



Crown
Commercial
Service

Bid Pack

Attachment 3 – Statement of Requirements

Contract Reference: **DPS/00117** – DBS Backup Solution

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1. PURPOSE

- 1.1 The Ministry of Defence are inviting bids for the provision of IT Hardware, Software and Licences for [REDACTED]
- 1.2 The Ministry of Defence may be referred to as 'the Authority' hereafter.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 Defence Business Systems provide the foundation and supporting framework for Civilian Applications like Payroll, HR and Financial; with a section that runs similar applications for the Military. This proposal is for the Civilian applications only.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 DBS need to update the back-up of our systems moving from a tape-based library system where tapes are taken off site manually, to a system that provides off-site back-up across 3 of the DBS sites.
- 3.2 The requirement will be used for back-up and recovery of the systems across the Authority's site.

The requirement is for supply of parts only. No installation or configuration needed.

4. DEFINITIONS

Expression or Acronym	Definition
BOM	Bill of Materials
IT	Information Technology
MOD	Ministry of Defence
DBS	Defence Business Services
[REDACTED]	[REDACTED]

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5. SCOPE OF REQUIREMENT

5.1 The scope of this requirement extends to the following provisions:

- The provision of IT Hardware, Software and Licences relating to the [REDACTED] system as outlined in Section 6 'The Requirement'. The Contracting Authority requires the provision of BoM items from the original vendors as per Attachment 4 – Price Schedule.

5.2 This contract does not extend to any;

- Installation or configuration.

5.3 The maintenance contract will be for a twelve (12) month period (minimum) and please quote 24 months option as well (12 months + 12 months as single 1-year options).

6. THE REQUIREMENT

6.1 The Contracting Authority requires the provision of BOM items from the [REDACTED] as per Attachment 4 – Price Schedule

6.2 No alternative or reconditioned equipment will be accepted by the Authority. It must be from [REDACTED] and cannot be from 'Grey' sources.

6.3 Potential Providers should note that this requirement extends solely to the provision and delivery of BOM items. No installation or configuration are required as part of this procurement.

6.4 The solution will be conformant with ISO/IEC 27701:2019 Security techniques — Extension to ISO/IEC 27001 and ISO/IEC 27002 for privacy information management — Requirements and guidelines.

7. KEY MILESTONES AND DELIVERABLES

7.1 The potential Supplier should note that the Contracting Authority will measure the quality of the delivery against the following milestones.

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Call off agreement signed	Within two (2) days of Contract Award.

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2	Delivery of the [REDACTED] systems	Within six (6) weeks of Contract Award.
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8. MANAGEMENT INFORMATION/REPORTING

- 8.1 The potential Supplier will send weekly email confirmation to the Contracting Authority, keeping the Authority up to date on progress of BOM item deliveries and lead times.

9. VOLUMES

- 9.1 Full details are located in Attachment 4 – Price Schedule
- 9.2 The Supplier will be expected to continually improve the way in which the required Maintenance and Support Services are to be delivered throughout the Contract duration.
- 9.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

10. CONTINUOUS IMPROVEMENT

- 10.1 Potential Suppliers will be expected to continually improve the way in which the required Services are to be delivered throughout the contract duration.
- 10.2 Changes to the way in which the services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

11. SUSTAINABILITY

- 11.1 The maintenance and support must be sustained throughout the term chosen by the Authority.

12. QUALITY

- 12.1 Quality standards shall comply with those terms set out in this ITT and in line with the Terms and Conditions of RM6068 Technology Products & Associated Services.
- 12.2 Services must be sourced by the Supplier directly from the [REDACTED] or through a distribution channel approved by the [REDACTED] for purchase of Services within the UK.

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13. PRICE

- 13.1 Potential Providers are requested to provide pricing, lead time and warranty detail for the supply and delivery of the requirement listed in Appendix 4, Price Schedule.
- 13.2 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule exclusive of VAT and including all other expenses relating to Contract delivery.
- 13.3 Prices will be in GBP, excluding VAT for the total price and including all other expenses relating to Contract delivery.
- 13.4 In line with the Terms and Conditions of RM6068 Technology Products & Associated Services, all prices must remain valid for Acceptance for a period of thirty (30) calendar days following the bid submission deadline. Acceptance will be deemed to occur upon Contract Award Issue. After Acceptance price must remain Firm for the duration of the Contract.

14. STAFF AND CUSTOMER SERVICE

- 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

15. SERVICE LEVELS AND PERFORMANCE

- 15.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	DBS and MoD to be informed of order by the [REDACTED] within five (5) working days of contract award.	100%
2	Delivery Timescales	Delivery of [REDACTED] systems within six (6) weeks following Contract Award	100%
3	Service Delivery	Weekly product updates to be received during the	100%

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		Contract term.	
4	Service Delivery	Response resolution to queries and issues raised within 24 hours.	100%

- 15.2 Where a supplier fails these KPIs the Authority will, in the first instance, seek a mutually agreeable resolution with the supplier in line with the terms and conditions of the Framework. However, if this is not possible, the Authority reserves the right to cancel the agreement and seek alternative supply from the next ranked potential provider identified during the procurement event.

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 16.1 A Cyber Risk Assessment has been carried out against this requirement and the Cyber Risk Profile is 'Not Applicable'. The risk assessment reference number is: [REDACTED]
- 16.2 It should be noted that due to the Cyber Risk Rating Level of 'Not Applicable' attached to this requirement, all interested parties should ideally hold Cyber Essentials accreditation or equivalent as best practice. However, non-compliance will not result in your tender not being taken forward for further evaluation.
- 16.3 The Authority requires details of the delivery vehicle and driver (plus any additional personnel) twenty-four (24) hours before the scheduled delivery. Deliveries not booked in advance will be turned away.
- 16.4 Both the delivery driver (plus any additional personnel) may be subject to search.
- 16.5 All hardware must be in its original packaging with the manufacturer's seals intact.

17. PAYMENT AND INVOICING

- 17.1 Payment will be made via MoD's internal requisition to pay process (CP&F).
- 17.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables and will be sanctioned once fully endorsed and approved by an authorised DBS or MoD representative.
- 17.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

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- 17.4 Invoices should be submitted electronically through Exostar. This is the portal that suppliers use to upload invoices to the CP&F
- 17.5 Payment will be made thirty (30) days following receipt of valid invoice.

18. CONTRACT MANAGEMENT

- 18.1 Contract management duties will be undertaken by the Contracting Authority with reference to the Key Milestones and Key Performance Indicators set out in this Statement of Requirement.

19. LOCATION

- 19.1 The location of the Services will be carried out at:

