarding key programme deliverables and milestones that may impact the realisation of ND and wider organisational benefits.

(5) The service shall provide internal processes across the Navy-wide digital Portfolio, Programmes and Projects to understand, categorise, prioritise, balance, and effectively inform investment planning.

(6) The service shall develop and maintain an overarching Level 0/1 plan and support the development of other plans within ND that allow the Portfolio to track activity, dependencies, and risk to inform effective Balance of Investment decisions.

(7) The service shall provide automation and data cohesion across the Portfolio processes and data sets.

(8) The service will lead on the support and coordination to underpin an effective Navy Digital Board (NDB). This includes, but not limited to the generation of agendas, slide packs, drafting of RoDs and the maintenance of the meeting Action Register.

(9) The service will engage with partner organisations and represent the Navy's digital interests in Defence decision making.

**b. PMO Management Services**

(1) The service shall provide to the client a single point of contact to manage client expectations, ensure contractual milestones and deliverables are met, that priorities and ad hoc tasking is distributed and managed to effective levels.

(2) The service shall incorporate suitable Learning from Experience (LfE) approaches across the service and use the data to embed improvement and continuous assessment of skills across the portfolio service.

(3) The service shall provide and embed portfolio governance, assurance and coherence of the ND Technical Assurance Authority to gain approvals and identify risks for Digital and Technology (D&T) delivery across the Navy's digital Projects and Programmes.

(4) The service will provide ND Executive secretariat services, to include the provision of meeting facilities, setting of corporate governance, the preparation of agendas, visualisations and correspondence with internal and external stakeholders, the recording of decisions and aggregation of actions.

(5) Provision of effective coordination with the Strategy and Policy working group will be required as the Navy Digital Board (NDB) preparative actions are conducted by both Portfolio and Strat Pol functions. Wider stakeholder engagement will be necessary both across Navy Digital and other directorates.

(6) The Service shall provide and embed a RAIDO, Scheduling and Benefits management service across the portfolio, providing guidance, coaching and tools to ensure that RAIDO, Scheduling and Benefits are being managed consistently at Programme and Project level and can be escalated, aggregated, and reported at portfolio level.

(7) The Service shall develop and maintain Programme and Project management "how to" portfolio level guides and instructions for all Portfolio team members to utilise. Ensure basic standards of competency are met by new starters and existing persons.

(8) The Service shall act as the specialised authority for Programme and Project delivery standards, including risk, assumptions, issues, dependencies, opportunities, benefit, scheduling and change management.

(9) The service must cohere digital standards and policy inputs to Navy Digital and Defence Digital strategic initiatives and digital transformation Programmes.

(10) Oversee and co-ordinate policy inputs for inclusion in Navy Executive Committee (NEC) / Navy Digital Board (NDB) and CDIO hold to account and monitor CDIO delivery performance.

(11) The service will provide coherence and co-ordination across the Navy Digital Capability area of responsibility to support effective governance of outputs.

(12) The service will work with the Navy's Performance Group to ensure that a quality approach is taken to all programmes and projects both waterfall and agile.

**c. PMO Analysis and Enabling Services.**

(1) The Service shall manage and maintain an effective governance structure for the Navy Digital Portfolio and support and embed changes as required to continue to meet the needs of the Portfolio. The governance structure shall effectively manage both waterfall and agile delivery across the portfolio, as well as any guidance or engagements necessary to embed the governance.

(2) The service shall provide and maintain a complete Portfolio Dashboard that encompasses the risks, dependencies, benefits, and cost against the Run and Change activities for resource management and reporting across the Portfolio.

(3) Provide Portfolio external pan Command Sub-Portfolio stakeholder engagement, reaching out to identify, gather and manage digital dependencies and risks to support prioritisation and resourcing of ND workstreams. Conduct first look support to the ND Front Door activities and facilitate interactions with the TAA.

(4) Provide a C5ISR Programme Business Management (PBM) service that supports the ND Portfolio and the Business Resources pipeline in resourcing and managing the delivery of a broad range of digital projects, programmes and capabilities, ongoing and planned, within their Business Pillar. Act as the single POC for Management Information flow between the Navy Digital Portfolio Office and the ND C5ISR business pillar, supporting the requirement for Business, Commercial and Financial scrutiny, approval, and management of RAIDO, efficiencies and benefits and future planning for all digital capabilities, programmes, and projects.

