

**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 1: REQUIREMENTS AND ACCEPTANCE  
MANAGEMENT**

## OFFICIAL-SENSITIVE COMMERCIAL

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### DEFINITIONS AND ACRONYMS

Acronym/Abbreviation	Meaning
ABW	MoD Abbey Wood
BPSS	Baseline Personnel Security Standard
CP&F	Contracting, Purchasing & Finance
DEFCONS	Defence Conditions
DE&S	Defence, Equipment & Support
FLC	Front Line Command
HMNB	His Majesty's Naval Base
KUR	Key User Requirement
MoD	Ministry of Defence
MPA	Multi-Party Agreement
NC	Navy Command
NSIGN	Naval Support Integrated Global Network
RAMP	Requirements and Acceptance Management Plan
SAL	Security Aspects Letter
SC	Security Check
SDA	Submarine Delivery Agency
SoR	Statement of Requirement
SoTR	Statement of Technical Requirement
SRD	System Requirements Document
URD	User Requirements Document
VVRM	Verification Validation Requirements Matrix

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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 1: Requirements and Acceptance Management** 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 1: Requirements and Acceptance Management will provide specialist support in the development and implementation of the NSIGN requirements and acceptance eco-system in collaboration with the Front-Line Command user, its delivery agents and potentially, other MoD delivery organisations.

### THE REQUIREMENT

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

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**Table 1**

REF	Description of Task/Requirement	Key Output/Deliverables/Format	Output Standard	Measure of Performance/Acceptance Criteria
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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	[REDACTED]	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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	<div>████████████████████</div> <div>████████████████████</div> <div>████████████████████</div> <div>████████████████████</div> <div>██████</div>	<div>██████████</div> <div>██████████████</div> <div>██████████████</div> <div>██████████</div> <div>██████████████</div> <div>████</div>	<div>████████████████████</div> <div>████████████████████</div> <div>████████████████████</div> <div>████████████████████</div> <div>████████████████████</div> <div>████████████████████</div> <div>████████████████████</div> <div>████████████████████</div> <div>████████████████████</div> <div>████████████████████</div> <div>██████████</div>	
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### DELIVERY SCHEDULE

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

Please note the below delivery schedule is a draft proposal and the final delivery schedule will be agreed during Initiation.

Table 2

Activity	Description	Timeframe	Payment %
■	[REDACTED]		■
■	[REDACTED]		■
■	[REDACTED]		■
■	[REDACTED]		■
■	[REDACTED]		■
■	[REDACTED]		■
■	[REDACTED]		■
■	[REDACTED]		■
■	[REDACTED]		■
■	[REDACTED]		■

The Supplier must submit progress reports and attend progress meetings, as detailed in Framework Schedule 6 Call-Off Order Form.

### 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:

- Subject to Supplier staff having appropriate security clearances, the Authority will arrange for access to MoD sites.
- 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.
- 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.



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### REPORTING

The Supplier will report in accordance with the Framework Schedule 6 Call-Off Order Form, 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 the Authority 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's 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 Defence or 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.

### 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 requirement will initially provide support until completion of initial technical requirements, expected to be completed within 12 months. After this period, there may be further support required in relation to the Lot 1 Work Package 1 deliverables.

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### **SECURITY REQUIREMENTS**

Personnel working on Lot 1 Work Package 1 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 Delivery Schedule at Table 2 of this Call-Off Schedule 20 (Specification).

Payment shall only be made following satisfactory delivery and acceptance of pre-agreed certified deliverables by the Authority's nominated representative.

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 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.

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### **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 MoD 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.