Schedule 3 (Tasking Form)

FATS 5 Tasking

FINAL Form

Tasking Identification

Unique Tasking Order Number	FTS5/CCT574	Version No. & Date	V1 – 30/01/2018
FATS Business Case Number	Original FBC6726 Amendment FBC *(FATS team supplied)*	Supplier Reference Number	
Project / Equipment for which task is in support	NSoIT(D)	UOR	

Task Title	**Technical Support (TS) Level 3 Provision to Applications on NSoIT (D)**

Filter Name and Number:	Filter 26- Software Acquisition and Support

Please refer to FATS Customer Guidance for definition of Work Category

Directorate & PT / Organisation Title	▮▮▮▮▮	Supplier Name	▮▮▮▮▮
PT Leader/ Project Manager	▮▮▮▮▮	Post	▮▮▮▮▮
Post	▮▮▮▮▮	Address	▮▮▮
Address	▮▮▮		▮▮▮▮▮
	▮▮▮▮		Shurdington
	Corsham		Cheltenham
Postcode	SN13 9NR	Postcode	GL51 4TQ
Telephone / Fax No	▮▮▮▮	Telephone / Fax No	▮▮▮
E-mail	▮▮▮▮▮	E-mail	▮▮▮▮▮
UIN & RAC	▮▮▮▮	CPV Code	▮▮▮

Date Draft Tasking Issued	12/02/2018	**Deadline for Authority's receipt of Tenderer's response to the Draft Tasking**	02/03/2018

1. Schedule of Requirements

Brief summary of requirement – expand/delete rows as appropriate (full details appear below in the Statement of Requirement)

Item No	Description	Firm Price £ (Ex VAT)
1	Provide Technical Support to Applications on NSoIT(D) including training support and exercises for the period of 01/04/18 – 31/03/19	■■■■■■
2	To provide technical expertise over Weekends and Bank Holidays for the period of 01/04/18 – 31/03/19	■■■■■■
3a	CONDO deployment consisting of :- Theatre Support – Up to 2 deployments per quarter (Maximum of 8 deployments) to provided subject matter expertise to Theatre for the period of 01/04/18 – 31/03/19.	■■■■■■
3b	Theatre Housekeeping. One housekeeping visit per 5 NSoIT(D) node(s) during each quarter for the period of 01/04/18 – 31/03/19	■■■■■■
4	Travel and Subsistence (in line with FATS rates)	■■■■■■ ■■
5	CONDO Travel and Subsistence (in line with FATS rates)	■■■■■■ ■■
6	**OPTION:** Provide Technical Support to Applications on NSoIT(D) including training support and exercises for the period of 01/04/19 – 31/07/19. This Option is pending future MGBC funding approval.	■■■■■■
7	**OPTION:** To provide technical expertise over Weekends and Bank Holidays for the period of 01/04/19 – 31/07/19 This Option is pending future MGBC funding approval.	■■■■■■
8a	**OPTION:** CONDO deployment consisting of :- Theatre Support – Up to 2 deployments in this quarter to provided subject matter expertise to Theatre for the period of 01/04/19 – 31/07/19. This Option is pending future MGBC funding approval.	■■■■■■
8b	Theatre Housekeeping. One housekeeping visit per 5 NSoIT(D) node(s) during this quarter for the period of 01/04/19 – 31/07/19 This Option is pending future MGBC funding approval	■■■■■■
9	**OPTION:** Travel and Subsistence inclusive of CONDO (in line with FATS rates) for the period of 01/04/19 – 31/07/19. This Option is pending future MGBC funding approval.	■■■■■■ ■■
10	**OPTION:** Provide Technical Support to Applications on NSoIT(D) including training support and exercises for the period of 01/08/19 – 31/07/20. This Option is pending future MGBC funding approval.	■■■■■■
11	**OPTION:** To provide technical expertise over Weekends and Bank	■■■■■■

	Holidays for the period of 01/08/19 – 31/07/20	
	This Option is pending future MGBC funding approval.	
12a	**OPTION:** Condo Deployment consisting of:	████████
	Theatre Support . Up to 2 deployments in this quarter to provided subject matter expertise to Theatre for the period of 01/08/19 – 31/07/20	
	This Option is pending future MGBC funding approval.	
12b	Theatre Housekeeping. One housekeeping visit per 5 NSoIT(D) node(s) during each quarter for the peiod of 01/08/19 – 31/07/20	████████
	This Option is pending future MGBC funding approval.	
13	**OPTION:** Travel and Subsistence inclusive of CONDO (in line with FATS rates) for the period of 01/08/19 – 31/07/20	████████ ████
	This Option is pending future MGBC funding approval.	
14	**OPTION:** Provide Technical Support to Applications on NSoIT(D) including training support and exercises for the period of 01/08/20 – 31/07/21.	██████████
	This Option is pending future MGBC funding approval.	
15	**OPTION:** To provide technical expertise over Weekends and Bank Holidays for the period of 01/08/20 – 31/07/21	████████
	This Option is pending future MGBC funding approval.	
16a	**OPTION:** Condo Deployment consisting of:	████████
	Theatre Support. Up to 2 deployments in this quarter to provided subject matter expertise to Theatre for the period of 01/08/20 – 31/07/21	
	This Option is pending future MGBC funding approval.	
16b	Theatre Housekeeping. One housekeeping visit per 5 NSoIT(D) node(s) during each quarter for the peiod of 01/08/20 – 31/07/21	████████
	This Option is pending future MGBC funding approval.	
17	**OPTION:** Travel and Subsistence inclusive of CONDO (in line with FATS rates) for the period of 01/08/20 – 31/07/21	████████ ███
	This Option is pending future MGBC funding approval.	

STATEMENT OF REQUIREMENT

Unique Tasking Number FTS5/CCT574	Issue Number & Date Issue 1 - 12/02/2018	Supplier Reference Number:

Task Title: Provision of Level 3 Technical Support to Applications on NSoIT(D)

Brief Description of Task (or see attached detailed Statement of Requirement):

The Authority has a requirement for Level 3 Technical Specialist Support to align with the programme of work for Applications as shown in Annex A on NSoIT (D).

