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# 

# PURPOSE

## The Ministry of Defence (MOD) are inviting for bids for the renewal of IRIS software licences and support and maintenance.

## The MOD may be hereafter be referred to as the Authority.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## The Royal Navy is part of the Ministry of Defence.

## The Royal Navy is there for:

### Preventing Contflict;

### International Partnerships;

### Protecting the economy;

### Providing security at sea;

### Providing humanitarian assistance; and

### To fight in the interest of Britain and their allies.

# Background to requirement/OVERVIEW of requirement

## The Formal Messaging (Signals) capability in Maritime C2/IT Systems is enabled by a suite of IRIS Software Products that enable Formal Messaging and Standard Message Textual Formats (MTFs) on Maritimes C2 systems (including RNCSS, CENTRIXS, NSWAN) in use for Navy Command, ships, submarines, operational units and HQs.

## Formal Messages (Signals) and Standard MTFs underpin UK Maritime interoperability and must confirm fully with NATO Allied Procedural Publication No. 11 (APP11). These standards are used across the NATO and t-eyes community and are the foundation of communications interoperability.

## UK is the custodian and NATO lead on these AP11 standards.

## The IRIS Software Suite underpins maritime operability. Formal Messaging and Standard MTFs are the base level capabilities that enable UK maritime interoperability with NATO and 5-eyes Maritime, Air, Land units, headquarters and formations. They are also used across the UK forces.

## Formal Messaging and MTFs are an essential enabler for all current ops including CASD, CEPP and all contingent Defence Tasks.

## Navy Command is the custodian and lead for AP11. This is part of the UK’s commitment to NATO and indirectly the 5-eyes community. This is an important role as both MTFs and Formal Messaging are in use constantly and they must remain relevant to support all forms of on-going operations.

# definitions

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| The Authority / MOD | Means; the Ministry of Defence. |
| NATO | Means; North Atlantic Treaty Organization |
| MTF | Means; Message Textual Formats |
| RNCSS | Means; Royal Navy Command Support System |
| CENTRIXS | Means; Combined Enterprise Regional Information Exchange |
| NSWAN | Means; NATO Secret Wide Area Network |
| CASD | Means; Continuous At Sea Deterrence |
| CEPP | Means; Carrier Enabled Power Projection |

# scope of requirement

### The Scope of this requirement extends to the following provisions:

#### The renewal of IRIS software licences;

#### IRIS support and Maintenance for the licences;

### This contract does not extend to any:

#### Hardware or installation.

# The requirement

## The Contract will be for a two (2) year period to cover maintenance and support for licences with no option to extend.

## Potential providers are asked to provide pricing on the following products:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| iTEM nO. | REQUIREMENT | ADDITIONAL DETAILS | Existing Licence No. | Client licence quantity |
| 1 | ISM Renewal | Two (2) Years software maintenance and associated  technical support for Royal Navy’s existing ISM Iris  Standards Management (including MTF SIS) plus ticket hours telephone and email support | ISM0440723301 | 5 |
| 2 | IRIS Forms Force-Wide Maintenance | Two (2) Years maintenance for Royal Navy Force-Wide IRIS Forms Licence | FOR0440127001 | n/a |
| 3 | IRIS IMT Developer Maintenance | Two (2) Years Maintenance of IRIS ITM Developer tool client licences | ITM0449905403 | 2 |

## The annual maintenance and support is to include:

### Telephone and email support;

### Upgrades for newer version of the licensed software;

### Patches;

### Support for on-going use of the Software (Particularly in compliance with NATO standards such as ADatP-3).

## **ISM Ticket Hours Support**

## The ticket hour’s support will operate as follows:

### Navy Command will supply Systematic with a list of authorised individuals who initiate ticket support requests with Systematic. No activities will occur unless an individual initiates the request;

### Telephone Support is available 08:30 – 17:30 CET Monday to Thursday and 08:30 – 16:00 on Friday (excluding Danish Public Holidays);

### Reporting of acknowledged software bugs (which is covered by maintenance) does not affect the ticket hours; and

### The ticket hours are deducted upon each started half an hour of support or consultancy.

## **IRIS Point of Contact**

## Name: Paul Fielding (Senior Manager Business Development)

## Email: [Paul.fielding@systematic.com](mailto:Paul.fielding@systematic.com)

## Telephone: 01276 674721

# key milestones

## The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Description** | **Timeframe** |
| 1 | Signed Contract Returned | Within one (1) week of Contract Award |
| 2 | Commence of Support and Maintenance | Within week two (2) of Contract Award |

# 

# authority’s responsibilities

## The Authority will supply Systematic with a list of authorised individuals who initiate ticket support requests with Systematic. No activities will occur unless an individual initiates the request.

# reporting

## N/A

# volumes

## The volumes are outlined in Section 6 – The Requirement.

# continuous improvement

## The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.

## 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.

# Sustainability

## N/A

# quality

## Quality shall comply with those set out in this ITT and in line with the Terms and Conditions of RM6068 Technology Products, Item C, Section 5.0 Standards and Quality.

# PRICE

## All prices quoted for must remain valid for a period of thirty (30) days.

## Prices should be in GBP and be firm and final, encompassing all associated costs with the full term of the contract award, including all expenses and excluding VAT.

## Prices are to be submitted via the e-Sourcing Suite by completing the Appendix E - Price Schedule excluding VAT. This is to provide a full transparent breakdown of all costs associated with this contract.

## Potential Providers are required to provide a formal quotation on company official headed paper in PDF version, detailing all equipment and delivery costs, inclusive of any/product numbers or references, in addition to submitting the Appendix E – Price Schedule.

# STAFF AND CUSTOMER SERVICE

## The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.

## Potential Provider’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.

## The Potential Provider 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.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Delivery Timescales | Contract to commence one (1) day from signed Order Form | 100% |
| 2 | Service Delivery |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |

## Where a potential provider fails the against the KPI’s listed above, the Authority will, inthe first instance, seek a mutually agreeable resolution with the Potential Provider. 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.

# Security requirements

## N/A

# intellectual property rights (ipr)

## N/A

# payment

## Payment will be made via CP&F.

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

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

## The invoices should include a full breakdown of goods and services.

## Payment will be made thirty (30) days following receipt of invoice.

# additional information

## Upon award of the Contract, the successful Provider will be issued with a RM3733 Order Form. The Order Form is issued in accordance with the provision of the Technology Products 2 Framework Agreement and forms the contractual agreement between the Authority and the successful Provider.

## Potential Providers are reminded to provide a formal quotation on company official headed paper in PDF version, detailing all equipment and delivery costs, inclusive of any/product numbers or references, as well as submitting the Appendix E – Price Schedule.

# Location

## The location of the Services will delivered to the following address:

### MSCU, QinetiQ Technology Park,

### Portsdown Hill,

### Cosham,

### Hants,

### PO6 3RU