

Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

NSIGN CLIENT SUPPORT FRAMEWORK

STATEMENT OF REQUIREMENT

FOR

**LOT 1 – STRATEGIC CONSULTANCY
WORK PACKAGE 2: SOLUTION DEVELOPMENT**

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DEFINITIONS AND ACRONYMS

Acronym/Abbreviation	Meaning
ABW	MoD Abbey Wood
BPSS	Baseline Personnel Security Standard
CAL	Consolidated Allowance List
CP&F	Contracting, Purchasing & Finance
DEFCONS	Defence Conditions
DE&S	Defence, Equipment & Support
FBC	Full Business Case
FLC	Front Line Command
HMNB	His Majesty's Naval Base
MoD	Ministry of Defence
MPA	Multi-Party Agreement
NC	Navy Command
NESS	Naval Enterprise Support Strategy
NSIGN	Naval Support Integrated Global Network
OBC	Outline Business Case
RFA	Royal Fleet Auxiliary
RN	Royal Navy
SAL	Security Aspects Letter
SC	Security Check
SDA	Submarine Delivery Agency
SoR	Statement of Requirement
SSST	Ships Support Strategy Team

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PURPOSE

A detailed overview of the NSIGN Client Support Framework is provided within the overarching SoR included at Call-Off Special Schedule 1 (NSIGN Client Support Framework MPA).

This Call-Off Schedule 20 (Specification) details the initial technical requirements for **Lot 1 Strategic Consultancy, Work Package 2: Solution Development** of the NSIGN Client Support Framework.

Lot 1 - Strategic Consultancy of the NSIGN Client Support Framework is being established to provide independent external support in defining requirements and acceptance management and the development of suitable support solutions for the NSIGN Programme.

Lot 1 Work Package 2: Solution Development will provide specialist support into the design and implementation of the NSIGN Programme Support Solution. The Supplier will provide an insight into the processes and activities within the commercial maritime market that contribute to high levels of availability across commercial shipping.

THE REQUIREMENT

The Supplier will be required to undertake the following tasks detailed in Table 1 below:

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DELIVERY SCHEDULE

The Supplier should note the following *draft* expected delivery schedule, according to the requirement timescales, that the Authority will measure the quality of service against:

Activity	Description	Timeframe
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]

A Milestone payment plan will be agreed during Initiation against the Supplier's plan to complete the Lot 1 Work Package 2 requirements.

The Supplier will provide a Monthly timesheet of resource expended against specific tasks and performance report against percentage of work complete and tasks achieved. The Authority will review and if content, will provide permission to invoice.

The Supplier must provide a Max/Not to Exceed Price to report monthly the forecast and actual costs to the NSIGN programme for management by the NSIGN Project Controls team.

The Supplier must remain in line with the resource plan provided in the Tender response. Any breach of the resource plan will need to be approved by the appropriate Authority representatives i.e., Requirement Owner and Finance.

AUTHORITY'S RESPONSIBILITIES

The Authority for this requirement is the Secretary of State for Defence of the United Kingdom, Defence Equipment and Support (DE&S). DE&S provides equipment and support services to the UK's Armed Forces through the Front-Line Commands.

The Authority will be responsible for the following:

- a) Subject to Supplier's staff having appropriate security clearances, the Authority will arrange for site access to MoD sites.

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- b) Access to other sites will also be arranged by the Authority where required in support of the Contract subject to appropriate security clearances being held and details being provided by the Supplier in line with the specific site's arrangements.
- c) Access to Authority IT systems will also be arranged by the Authority where required in support of the Contract subject to appropriate security clearances being held and account application forms being supplied by the Supplier.

REPORTING

The Supplier will report in accordance with the delivery schedule, together with any ad hoc reporting as required.

The report shall be of sufficient technical quality to cover the full scope of the requirement, including status and progress of any required deliverables. The report must have sufficient detail to provide confidence in the information and robustness of any recommendations.

The outline and structure of the report shall be agreed with MoD shortly after Contract Award and produced to a standard set by the Authority.

The document shall be provided in MSWord Arial Font 11. Any plan or schedule shall be provided in MS Project. All data and financial tables shall be provided in MSExcel. All documents shall be produced and disseminated in accordance with MoD Security requirements.

STAFF AND CUSTOMER SERVICE

The Supplier staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard. The Supplier's staff should not be changed during the delivery of the Contract. In the event this is unavoidable, staff replacements to have at least equivalent qualifications and experience.

The Supplier will ideally be expected to have detailed knowledge and experience of the Maritime Support environment or would need to demonstrate how their previous experience and skills are transferable and would add value our requirements.