Background/Justification:
Deployed UK forces use complex information systems to give them the ability to enact coordination, command, control and communicate with each other and with allies. The United Kingdom seldom, if ever, deploys on operations in isolation from coalition partners, so it needs a system able to operate with them. The set of nations with which we may be operating is subject to change typically in three different scenarios: from one deployment to the next; as a deployment develops over time; or within a given deployment, where the UK wishes to share information with two or more different sets of partner Mission groups at the same time. The ability to choose who to share information with and when using just one system is what is known as a "Mission Configurable" Information System

The DPS Application programme will be MOD designed and own the deployable communications and information system for UK and multinational military missions. The system of systems will provide services in security domains SUKEO (Red), MISSION SECRET (Blue) and OFFICIAL Sensitive (Black). Initial development has predominantly been within the Blue domain through the development of the JACKDAW project, Magpie, however, this will now extend across Red and Black domains. The experience gained in the Development Operations (Dev Ops), Service Management (SM), and Supply Chain Management forming the foundations of the successor NSoIT (D) programme.

The NSoIT (D) will host a suite of C4ISR applications in the SUKEO and Mission domains and MoD is currently defining the roadmap to converge the version of these applications so that the same versions are used in all UK SECRET security domains, in both fixed (MoDNet (Base)/DII/F(S)) and deployed environments. The C4ISR applications include the NATO FAS and other Applications and there is an ongoing programme to rationalise and optimise this suite of applications. Since the draw down from OP HERRICK there has been diminishing level of expertise in the front-line commands (FLC) to host and configure the applications for operations.

NSoIT (D) is making a transition from a position where all the risk of applications on-boarding and configuration was placed on a supplier to where MoD takes control of the design and owns the risk, but more importantly owns the Design Authority. This contract will form part of that transition and help inform MoD regarding this transition which is to move away from manual and semi-automated application installation to automated installation using orchestration tooling. This contract will maintain the MoD ability to continue with manual and semi-automated application installation while the new technology is introduced.

During this period MOD, will be operating JACKDAW and MAGPIE while introducing NSoIT (D). There will be a convergence of JACKDAW and MAGPIE as part of a migration to NSoIT (D). This contract will be essential in maintaining application services throughout this period on all 3 of these systems.
MoD also has a Core Infrastructure contract for the Service Management of JACKDAW, MAGPIE and NSoIT (D) and this contract will interface with that contract to provide applications support at Level 3 and into the release management process.

Outputs, Milestone and Reports
Milestone/Stages should be quarterly, the following Application Reports will be required as evidence:
- Quarterly Support Report.
- Upgrade Report (s).
- Security Report (s).
- Interoperability Reports (s).
- Quaterly Housekeeping Report(s).
- Quarterly Training Report.

Monthly Progress Meetings will also be required

The outputs from this support will be approved by the project manager in writing after Progress meetings on a monthly/quarterly basis

Activities to be Undertake:
Level 3 Support, SME Support, Integration Test and Release, Applications Installation and Configuration, Supplement to Front Line Commands 1st and 2nd Line Support, Application Software Distribution and a Planning and Reporting Service. However, these activities are detailed further in the Deliverables Template.

Experience required to undertake the activities:

The supplier is to have SME knowledge of virtualised environments.

The supplier is to have SME expertise and knowledge of the Applications. This is to enable the applications to be authorised for release and use into live service.

The supplier is required to maintain currency of knowledge with the Applications and gain knowledge of new Applications as they are released.
Field Support Engineering Requirements - The supplier is to have configuration level knowledge and working experience with particular proficiency and detailed knowledge in all the applications, with the ability to gain further detailed knowledge as more Applications are hosted on NSOIT(D).

The Supplier will be required to hold the appropriate Security Clearances in accordance with the Security Aspect Letter and confirm they are willing to gain DV clearance prior to contract award.

The Supplier is to maintain their CONDO training level and provide evidence.
Locations of activities as detailed in the Deliverables template:

- RAF Leeming
- MOD Corsham
- HQ ARRC, Innsworth
- Joint ISOC, Corsham
- Operational Support ISS Corsham

Additonal Operational requirement for Locations

- Whale Island, Portsmouth.
- Operational Support to CIAV at Shrivenham.MOD Corsham

Operational Locations- Requirement needed at all UK Locations and for Overseas locations cover would be under the CONDO call-off.

Anticipated Operations and Exercise dates during the period of 01/04/18 – 31/03/19 are as follows but maybe subject to change:

- 12.1-Clearances
- 12.2-Overseas support to exercises and operations.

Deliverables: (insert here or below Key Deliverables template)
See Deliverables Template.
Government Furnished Assets (GFA) (List all GFA applicable to the task in accordance with DEFCON 611 (Edn 02/16) & 694 (Edn 03/16))

Additional Quality Requirements & Standards:
No Specific Quality Management System requirements are defined. This does not relieve the Supplier of providing conforming products under this contract.

No Deliverable Quality Plan is required reference DEFCON 602B 12/06.

Concessions shall be managed in accordance with Def Stan. 05-061 Part 1, Issue 6 – Quality Assurance Procedural Requirements – Concessions.

Any contractor working parties shall be provided in accordance with Def Stan. 05-61 Part 4, Issue 3 – Quality Assurance Procedural Requirements – Contractor Working Parties.

See AOF Quality Assurance Website:
http://www.aof.dii.r.mil.uk/aofcontent/tactical/toolkit/conte
nt/topics/qual.htm

Timescale: 12 Months

Commencement Date: 03rd April 2018
Delivery Date: 31st March 2019

Project Manager: █████████
Signature: ████████

Date:26th January 2018

KEY DELIVERABLES TEMPLATE

Task No	MOD Project Manager Requiring Deliverable	Capability Area	Activity to be undertaken by Supplier	Key Deliverables and Reqd Delivery Date	Provision of GFx	Acceptance Criteria
1.	Donna Thomas or nominated PM	Application Integration, Test and Release-Support and Output Deliverables/Tasks. Software Acquisition and Support – Filter Number 26	1.1-Application hosting design – supplier to provide Application expertise so that the Design team can produce a Hosting Design 1.2-Applications are to be installed and configured within the Deployed Applications Development Environment in accordance with the direction of the NSoIT(D) Design/Engineering Team. It includes automation scripting of the overall resulting in the VM build and bringing this into the orchestration of the complete node or hub build. This would therefore represent the uplift to the D/E Team. 1.3- The support needs to include integration into-test and reference environments. This would include end to end management and set to work movement of dependent resources, such as track data and application hosted services. 1.4- The applications requirement should include the ability to be interoperable with other applications where they combine to produce a desired output. 1.5- Supplier to produce manual/semi-automated build instructions and supporting artefacts for the installation of applications on JACKDAW, MAGPIE,	1.2 Installation and configuration of applications within the Deployed Applications Development Environment in accordance with the direction of the NSoIT(D) Design/Engineering Team. 1.3 Integration of applications as per Annex A into test and reference environments 1.5 Production of manual/semi-automated build instructions and supporting artefacts for the installation of applications on JACKDAW, MAGPIE, Blue Legacy Environment and NSoIT (D) within the Rapid-Integration Process. This will result in configuration items that will be released. Monthly Project Status Report to include but not	The Authority will provide access the necessary infrastructure services for build and configuration purposes	Authority Acceptance in writing of project status report.