(5) The service shall provide a coordinated and structured Change Management approach in resourcing and managing the governance, assurance, and approvals requirements of a broad range of digital change programmes, projects, and capabilities, both ongoing and planned, acting as the PMO Change Management single point of contact.

(6) Support development of the proposed Navy Digital Operating Model.

**19. Information Management and Internal Media (IMIM) activities and responsibilities.**

**a. IMIM – Planning**

(1) Create, maintain, and review the Navy Digital Information Plan (including the IKDD Assessment Improvement Plan).

- (2) Focal Point for requests and management SharePoint sites and MS Groups.
- (3) Manage and facilitate access controls for Navy Digital SharePoint sites (including maintenance of SSGM Groups).
- (4) Provide Assurance and Governance for all Navy Digital SharePoint sites (ensure conformity to MoD and Navy Policy and Guidance).
- (5) Provide IM related advice and guidance to Navy Digital users.
- (6) Develop, manage, and maintain MS Forms and Workflow for Navy Digital IM processes (including admin of Desk Booking Tool).
- (7) Manage all Record Review (paper and electronic) activity for Navy Digital.

**b. IMIM – Operations**

- (1) Manage the Joiners and Leavers SharePoint site and deliver fortnightly inductions to Onboard new joiners in the form of presentations and question and answer sessions. This process includes Information Management, ways of working, security, administration support and the voice of experience.
- (2) Submit relevant Requests For Change (RFCs) for new joiners and Leavers (including laptop requests).
- (3) Manage the administration of the Defence Cyber Protection Partnership (DCPP) requirements on behalf of Navy Command. This includes the generation of Cyber Risk Assessments (CRA) on behalf of Navy Commercial to support contract delivery.
- (4) Deliver Navy Digital Information Technology Security function for Navy Digital by providing advice and guidance on policy, and the control of classified/controlled material and secure containers.

**c. IMIM – Enablers**

- (1) Internal Communication Generation and Distribution – content composition, maintenance and distribution for weekly communications, Teams, and SharePoint in support of Navy Digital messaging.
- (2) Navy Digital Homepage and External Comms Site SharePoint Maintenance and Design.
- (3) Graphic Design Support to ND - Utilising Graphic Design to support various sub directorate teams within Navy Digital and the Navy Digital Board, with content creation and general organisation of the slide deck.
- (4) Digital and Data Plan SharePoint Site Creation and Maintenance

(5) Assist the MyNavy team, as the Communications Lead, by co-ordinating internal Navy Comms regarding MyNavy and its product development and outputs.

(6) Navy Digital Communication Strategy Composition and Communication Plan Maintenance.

## **Cost and Timescales**

20. The total possible contract value is estimated as £14.234M ex VAT. This consists of:

- Core Requirement Budget - £7.533M ex VAT
- Limit of Liability - £0.701M ex VAT (subject to further approvals)
- Option period 1 - £3.000M ex VAT (subject to further approvals)
- Option period 2 - £3.000M ex VAT (subject to further approvals)

21. The Core requirement of this contract will start on 01 Jun 2025 and run for 30 months, with a budget of up to £7.533M ex VAT for Core service provision.

22. The Core requirement budget of £7.533M ex VAT is broken down as up to £7.458M ex VAT for services and up to £0.075M ex VAT for Travel & Subsistence for 30 months.

23. The contract will include a 'Limit of Liability' of £0.701M ex VAT, subject to further approvals, that can be used to deliver increased service levels against the service outputs described within this SoR.

24. This requirement will also include the option to extend by 12 + 12 months subject to further approvals. Option costs must include £30K inc VAT per 12-month period for travel and subsistence. Option costs will be subject to additional approvals, however are estimated to be in the region of £3.000M ex VAT per 12 month period.

## **Service Volume**

25. It is expected that the 'Core' requirement will be in the order of 5300-5400 service days per year of service, broken down in line with the table below:

26. **Business Resource Management (BRM)** – 1600-1700 service days per year of service

27. **Portfolio Management Office (PMO)** – 3100-3200 service days per year of service

28. **Information Management and Internal Media (IMIM)** – 400-500 service days per year of service

## **Location**

29. The main on-site location for this service is Navy Command Headquarters, Leach Building, Whale Island, Portsmouth, PO2 8BY.