The Supplier's staff are required to establish and maintain a strong collaborative and partnering culture with the Authority throughout the contract and in accordance with the NSIGN Client Support Framework MPA. The Supplier's staff must also be receptive to any feedback received in order to review, learn, and improve their performance relevant to the contract.

The Supplier shall undertake the Services to the satisfaction of the Authority. This shall include and shall not be limited to:

- a) Engaging with key stakeholders in a proactive manner.
- b) Taking a proactive approach to manage and deliver the services specified.
- c) Working in a collaborative and professional manner with key stakeholders to resolve any arising issues as efficiently and effectively as possible.
- d) To present solutions to the Authority to ensure the smooth continuity or sub-programme delivery with minimal impact to key stakeholders.

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PRODUCT ACCEPTANCE

All deliverables provided by the Supplier will be reviewed by the Authority before being accepted. The approval process for documents developed by the NSIGN Client Support Framework will be agreed as part of the delivery schedule.

REQUIREMENT TIMESCALES

The main focus of Lot 1 Work Package 2 activities are expected to be undertaken/completed over the first 18 months. After this period, there is likely to be further support required associated with one or more of the SOR tasking activities of Lot 1 Work Package 2.

SECURITY REQUIREMENTS

Personnel working on Lot 1 Work Package 2 requirements must have a minimum of BPSS Clearance at Contract Award, with agreement to apply for SC Clearance if required for certain tasks.

The Supplier shall comply with the SAL for this requirement. The SAL provides guidance on the handling of sensitive information above and beyond the standard MoD policy.

The Supplier will comply with relevant Defence policies and procedures, including those related to security and working within MoD Buildings, as specified in the MoD DEFCONs in Call-Off Schedule 17 (MOD Terms), the Framework Schedule 6 Call-Off Order Form and relevant Defence Policy and Guidance.

Any data to be processed on behalf of the MoD must be done so within the UK with prior approval from the Authority. The supplier shall comply with the MoDs confidentiality and security restrictions regarding the content of this Call-Off Schedule 20 (Specification), the results/deliverables of the Contract and the manner in which it holds MoD information / data. The transmission of data must be completed within systems of the correct security level.

The Supplier will be required to sign up to the NSIGN Client Support Framework MPA which includes a Confidentiality Agreement, prior to the commencement of the Contract.

PAYMENT

Payment will be made in accordance with the Milestone payment plan agreed during Initiation against the Supplier's plan to complete the Lot 1 Work Package 2 requirements.

Payment will be made based on satisfactory reporting of individual hours worked and in line with the Firm Price Rate Card provided at Tender response.

Before payment can be considered, each monthly invoice must include a detailed breakdown of work completed and the associated costs.

The payment method for this Contract is the Authority's e-Payment system CP&F, in accordance with DEFCON 522 (11/21).

CONTINUOUS IMPROVEMENT

The NSIGN Client Support Framework will be an innovative contract that challenges the current norms. The Supplier will be expected to continually improve the way in which the

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required Services are to be delivered throughout the Contract duration to ensure the best possible outcomes from the Framework.

The Supplier should also be receptive to any feedback received in order to review, learn, and improve aspects relevant to delivery of the contract. The Supplier should also present recommendations on improved ways of working to the Authority via the monthly reporting process if advantageous to overall delivery of the requirement.

Changes to the way in which the NSIGN Client Support Framework will deliver tasks set out in this contract must be brought to the Authority's attention and agreed in writing prior to any changes being implemented.

SUSTAINABILITY

The Supplier will need to demonstrate their ability to sustain provision of the requirement throughout the duration of the Contract. This should include, where possible, continuity of assigned resources or contingency plans.

BASE LOCATION

The base location of where the services will be carried out is MOD Abbey Wood, Bristol, subject to office space and IT availability. Travel to other sites is possible, primarily NCHQ Portsmouth, as well as HMNB Portsmouth, HMNB Clyde and HMNB Devonport. Personnel will only be required to attend base location for key meetings, to be agreed at Contract Award.

DOCUMENT/INFORMATION MANAGEMENT

The Contractor shall manage all information artefacts that the Contractor uses or produces to support the NSIGN Client Support Framework. This includes all information assets that will need to be provided to / received from other organisations that provide support to the Authority and it shall be handled in accordance the Authority's processes.

SKILLS TRANSFER

Skills transfer will be managed through the creation of a shared documentation repository (e.g., Defence Share) to ensure that all documentation is retained. Along with this, regular engagement will occur between the task owner and the industry team to understand methods and approaches to the task.