No.					
			Blue Legacy Environment and NSoIT (D) within the Rapid Integration Process. This will result in configuration items that will be released. 1.6- The supplier will interface with the SM Model Supplier Release Management Process to contribute to: Asset and Configuration Management including obtaining the correct Licences. Event Management Access Management Capacity and Availability Management 1.7- Supplier to provide SME to MoD security and network authorities as part of the RIP so that applications conform to JSP 604.	be limited to: Effort spent on each activity identified, progress update on key deliverables. The supplier will create/update the Quarterly Support Report, Upgrade Report(s),Security Report(s),Interoperability Report (s),Quarterly Housekeeping Report (Non Deployed only). Quarterly Training Report).and also report on new and existing risks and issues. Monthly Project Status Report on the last working day of each month.		Authority Acceptance in writing of project status report.
2.	Donna Thomas or nominated PM	Application Installation and Configuration - Output Deliverables/Tasks. Software Acquisition and Support – Filter Number 26	2.1-The supplier to install applications on development, test, reference and battle lab environments.Applications are referenced in Annex A. 2.2-The supplier is to set up and configure the applications for specific tests, trials, training environments and simulated military operations. Support is required for end to end configuration of applications from deployable Client through the node to the hub including and onwards to associated data sources. Configuration task to all associated gateways, firewalls and network boundaries. The set up and configuration will include ensuring the applications are interoperable between simulated UK	2.1 Installation of applications as per Annex A on development, test, reference and battle lab environments as directed by the Authority 2.2 Set Up and Configuration of applications as per Annex A for specific tests, trials, training environments and simulated military operations as directed by the Authority	The Authority will provide access to the Applications suite on infrastructure services representative and actual to enable configuration and set up. The Authority will ensure the applications are available to support conduct testing, trials and simulated military operations. The Authority will provide access to the DPS Applications systems .

#	Name	Deliverables/Task	Description	Reports	Authority
			units and coalition partners. This will interface to other systems and services i.e. tracks. 2.3-Support is required for end to end configuration of applications from deployable Client through the node to the hub including and onwards to associated data sources. Configuration task to all associated gateways, firewalls and network boundaries	Monthly Project Status Report to include but not be limited to: Effort spent on each activity identified, progress update on key deliverables. The supplier will create/update the Quarterly Support Report, Upgrade Report(s),Security Report(s),Interoperability Report (s),Quarterly Housekeeping Report (Non Deployed only). Quarterly Training Report).and also report on new and existing risks and issues. Monthly Project Status Report on the last working day of each month.	Authority Acceptance in writing of project status report.
3.	Donna Thomas or nominated PM	Supplement FLC 1st and 2nd Line Support -Support Deliverables/Tasks. Software Acquisition and Support – Filter Number 26	3.1-The supplier is to provide direct support to FLC on exercises and operations to install applications in preparation for applications configuration. This support will extend to demonstration of tasks where required. 3.2 -The supplier is to provide support for the set up and configuration of applications for specific military operations. This support will extend to demonstration of tasks where required 3.3-The supplier is to knowledge transfer configuration guidance to the	3.1 Management of a service desk in order to monitor, support and allocate and supplement. Please see section 10.2 for service desk support information. Configuration guidance should be given on a 1-1 basis. Monthly Project Status Report to include but not be limited to: Effort spent	The Authority will provide access to FLC Contact(s) 1st and 2nd Line support

					Authority Acceptance in writing of project status report.
					The Authority will provide access to Remedy as an when required
			FLC 1st and 2nd line support staff. FLC 1st and 2nd line support staff can install the applications required for a specific military operation. This support will extend to demonstrating installation of the applications on behalf of the frontline commands. FLC 1st and 2nd line support staff can set up and configure the applications for a specific military operation. This will enable war-fighters to use the applications to support the conduct of the maintenance of the Common Operating Picture (COP) 3.4-The supplier is to assist with the	on each activity identified, progress update on key deliverables. The supplier will create/update the Quarterly Support Report, Upgrade Report(s),Security Report(s),Interoperability Report (s),Quarterly Housekeeping Report (Non Deployed only). Quarterly Training Report).and also report on new and existing risks and issues. Monthly Project Status Report on the last working day of each month.	
4.	Donna Thomas or nominated PM	Application Level 3 Support-Support Tasks. Software Acquisition and Filter Support - Number 26	4.1-The supplier is to provide Level 3 support at the 5 NSoIT (D) CylSOC, in particular for supplier Incident and Problem management, service reporting and change management. 4.2-The supplier is to conduct 3rd line fault analysis of incidents and problems. 4.3- Also provide 3rd line rectification to incidents and problems, or escalate problems to 4th line for resolution. 4.4-The supplier is to close allocated applications incident and problem tickets in line with e SM model processes and service level. 4.5-Where resource capacity exists	4.1Problem, Risks or Issues to be advised in an e-mail to the Authority on daily basis when and if required. Overlap in priority to be advised to the Authority immediately by e-mail. 4.4The supplier is to report on closure of allocated applications incident and problem tickets in line with e SM model processes and service level. 4.6Report detailing level	

