

ISO 9001 Industry Day held at BAWA 09/04/2019

Attendees:

DE&S: Ian Merriman, Phil Sheldrick, Kate Ashby, Charli Cambray.

Industry: BMTrada

BSI

FIDES Enterprise Solutions Ltd

Lloyds Register

NQA

SGS

Gap Analysis

Q1: Gap Analysis is three months and the transition is two months. Why the difference?

The Gap Analysis is three months due to the perceived complexity of DE&S. Transition plans will be determined once the Scoping phase has started.

Q2: Regarding the Gap Analysis, what are we expecting; what depth, focus and outcome?

A: Gap Analysis needs to be ISO 9001 focused across the domains. You may choose to interview the corporate function managers at a 2* and 3* level.

Q3: For the in-depth Gap Analysis process, what are the roles and processes by site?

A: It is our expectation that most of the Gap Analysis will be done at Abbey Wood as this is where the management and the executives are based. It is anticipated that some visits to satellite sites that are supporting major equipment programmes may be required. This will be dependent on the observations made during the gap analysis at Abbey Wood. The Defence Munitions sites are all paper based as electronics are forbidden, however; we do not expect a large gap analysis with those sites already being ISO 9001 certified. All sites run through the BMS, MODNET and Defence Intranet (DefNet).

Scope

Q4: Will the scope be determined after the Gap Analysis?

A: We want to work with the Contractor to identify the best way ahead within the defined timeframe and we want to know from the tenderers what is possible. The Gap Analysis might determine areas that are ringfenced and fall outside of the initial scope.

Q5: Are there any areas in the DE&S structure that are currently not ISO 9001 certified that will be certified under this requirement?

A: Tenderers are to base their bid on the scope contained in the Statement of Requirement (SOR) . In addition to the exclusions referenced in the SOR, there are some specialist areas that might be out of the main scope, such as the IT sites that are specifically TickIT certified and possibly other

areas and programmes that might fall out of scope due to the level of security clearance required. DE&S will work with the Contractor to confirm which areas are out of scope during the Gap Analysis.

Q6: Is there going to be one scope/one certificate for the whole of DE&S and the areas that are already certified are they under one scope/one certificate currently?

A: We don't know – it depends on the certification rules and how we position the certificate. For example, we need to consider if one area falls out of compliance would the whole of DE&S fail? Regarding the current Defence Munitions sites certifications, each site is individually certified.

We also need to work with the Contractor to establish how we transition as DE&S has a culture of local loyalties. The functions are responsible for the people and the processes across DE&S, we are aware there will be some bespoke processes as an exception but not as a rule. Our aim is to achieve one way to do business.

Q7: Will the scope be an overarching scope, or will we use a siloed approach to the scope? How will it be broken down and managed?

A: It will be centrally managed. DE&S wants to have an enterprise wide certificate.

Q8: What is the headcount of the 1* and 2* staff? Where are they based?

A: With reference to the organisational chart <https://www.gov.uk/government/publications/de-s-organisation-chart> all 1* and 2* names are listed without photographs and are mostly based in Abbey Wood. Defence Munitions HQ are based in Gosport.

Internal Auditing Programme

Q9: How far along is the Internal Auditing programme?

A: We have approximately 55 IRCA trained internal auditors across the 9 functions. We are in the early stages of audit planning at the function level. Audits have already been undertaken in the Domains, Operating Centres (OCs) and delivery team levels. This is a new approach being put in place to be led by the functions, we are bringing them together under a common method a common programme and a common system. The audit programme is well established as we have quality management professionals in the delivery space already doing audits. We do have one OC that does not conduct internal audits.

Business Management System (BMS)

Q10: Is everyone using an integrated management system or are they using their own QMS systems?

A: The integrated system (BMS) has been rolled out across DE&S, but there are pockets that have their own QMS systems.

Q11: Is there a plan to transition those separate systems to the BMS? And what would be the timeline?

A: We still need to identify where the separate systems exist and develop a plan to integrate them. Parts of the individual systems might not be transitioned into the BMS but could possibly be linked from the BMS. From a system point of view it is being delivered as a single point even if it is not completely integrated.

Training and Awareness

Q12: Where is DE&S at in terms of training and awareness of staff? It is important for the ISO 9001 project for everyone to understand why this is happening. How are we going to get that message out and embed the message so when it comes to certification it's not a shock?

A: Communications have been put out at a high-level awareness to senior management, but messages have not been flowed down throughout the organisation. The DE&S executives are very, very senior and you must be careful and considerate with your approach to them. – The messages need to be more directed at the 3* and 4* levels. Full communication has not occurred yet, but the engagement is planned. The 9001 training for the senior level staff should be a bespoke and tailored approach that provides insights around culture.

Tendering

Q13: Can we submit an alternative response to the Statement of Requirement (SoR)?

A: We are looking for tenderers to convince us that their solution is the best way to achieve ISO certification and to provide surveillance services. All elements of the SoR must be delivered. Tenders which provide alternative solutions which do not cover all elements of the SoR will be classed as variant bids and will not be accepted.

Q14: We would like the opportunity to verbally explain the process behind the written bid after we submit the tender.

Post-industry day answer: After consideration, the procurement team have decided to include an interview stage following tender submission. This will not involve a negotiation but will instead allow the tender evaluation team the opportunity to ask clarification questions on the bids. Details will be published within the Invitation To Tender (ITT) pack.

Q15: What are we expecting after the DPQQ stage?

A: The DPQQ is an online questionnaire to be completed by companies wishing to be considered to receive the Invitation To Tender (ITT) by 10:00hrs on 29th April. Up to 10 companies will then be selected based on their scores against the criteria set out in the Defence Contracts Online and Contracts Finder. Those companies will then be sent the Invitation To Tender packs.

Questions from DE&S to attendees

Q16: Based on what you have seen and heard do you believe our target date for Initial Certification (Jul-20) is achievable?

Response from attendees: Depends on the gap analysis, and how ready DE&S is.

Authority clarification: Pockets of the business are ready now and there are pockets that will need to be brought up to the same level – we need to identify those. It is about identifying the areas of weakness and trends of weaknesses across DE&S and then addressing those gaps.

Q17: What additional information do you think you need in the SoR to provide robust tender responses?

Response from attendees: Need additional information concerning the remote sites.

Response from attendees: Explain what is meant by the term 'various sites' in the table 1 in the SOR?

Authority clarification: Those are sites that have less than 30 people. We also have flexible working arrangements, part time staff and staff based on suppliers' sites. We also have delivery partners on our sites but they are still following the DE&S processes.

Response from attendees: Numbers of staff in the PowerPoint differ from those in the SOR, please confirm the correct staff numbers.

Authority clarification: The numbers provided on the SOR are the more current numbers. The numbers are fluid as staff might move sites or functions depending on the needs of the project and programme. The certification must cover all staff at the site at any time.