**IT Enterprise Service Model Provision.**

**Overview**

Given the challenges increasingly faced by Defence, with the need for agility and pace, a change in the way services are procured, delivered, and managed must be considered as a core element of capability. This market engagement event is an opportunity for the Authority to engage early with suppliers on emerging requirements for an IT Enterprise Service Model (ESM) and our procurement approach.

The requirement is for support to a Ministry of Defence (MOD) specialist user with operational demands that span the broadest and most complex requirements. This requires the ability to utilise, integrate, and operate technologies that provide significant advantages in the modern warfighting environment against all adversaries. The nature of this competitive edge requires industry partners to operate as part of a federated joint mission partner approach to maximise the effectiveness of the whole force, where technical risk is managed at the highest level. Operating in the SECRET Domain, the service will predominantly be UK based, but will operate globally. This creates opportunities for a combined problem centric approach to solving challenges at pace, experimenting with innovative solutions, as well as traditional support requirements**.**

**Description**

The Special Projects Information Systems & Networks (SPISN) Delivery Team (DT) are adopting Agile working practises and moving towards an ESM as well as moving towards consuming services. The main aims are to deliver collaborative working across partners, to drive improvements across user experience and efficiency across the enterprise.

The vision for ESM is the users of the service will become the central focus looking beyond the technical solutions and stove piped approaches. The intent is to design a solution fit for future adoption and expansion allowing other customer capabilities to be delivered through this model.

As part of the strategic roadmap, SPISN are reviewing and collaborating with Defence-wide initiatives, and incorporating these, where suitable, into the Roadmap and Target Architecture, with a focus on:

1. The provision of design, delivery, and support of a multi-tenanted enterprise IT Platform Service which, provides the underlying physical compute, data centre networking and storage fabric necessary to run virtualised workloads across a resilient distributed architecture.
2. The provision of Edge services to support the procurement, design and support of services consumed by the user. This comprises of the hardware and software that the user directly interact with, that are appropriately configured for the mission profile to provide sensing, actuating, and/or communication functions aligned with the mission intent.
3. The provision of Information Technology Service Management (ITSM) to ensure management is possible using an integrated, interoperable suite of Service Management tools (ServiceNow) that cover all elements of Service Management (ITIL Service Management practices) including the design, build, deployment, management, and operation of all services for end users. Further, it is to support and continuously improve user experience exploiting and evolving the ITSM tooling to maximum the efficiency of the enterprise.
4. The Provision of a Data & Analytic service to provide the ability to collaboratively: onboard, integrate, create, and deploy a multitude of tools, and data feeds i.e., geospatial, edge/ sensor, applications. Enabling the users to drive information advantage through more automated enrichment, and rapid exploitation of current, and continuous data captures.​ The intent is to help drive data driven decision making across the enterprise.

This will be underpinned by:

1. Establishing a common technology architecture to support the move away from a stove-piped systems model and improving security and resilience across the enterprise.
2. Enacting a move away from being a group that builds and maintains platforms to one who consumes where possible and instead exploits the opportunity to utilise more COTS services and connect to global partner solutions.
3. Phased approach to delivery as the Enterprise develops to include but not limited to future cloud opportunities.
4. Industry to develop and maintain working relationships across the ESM with common set of Experience Level Indicators/Agreements (XLI/A) and Key Performance Indicators (KPI) to deliver services and encourage pragmatic solutions together.

**Commercial Waiver**

Please note, this is not a call for competition. This is a market engagement event. The purpose of this Prior Information Notice (PIN) is to invite suppliers to participate in an Industry Day prior to the commencement of a future competition for the requirement. The Industry Day will be taking place on 11th and 12th June 2024, with the first day being used for a brief from the Authority regarding context and requirements, and the second day for a chance for Industry partners to discuss potential solutions with The Authority in breakout rooms.

Should your organisation wish to attend the Industry Day, please send your request to attend via email to the SPISN Commercial Team at [DESSPISN-Comrcl@mod.gov.uk](mailto:DESSPISN-Comrcl@mod.gov.uk). All attendees must comply with the conditions for participation, as a minimum must hold SC clearance. Please note SC clearance certification must be submitted with any request to attend.

The deadline for expressions to participate in this Industry Day is **Friday 17th May 2024**. Any request to attend received after this time may be rejected at the Authority’s sole discretion.

The SPISN team will manage the process in an open and transparent manner, therefore participation or non-participation in the industry day will not, respectively, advantage or disadvantage any supplier or affect their ability to participate in any future procurement process.

This PIN does not formally signify the beginning of a procurement process and does not constitute commitment to undertake a procurement exercise until the Contract Notice is issued.

You must not take this announcement as confirmation that the Authority shall award a contract for this requirement. The Authority is publishing this announcement without any commitment to issue a tender or place a contract. The Authority also reserves the right to vary or cancel the Industry Day at any time. Accordingly, any expenditure, work or effort undertaken before contract award is a matter solely for the commercial judgement of potential suppliers. Announcements may also be published on the Defence Sourcing Portal, Contracts Finder or the Find a Tender service, as appropriate.