within the forward work plan, resources will contribute to the NSoIT(D) SM model Mobile Support Team (MST) Provide direct 3rd line to all environments that are not covered by the ISOC i.e. battlelab, test and reference etc.	of effort against detailed level 3 supoprt activities to include number of incidents, support actions complete and on-going incidents.	
4.6-Level 3 Support is:- •Operate as an integral of the NSoIT (D) Service Management model. •Operate applications support including telephone support within the NSoIT(D) Service Management Model at the NSoIT(D) Information Services Operating Centres (ISOC) •With the SM model record and close incident and problem tickets using the SM tool. •Provide fault analysis and rectification for incidents and problems •Refer incidents and problems to 3rd party suppliers for incidents and problems that cannot be resolved at 3rd line. •Using the SM tooling conduct incident and problem analysis that will contribute to applications continuous improvement. •Incident Management. •Service/Change Requests. •Problem Management. •Configuration Management. •Projects, trials, exercise where required the UK end of operational connectivity. •Routine and emergency Maintenance. •Capacity and Demand Management. •Advice and recommendations to design change. •Support to the Authority towards its continuous Service Improvements (CSI) initiatives, through undertaking mentorship and technical knowledge	Monthly Project Status Report to include but not be limited to: Effort spent on each activity identified, progress update on key deliverables. The supplier will create/update the Quarterly Support Report, Upgrade Report(s),Security Report(s),Interoperability Report (s),Quarterly Housekeeping Report (Non Deployed only). Quarterly Training Report).and also report on new and existing risks and issues. Monthly Project Status Report on the last working day of each month.	

#	Owner	Task	Requirement	Deliverable	Notes	Authority
			transfer to all Military or Civil Service Provider, contributing and making suggestions at CSI working groups and producing technical and knowledge transfer documentation. •Manage and execute maintenance tasks in-line with Level of Repair Analysis (LORA). 4.7-The supplier provides advice and guidance into the programme including the CyISOC,Exercises and Operations. It is predominately "in live" support work. 4.8-All environments are provided with 3rd line support.NB: Work within these environments will be scheduled through the forward work plan.			Authority Acceptance in writing of project status report.
5.	Donna Thomas or nominated PM	SME Support including Technical Expertise – Support and Output Tasks. Software Acquisition and Filter Support - Number 26	5.1-The supplier is to provide SME support to MoD ISS governing authorities for security assurance, Network Technical Authority and SIAM Release Management. 5.2The supplier will provide SME support to MoD on all aspects of the application functions, set up and configuration. 5.3-Provide subject matter technical expertise to DPS and PJHQ on Data Archiving. 5.4-Be able to support the SOLARIS OS. 5.5-The supplier is to able to provide continuous and up to date support to applications but not limited to the above. The use of: nICCLink, DFS, NIRIS, XMPP S2S/C2S Unix & WINDOWS hosted NATO NIRIS,	Monthly Project Status Report to include but not be limited to: Effort spent on each activity identified, progress update on key deliverables. The supplier will create/update the Quarterly Support Report, Upgrade Report(s),Security Report(s),Interoperability Report (s),Quarterly Housekeeping Report (Non Deployed only). Quarterly Training Report).and also report on new and existing risks and issues. Monthly Project Status	The supplier will need to use the following technologies and the Authority will provide access: VMWare-VSphere, Hyper-V, Server 2003/2008R2, Solaris 10 (NISP), LDAP, NIS+, Kerberos, ZFS Zones, ZFS, SMB, XMPP, MSSQL, ORACLE 10G, POSTGRES, IIS, JAVA, XML, NETWORKING, DNS, AD, DFS, PKI, NISP, UNIX, APACHE, SOAP, WMS, KML/KMZ/NTFS Mapping Shares, SharePoint, Windows. Applications shown in the C4ISR List and QEC List and Black List but have an overall knowledge of Applications.	

	Report on the last working day of each month.

US GCCS (J,A,M & IOS), HeATS & GrATS IRIDIUM Tracking, BOWMAN BITS/TNG/TACNIP/JCSSA, MCCIS, ICS, TAIS, SIACCON, FISH, CSI also any other Application TDL L11, 11B, L1, L16, OTG, JREAP©, NFFI, FFI, AIS NVG, XML, KML, KMZ, ADATP3 and OBDC Geo, ID, type etc. Using standard NFTS permissions and DFS both on the LAN and across the WAN in a multi-site scenario. The use of WMS & WFS within a C4ISR system.

5.7-Able to set up and configure Chat to support operations.

5.8-Support the applications with WAN implementation and replication.

5.9- Knowledge of Tactical Data Links (TDL) interconnections.

5.10-A need to be able to integrate TDL types of IP and serial feeds from sensors and radar using converting serial for: The integration of SIGACT reporting tools and a wide range of multi technological feed types including: Knowledge in the use of augmentation, filtering using various conditions such as: Knowledge and expertise in IMIX specifically implementing of IMIX in relation to the production of artefacts and their dissemination.

5.11-Knowledge and expertise in Instant Messaging (IM) areas including knowledge of building and supporting WAN Wide Instant Messaging Network

				Authority Acceptance in writing of project status report.
		for the Joint World including Federation/S2S and Multi & Cross-Domain Interoperability. Interoperability with BITS/TNG BCHAT, SAMETIME, MIRC and LOGFAS. Knowledge in the DNS configuration requirements for S2S to work correctly in any domain.		The Authority will give access to present versions of applications as detailed in Annex A.
		5.12- The supplier will need to enable any third parties to conduct hosting in alternative environments, conduct trials and experimentation and offer enhanced application solutions.		The Authority will provide access to the NCIA EDML site for the downloading of NATO FAS Applications.
6.	Donna Thomas or nominated PM	Software Distribution Software Acquisition and Support – Filter Number 26	6.1-Act as the single point of contact for the receipt of applications and updates from the release management process. 6.2-Manage the release of applications and updates to JACKDAW, MAGPIE, Blue Legacy Environment and NSoIT (D) through the SM model release process. 6.3-Release of application version and updates are controlled to all MoD units. 6.4 The Supplier will ensure the Management control of application versions as per Annex A are maintained in a single place, currently SharePoint site.	6.2 Report detailing the applications released or progess on releases. Monthly Project Status Report to include but not be limited to: Effort spent on each activity identified, progress update on key deliverables. The supplier will create/update the Quarterly Support Report, Upgrade Report(s),Security Report(s),Interoperability Report (s),Quarterly Housekeeping Report (Non Deployed only). Quarterly Training Report).and also report on new and existing risks and issues. Monthly Project Status Report on the last

					working day of each month.	Authority Acceptance in writing of project status report.
						The application as per Annex A information is currently held in the C4ISR CAB Road Map but will be released to the supplier on award of contract.
7.	Donna Thomas or nominated PM	Planning Service and Reporting Service Software Acquisition and Support – Filter Number 26	7.1-The supplier is to provide a rolling forward plan that cover 12 months first 6 months, with the first 3 months in detail, and the next 3 months in outline. 7.2-The planning service is to work in conjunction with the Joint ISOC and the Mission Management Centre to establish the MoD priorities. 7.3-The supplier is to provide a monthly report covering: Number of support calls taken at ISOC Number of closed calls at ISOC Status of applications in Integration and Test Post operation report where there has been support to 1st and 2nd line. 7.4-There is a need for this In-Service management function to provide overarching management, liaison and advice to the Authority regarding the application requirement.	7.1 Forward plan 7.3 monthly report covering: Number of support calls taken at ISOC Number of closed calls at ISOC Status of applications in Integration and Test Post operation report where there has been support to 1st and 2nd line. Monthly Project Status Report to include but not be limited to: Effort spent on each activity identified, progress update on key deliverables. The supplier will create/update the Quarterly Support Report, Upgrade		