30. Tasking can be completed via a combination of on-site and remote working however, the expectation is on-site delivery will be the norm. The security classification of activities

will necessitate regular on-site attendance. The delivery team may be required to visit/work in other Military locations across the UK.

31. This link, <https://www.royalnavy.mod.uk/our-organisation/bases-and-stations>, shows the main Navy Command managed sites and locations this contract will cover; however, this is not exhaustive as smaller sites may not be listed.

32. All Travel and Subsistence (T&S) expenses must comply with the MoD T&S Policy.

33. All suppliers are obliged to provide sufficient guarantees to implement appropriate technical and organisational measures so that the processing meets the requirements of GDPR (General Data Protection Regulation) and ensures the protection of the rights of data subjects. For further information please see the Information Commissioner's Office website <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/>

### **Onboarding**

34. The supplier must conduct an initial onboarding meeting and generate a plan that includes a schedule of works and a resource delivery plan and timeline within 2 weeks of the start of the contract.

35. The supplier must conduct a formal start-up meeting within 4 weeks of the contract start to confirm and agree the delivery and resource plan, KPIs, progress reviews and reporting frequency.

36. Continuous service delivery is important so any gaps in service during implementation period must be communicated to the requirement owner, and a solution proposed.

### **Off-boarding**

37. 6 months prior to the end of the contract the supplier will:

- a. Generate a closing service delivery report that details the activities delivered by this contract against the stated statement of requirement.
- b. Review performance against the service KPIs and milestones.
- c. Generate a service transition plan.
- d. Conduct a documents, information, and knowledge capture.
- e. Correctly store and archive all information on MoD CIS in line with Navy Digital Information Management policy.
- f. Work with the customer to ensure preparations for a smooth transition in service.
- g. Generate a Learning from Experience report.

38. 2 weeks prior to the end of the contract the supplier will meet with the SOR and conduct the final transition planning meeting and present progress, issues and risks relating to closing-down or transitioning the service.

39. All information is to be stored on MoD devices and in MoD locations (no information to be stored on either, company laptops or personal device). The supplier should make adequate preparation for handover and knowledge transfer to new supplier. A key element to this contract will be information management and knowledge transfer. The supplier will ensure that all relevant documentation is created and stored within MoD configuration management policy.

## **Performance Management**

40. The KPIs in Annex A are aligned to delivery of the stated Outcomes for the requirement and performance. The performance against the KPIs will be assessed in line with the review frequency associated with that KPI and performance score allocated in line with the metric stated. The overall service delivery performance will be assessed at the Quarterly Performance Review and evidence drawn from the performance against KPIs.

41. Performance and Progress reviews will be held in line with the cadence below to examine performance against the stated areas of activity:

- a. Quarterly – Quarterly update to the customer, covering concerns and issues performance against relevant KPIs.
- b. 6-monthly – 6-monthly review to review performance against the KPIs and ensure service is meeting the stated service level.
- c. Annually – Annual report to the customer and forward look to set priorities and areas for improvement for the following year.

## **Government Furnished Assets**

42. Provision of access to the required MoD Information Communication Technology (ICT) on which this requirement will be delivered requires a minimum of SC clearance.

43. The Authority is responsible for providing access to the MoD ICT.

## **Security**

44. Security Clearance (SC) is required as a minimum and must be in place at the start of the contract. Suppliers' personnel will be required to visit MoD establishments (e.g. NCHQ, HMNB Portsmouth, MCSU) during the course of the contract and will need to provide evidence of clearances.

45. A minimum of 5 people with DV (Developed Vetting) will be required within the service delivery team; split between the BRM and PfO outputs.

## **Personal Data**

46. No personal data will be processed during the course of this contract.

## **Quality & Standards**

47. Delivery of the outputs will be in compliance with MoD standards relating to Governance, Technical Capability Delivery and Portfolio Management. The winning supplier will have access to the relevant publications.

## **Health & Safety**

48. Work to be conducted in line with MoD H&S practise derived from HSE guidance.

## **Environmental**

49. Work to be conducted in line with MoD Environmental practice.

## **Software**

50. MoD ICT will be used throughout this service and supplier ICT is not to be used for the delivery of this service. The supplier must ensure all personnel have the relevant security clearances to access necessary MoD ICT.

## **IPR or Other Rights**

51. All IPR remains with MOD.