#	Owner	Deliverable	Description	Reporting Requirements	Authority Responsibilities	Acceptance Criteria
				Report(s),Security Report(s),Interoperability Report (s),Quarterly Housekeeping Report (Non Deployed only). Quarterly Training Report).and also report on new and existing risks and issues. Monthly Project Status Report on the last working day of each month.		Authority Acceptance in writing of project status report.
8.	Donna Thomas or nominated PM	Applications List and Updates Software Acquisition and Support – Filter Number 26	8.1-The supplier will support the list of applications currently centred on the C4ISR Road map. As the transition to NSoIT (D) progresses the supplier may be asked under change request to assume support for other applications that support military operations. Along with the rest of the Red Apps. This includes Trend Analysis, Patch Validation and Asset Control.	Monthly Project Status Report to include but not be limited to: Effort spent on each activity identified, progress update on key deliverables. The supplier will create/update the Quarterly Support Report, Upgrade Report(s),Security Report(s),Interoperability Report (s),Quarterly Housekeeping Report (Non Deployed only). Quarterly Training Report).and also report on new and existing risks and issues.	The Authority will provide access to the C4ISR CAB Road Map where the application services information is currently held.	
9.	Donna Thomas or nominated PM	Availability Software Acquisition and Support – Filter Number 26	9.1- ISOC Support - Support will be required during normal working hours as agreed with the Comd CyISOC but it is expected to be (0800-1700 Monday to Friday (excluding Bank Holidays). Surge support at short notice to support	Monthly Project Status Report to include but not be limited to: Effort spent on each activity identified, progress. update on key		Authority Acceptance in writing of project status report.

formations as part of NRF18 & NRF19. This request will be given by the Authority as soon as the support is known.	deliverables. The supplier will create/update the Quarterly Support Report, Upgrade Report(s),Security Report(s),Interoperability Report (s),Quarterly Housekeeping Report (Non Deployed only). Quarterly Training Report).and also report on new and existing risks and issues.
9.2- The Supplier will be required to provide Support throughout the year for normal working hours (week days 0800 – 1700 excluding bank holidays.Overseas exercises would be covered under the CONDO Training.	
9.3- Surge support to Operations. As agreed through the forward plan week-end and bank holiday work in support of operations. Period of high readiness will be identified through the forward plan.	

2. Order Conditions

All conditions of the framework shall apply as supplemented by the terms selected below. The two sets of conditions become a binding contract at the time of signature on the Schedule.

Type of Contract

Competitive	☒
	Most Economically Advantageous Tender (MEAT)
Competitive Award Criteria & Weightings	Technical - 70%
	Financial –30%
Reverse Auction used?	☐
Single Source	☐

General Conditions

DEFCON 624 *(Edn 04/10)* – Use of Asbestos in Arms, Munitions or War Materials	☐	DEFCON 603 *(Edn 10/04)* – Aircraft Integration and Clearance Procedure	☐
DEFCON 176A *(Edn 06/08)* - MOD Requirements For Competition In Subcontracting (Non-Competitive Main Contract)	☐	Additional Conditions *A sheet is to be attached detailing any conditions that have been added*	☐
Choose one of the following:			
DEFCON 514A (Edn 03/16) Failure of Performance under Research and Development Contracts	☐	DEFCON 514 *(Edn 08/15)* – Material Breach	☒
DEFCON 656A (Edn 08/16) – Termination of Convenience (Under £5M)	☒	DEFCON 656B (Edn 08/16) – Termination of Convenience (Over £5M)	☐

Special Indemnity Conditions

DEFCON 661 *(Edn 10/06)* – War Risk Indemnity	☐
DEFCON 661A *(Edn 05/02)* – War Indemnity Risk (Alternative Version)	☐
DEFCON 684 *(Edn 01/04)* – Limitation upon Claim in Respect of Aviation Products	☐
DEFCON 638 *(Edn 12/08)* – Flights Liability and Indemnity	☐
DEFCON 697 (Edn 07/13) – Contractors on Deployed Operations -CONDO	☒
Professional Indemnity Insurance	☒

Pricing Conditions Required

Firm Priced at Outset *(this applies to all tasks other than by exception)*	☒
For single source tasks valued below £5M, the following conditions shall apply:	☐

Pricing Conditions Required

DEFCON 127 (Edn 12/14) – Price Fixing Condition for Contracts of a Lesser Value DEFCON 800 (Edn 12/14) – Qualifying Defence Contract DEFCON 801 (Edn 12/14) – Amendments to Qualifying Defence Contracts – Consolidated Versions. DEFCON 802 (Edn 12/14) – QDC – Open Book on sub-contracts that are not Qualifying Sub-Contracts. DEFCON 803 (Edn 12/14) – QDC: Disapplication of Protection against Excessive Profits and Losses (PEPL) DEFCON 804 (Edn 12/14) – QDC: Confidentiality of Single Source Contract Regulations Information. DEFCON 811 (Edn 12/14) – Single Source: Profit and Loss sharing on FIRM/FIXED Price Contracts. DEFCON 812 (Edn 04/15) – Single Source Open Book DEFCON 815 (Edn 04/15) – Contract Pricing Statement – Single Source Non-qualifying contracts	
Exceptionally, if other than Firm Priced at Outset *(include additional conditions in attachment & complete Appendix 4)*	☐

Payment Terms
(Use of CP&F and Payment on Completion are the default)

DEFCON 522 (Edn 11/17)) – Payment and Recivery Sums Dues	☒	Milestone/Stage Payments *(see DEFCON 649 (Edn 07/99) below)*	☒
DEFCON 5J *(Edn 18/11/16)* – Unique Identifiers	☒	DEFCON 649 *(Edn 07/99)* – Vesting *(applicable to Tasks with deliverables where provision has been made for milestone/Stage payments in advance of completion)*	☐
DEFCON 129 *(Edn 07/08)* – Packaging (For Articles other than Ammunition & Explosives)	☐		

OGD Payment Arrangements *For tasks placed by other Government departments, please provide full details of the payment procedure to be followed, as an attachment to this tasking form.*	☐

Milestone/Stage Payments *(Expand table as appropriate)*		Due Date	%	Value £k (ex VAT)
Milestone/Stage No	**Key Deliverable**			
1	Delivery of Items 1,2,3a,3b as detailed in the SOR/ Key deliverables and signed off project status report approved by the Authority. **Item1** Provision of level three support, during the period 1 Apr 18 – 30 June 18,to theTechnical Support (TS) Level 3 Provision to Applications	30/06/2018	■	■

	on NSoIT (D) Schedule Of Requirement and Key Deliverables. **Item 2** To provide technical expertise over Weekends and Bank Holidays for the period of 01/04/18 – 30/06/19. **Item 3a** CONDO deployment consisting of :- Theatre Support – Up to 2 deployments per quarter (Maximum of 8 deployments) to provided subject matter expertise to Theatre for the period of 01/04/18 – 30/06/18. **Item 3b** Theatre Housekeeping. One housekeeping visit per 5 NSoIT(D) node(s) during each quarter for the period of 01/04/18 – 30/06/18				
2	Delivery of Items 1,2,3a,3b as detailed in the SOR/ Key deliverables and signed off project status report approved by the Authority. **Item1** Provision of level three support, during the period 1 July 18 – 30 Sept 18, to the Technical Support (TS) Level 3 Provision to Applications on NSoIT (D) Schedule Of Requirement and Key Deliverables. **Item 2** To provide technical expertise over Weekends and Bank Holidays for the period of 01/07/18 – 30/09/18 **Item 3a** CONDO deployment consisting of :- Theatre Support – Up to 2 deployments per quarter (Maximum of 8 deployments) to provided subject matter expertise to Theatre for the period of 01/07/18 – 30/09/18. **Item 3b** Theatre Housekeeping. One housekeeping visit per 5 NSoIT(D) node(s) during each quarter for the period of 01/07/18 – 30/09/18	30/09/2018	■	■	
3	Delivery of Items 1,2,3a,3b as detailed in the SOR/ Key deliverables and signed off project status report approved by the Authority. **Item1** Provision of level three support, during the period 1 Oct 18 – 31 Dec 18, to the Technical Support (TS) Level 3 Provision to Applications on NSoIT (D) Schedule Of Requirement and Key Deliverables. **Item 2** To provide technical expertise over Weekends and Bank Holidays for the period of 01/10/18 – 31/12/18. **Item 3a**	31/12/2018	■	■	

	CONDO deployment consisting of :- Theatre Support – Up to 2 deployments per quarter (Maximum of 8 deployments) to provided subject matter expertise to Theatre for the period of 01/10/18 – 31/12/18. **Item 3b** Theatre Housekeeping. One housekeeping visit per 5 NSoIT(D) node(s) during each quarter for the period of 01/10/18 – 31/12/18.			
4	Delivery of Items 1,2,3a,3b as detailed in the SOR/ Key deliverables and signed off project status report approved by the Authority. **Item1** Provision of level three support, during the period 1 Jan 19 – 31 Mar 19, to the Technical Support (TS) Level 3 Provision to Applications on NSoIT (D) Schedule Of Requirement and Key Deliverables. **Item 2** To provide technical expertise over Weekends and Bank Holidays for the period of 01/01/19 – 31/03/19. **Item 3a** CONDO deployment consisting of :- Theatre Support – Up to 2 deployments per quarter (Maximum of 8 deployments) to provided subject matter expertise to Theatre for the period of 01/01/19 – 31/03/19. **Item 3b** Theatre Housekeeping. One housekeeping visit per 5 NSoIT(D) node(s) during each quarter for the period of 01/01/19 – 31/03/19.	31/03/2019	███	███
5	T&S Maximum Limit of Liability	31/03/2019	▌	████
6	CONDO T&S Maximum Limit of Liability	31/03/2019	▌	████
FINAL *(Payment should be subject to a reasonable retention based on % of total cost)*	**Total Fixed Price exc VAT**	31/03/2019	▌	███

Intellectual Property Rights			
Completion of this section is **mandatory***. Select the appropriate condition(s) by ticking the boxes below after consulting FTS/STS Customer Guidance or with DIPR, if appropriate. In the event that no boxes are ticked in this section (Intellectual Property Rights), all intellectual property generated under the Task shall be subject to the terms of DEFCON 703.*			
DEFCON	**Tick As Applicable**		**Tasking Order Line Item** **(tick as appropriate)**
If DEFCON 703 does not apply then select either:			
DEFCON 705 (Edn 11/02)	☐	All ☐	☐ The following Item Nos. only (insert below)
OR:			

		All	
DEFCON 14 Edn 11/05, 15 21 ,126 Edn 11/06 & DEFFORM 315	☐	☐	☐ The following Item Nos. only (insert below)
DEFCON 14 Edn 11/05, 16 Edn 10/04, 21 & DEFFORM 315	☐	☐	☐ The following Item Nos. only (insert below)
DEFCON 14 Edn 11/05, 90 Edn 11/06 & 126 Edn 11/06)	☐	☐	☐ The following Item Nos. only (insert below)
DEFCON 14 (Edn 11/05), 91 (Edn 11/06) & 126 (Edn 11/06)	☐	☐	☐ The following Item Nos. only (insert below)
Other, as specified in a special IPR condition to be applied to the Tasking Order	☐	☐	☐ The following Item Nos. only (insert below)
No intellectual property conditions apply (*refer to DIPR before ticking this box*).		☐	

Issue of Government Stores

DEFCON 23 *(Edn 08/09)** – Special Jigs, Tooling and Test Equipment	☐

Controlled Information

Issue of Controlled Information *(subject Condition 50 of Schedule 1)* *(if ticked then list Controlled Information and attach list to Tasking Form)*	☐

Payment of Customs Duty – select one box only

DEFCON 619A *(Edn 09/97)* - Customs Duty Drawback	☐	Issue of Certificate in accordance with EU (Council) Regulation 150/2003	☐

Progress Reports

If ticked, progress reports must utilise the current version of DRRS Format Standards for Scientific and Technical Reports Prepared for the United Kingdom Ministry of Defence.	☒	DEFCON 642 *(Edn 06/14)* – Progress Meetings	☒	Frequency required	Monthly
Brief Description					

Transport – select one box only

DEFCON 621A *(Edn 06/97)* – Transport (if the Authority is responsible for transport)	☐	DEFCON 621B *(Edn 10/04)* – Transport (if the Contractor is responsible for transport)	☐

Quality Assurance Conditions

According to the product or scope of the work to be carried out, the Contractor shall meet the requirements of:

AQAP 2110 – NATO Quality Assurance Requirements for Design, Development and Production	☐

Deliverable Quality Plan requirements			
DEFCON 602A *(Edn 12/06)* - Quality Assurance with Quality Plan	☐	DEFCON 602B *(Edn 12/06)* - Quality Assurance without Quality Plan	☒
AQAP 2105 – NATO Requirements for Delivering Quality Plans			☐
Software Quality Assurance requirements			
AQAP 2210 – NATO Supplementary Software Quality Assurance Requirements to AQAP 2110			☐
Air Environment Quality Assurance requirements			
Def. Stan. 05-100 – Ministry of Defence Requirements for Certification of Aircraft for Authorised Flight and Ground Running (Mandatory where flying and/or ground running of issued aircraft is a requirement of the Task)			☐
Relevant MAA Regulatory Publications *(See attachment for details)*			☐
Additional Quality Requirements *(See attachment for details)*			☐

Warranty			
Express Warranty *(See attachment for details)*	☐	Warranty – remedies implied by general law	☐

Security	
DEFCON 659A *(Edn 11/14)* – Security Measures	☒
DEFCON 658 *(Edn 10/17)* – Cyber	☒
DEFCON 660 *(Edn12/15)* – Official-Sensitive Security Requirements	☒

3. Price

TOTAL CONTRACT PRICE	TYPE OF PRICING
██████████████	Firm Price

4. Authority Tasking Order Commercial Officer Authorisation

Name
Position
Signature
Date   Telephone Number

5. Acknowledgement by supplier

Name	
Position	
Signature	
Date	Telephone Number

6. Record of Authorised Changes

CHANGE ISSUE NUMBER	DATE OF ISSUE	COMMENTS / REASON FOR CHANGE

7. Final Administration

On receipt of the tasking acknowledgement from the Contractor, the **Authority's Commercial Manager (who placed the task)** must send a copy of the acknowledged final tasking order form together with a completed DEFFORM 57 AND DEFFORM 111 (Edn 07/12) to:

DBS Finance
Walker House
Exchange Flags
Liverpool
L2 3YL

For OGDs Only

A copy of the acknowledged final tasking form must be sent by the **Authority's Commercial Manager (who placed the task)** and by the Contractor electronically to the FATS Team at the following address:

defcomrclcc-fatscases@mod.uk

Def Comrcl CC-TechSpt1c
Poplar 1 #2119
MOD Abbey Wood South
Bristol
BS34 8JH

Appendix - Addresses and Other Information

1. Commercial Officer:

Name: ███████

Address:
███████████████
██████████████ ,
███████████
████████
████████

Email: █████████████
☎

2. Project Manager, Equipment Support Manager or PT Leader
(from whom technical information is available):

Name: ████████

Address:

███████████
████████
█████████████

Email: ████████████████
☎

3. Packaging Design Authority:

Organisation and point of contact:

DES IMOC SCP TLS Packaging

MOD Abbey Wood,

Bristol, BS34 8JH

Tel: +44(0)30 679 35353

DESIMOCSCP-TLS-Pkg@mod.uk

(where no address is shown please contact the Project Team in Box 2)

☎

4. (a) Supply/Support Management Branch or Order Manager Branch/Name:

☎

(b) U.I.N.

5. Drawings/Specifications are available from:

7. Intentionally Left Blank

8. Quality Assurance Representative:

Commercial staff are reminded that all Quality Assurance requirements should be listed under the General Contract Conditions.

Not Applicable

8. Public Accounting Authority:

1. Returns under DEFCON 694 (or SC equivalent) should be sent to DBS Finance ADMT – Assets in Industry 1, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD
☎ 44 (0) 161 233 5397

2. For all other enquiries contact DES Fin FA-AMET Policy, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD
☎ 44 (0) 161 233 5394

9. Consignment Instructions:

The items are to be consigned as follows:

See Schedule of Requirement

10. Transport. The appropriate Ministry of Defence Transport Offices are:

A. **DSCOM**, DE&S, DSCOM, MoD Abbey Wood, Cedar 3c, Mail Point 3351, BRISTOL BS34 8JH

Air Freight Centre
IMPORTS ☎ 030 679 81113 / 81114   Fax 0117 913 8943
EXPORTS ☎ 030 679 81113 / 81114   Fax 0117 913 8943

Surface Freight Centre
IMPORTS ☎ 030 679 81129 / 81133 / 81138   Fax 0117 913 8946
EXPORTS ☎ 030 679 81129 / 81133 / 81138   Fax 0117 913 8946

B. **JSCS**

JSCS Helpdesk ☎ 01869 256052 (option 2, then option 3); JSCS Fax No 01869 256837 www.freightcollection.com

11.   The Invoice Paying Authority:
Ministry of Defence   ☎ 0151-242-2000
DBS Finance
Walker House, Exchange Flags   Fax: 0151-242-2809
Liverpool, L2 3YL   **Website is:**
https://www.gov.uk/government/organisations/ministry-of-defence/about/procurement#invoice-processing

12.   Forms and Documentation are available through *:
Ministry of Defence, Forms and Pubs Commodity Management
PO Box 2, Building C16, C Site
Lower Arncott
Bicester, OX25 1LP (Tel. 01869 256197   Fax: 01869 256824)
Applications via fax or email: DESLCSLS-OpsFormsandPubs@mod.uk.

AQAPS and **DEF STANs** are available from UK Defence Standardization, for access to the documents and details of the helpdesk visit http://dstan.uwh.diif.r.mil.uk/ [intranet] or https://www.dstan.mod.uk/ [extranet, registration needed]

NOTES
* Many **DEFCONs and DEFFORMs** can be obtained from the MOD Internet Website [extranet, registration needed]: https://www.aof.mod.uk/aofcontent/tactical/toolkit/index.htm

Appendix 1 to Schedule 3)

Appendix 2 to Schedule 3 (Confidentiality Agreement)

The provisions of this Clause are supplemental to DEFCON 531

1.   Both DEFCON 531 and the provisions of this Clause apply to:

(A) This Tasking;

(B) Any Information disclosed by either party prior to the issue of a draft Tasking and in contemplation of Work being placed by the Authority under a Tasking; and

(C) Any Tasking placed under this Agreement, provided that Information provided to a party for the purpose of Tendering for a Tasking shall only be used for that Tendering purpose, and Information provided to a party for performing a Task placed on it under this Agreement shall only be used for the performance of that Task.

2.   Subject to its requirements of continued access to Information necessary to exercise its rights of disclosure and use hereunder including under any Tasking Order, and to the obligations set out herein in respect of any Controlled Information (Definition in Clause 42 Schedule 1), the recipient of any Information shall:

(A) Upon the expiry or termination of the Agreement; or

(B) Upon the expiry or termination of any Tasking Order (for the purposes of which Information is disclosed); or

(C) If the Authority decides not to proceed with the issue of a Tasking Order (for the purposes of which Information is disclosed),

in accordance with any reasonable directions given and/or a reasonable request made by the other party promptly:

(1) Return to the other party the Information and all copies thereof; or

(2) Take such other measures in respect of the Information and all copies thereof as may be required elsewhere in the Tasking Order.

3.   The provisions of DEFCON 531 and of this Clause shall survive the expiry or termination of the Agreement or any Tasking Order in accordance with 2(A) or 2(B) or the decision not to proceed in accordance with 2(C).

Appendix 3 to Schedule 3 (Price Summary)

Supplier price summary: To be completed by the supplier in support of a quotation provided in response to an ITT for the requirement captured on the above Draft Tasking Order Form. Rates used shall be on accordance with the provisions of Clauses 13-14 of Schedule 1.

1. To: 2. From:

Date of submission:

In response to your request for a quotation
reference FTS5/   Dated

*The work can be undertaken and our detailed response is attached. ☐

*We are unable to provide the resources/deliverables identified on this occasion. ☐

(* Check box as appropriate)

Signed: Name: (Block Capitals)
Date:

2.	Task title):

3.	Unique Reference Number:

4.	Start Date:	Completion Date:

5a. Quotation Broad Capability Area No.	Grade	Hourly rate **quoted at ITT**	Hourly rate **quoted for this task**	Reduction on original ITT rate	No of Hours	Total

5b. Travel		Unit cost	Number of Journeys / Miles	Total
Rail				
Motor Mileage (max price per mile)	£0.25 (inc VAT)			
Air				
Sea				

5c. Subsistence	Estimated expenditure on:	Unit cost	Number of Night/Days	Total
	Accommodation			
	Meals			
	Misc (please state below)			

The above T&S costs relate to the period   to

Sub-contractor Price

5d.Other
Costs

Sub-Contractor Details

Materials

Other (Please provide details
below)
Description   Cost

Total Price   (excl. VAT)

Appendix 4 to Schedule 3 (Montreal Protocol Substances)

CFCs -   Production of controlled CFCs has stopped.

CFC-11(trichlorofluoromethane)   CFC-211
CFC-12(dichlorodifluoromethane)   CFC-212
CFC-13   CFC-213
CFC-111   CFC-214
CFC-112   CFC-215
CFC-113 (trichlorotrifluoroethane)   CFC-216
CFC-114 (dichlorotetrafluoroethane)   CFC-217
CFC-115 (chloropentafluoroethane)

The above substances are also used in blends: e.g.
CFC-500 (CFC-12/HFC-152a)
CFC-502 (CFC-115/HCFC-22).

Halons -   Production of controlled Halons has stopped.
Halon-1211   (bromochlorodifluromethane - BFC)
Halon-1301   (bromotrifluoromethane - BTM)
Halon-2402

HBFCs -   Production has stopped.

$CHFBr_2$ C_2 H_2 F_2 Br_2	C_3 HF_4 Br_3	C_3 H_3 F_2 Br_3
CHF_2 BrC $_2H_2$ F_3 Br	C $_3HF_5$ Br_2	C_3 H_3 F_3 Br_2
CH_2 $FBrC_2$ H_3 FBr_2	C_3 HF_6 Br	C_3 H_3 F_4 Br
C_2 H_3 F_2 Br	C_3 H_2 FBr_5	C_3 H_4 FBr_3
C_2 $HFBr_4$ C_2 H_4 FBr	C_3 H_2 F_2 Br_4	C_3 H_4 F_2 Br_2
C_2 HF_2 Br_3·	C_3 H_2 F_3 Br_3	C_3 H $_4F_3$ Br
C_2 HF_3 Br_2 C_3 $HFBr_6$	C_3 H_2 F_4 Br_2	C_3 H_5 FBr_2
C_2 HF_4 Br C_3 HF_2 Br_5	C_3 H_2 F_5 Br	C_3 H_5 F_2 Br
C_2 H_2 FBr_3 C_3 HF_3 Br_4	C_3 H_3 FBr_4	C_3 H_6 FBr

HCFCs -   Production to be run down and phased out by 2015.
Certain use controls apply.

HCFC-21	HCFC-141	HCFC-225ca	HCFC-243
HCFC-22	HCFC-141b	HCFC-225cb	HCFC-244
HCFC-31	HCFC-142	HCFC-226	HCFC-251
HCFC-121	HCFC-142b	HCFC-231	HCFC-252
HCFC-122	HCFC-151	HCFC-232	HCFC-253
HCFC-123	HCFC-221	HCFC-233	HCFC-261
HCFC-124	HCFC-222	HCFC-234	HCFC-262
HCFC-131	HCFC-223	HCFC-235	HCFC-271
HCFC-132	HCFC-224	HCFC-241	
HCFC-133	HCFC-225	HCFC-242	

CARBON TETRACHLORIDE (CCl_4) - Production has stopped.
1,1,1-TRICHLOROETHANE (C_2 H_3 Cl_3) - Production has stopped.
METHYL BROMIDE (CH_3Br) - Production limits apply.