



Gary Cornish
Navy Commercial
Leach Building
HMS Excellent
Whale Island
Portsmouth
PO2 8BY

Telephone: 03033760460
Email: gary.cornish100@mod.gov.uk

19 September 2025

Dear Sir / Madam

Invitation to Tender Reference 714811455

1. Royal Navy, as part of Ministry of Defence are running a further tender competition for SCIO Developer Services, under Crown Commercial Services framework Tech Services 3 RM6100 Lot 3d – Operational Services – Application and Data Management. You are invited to tender in accordance with the attached documentation.
2. The [Statement of Requirements/Specification](#) details what is required.
3. The [Schedule of Requirements / Pricing Table](#) details what prices are required. The total budget is £9,400,000.00 (excluding VAT).
£2,000,000.00 for the Core Services in years 1
£2,130,000.00 for the Core Services in years 2
£2,270,000.00 for the Core Services in years 3
£3,000,000.00 limit of liability for allow surge services to meet increased demand in years 1, 2 & 3.
4. Tenders will be evaluated in accordance with the [Tender Evaluation Criteria](#). This details how tenders will be assessed and scored for the Commercial, Financial and Technical responses in submitted tenders.
5. The resulting contract will be based on the framework Terms & Conditions, including the information provided on the [Draft Order Form](#). As this is not a negotiated procurement, the Terms & Conditions cannot be amended following contract award.
6. You may raise questions about the tender and the requirement via the CCS eSourcing Suite. The deadline for asking questions is 10:00am 3 October 2025. Please note that any questions raised, and the answers provided, may be shared with other interested suppliers.
7. Any questions about the Terms & Conditions must be raised during the questions period. Any proposed changes or any additional terms/documents that tenderers are requesting to include, must be identified in advance for Authority consideration and to ensure all tenderers are tendering on an equal basis.
8. You must submit your Tender via the CCS eSourcing Suite by 10:00 on 20 October 2025. You should allow sufficient time for submission as late tenders will not be accepted. Tender responses should answer all evaluation questions, include all completed documents and provide all requested prices.

9. The following documentation should be submitted:
 - A Tenderers Response Form providing answers to all evaluation questions, the prices and signed documents.
 - A completed Pricing Table.
10. The anticipated date for the contract award decision is 4 November 2025. Please note that this is an indicative date and may change.

Yours faithfully

Gary Cornish
Commercial Manager

Contents

This invitation consists of the following documentation:

- Invitation to Tender:
 1. Glossary
 2. Introduction
 3. Terms of Participation
 4. Further Competition Timetable
 5. Completing and Submitting a Tender
 6. Questions and Clarifications
 7. Tender Evaluation Summary
 8. Commercial Evaluation Criteria
 9. Financial Evaluation Criteria
 10. Technical Evaluation Criteria
 11. Award Decision
 12. Other Information
- Tenderers Response Form
- Draft Framework Call Off Order Form
- Framework Call Off Terms & Conditions and Schedules (per CCS webpage)

1. Glossary

Agent	means Crown Commercial Service
Authority or Contracting Authority	means the Secretary of State for Defence of the United Kingdom of Great Britain and Northern Ireland, (referred to in this document as "the Authority"), acting as part of the Crown – also known as Ministry of Defence
Contract	means the contractually-binding terms and conditions set out in this ITT to be entered into between the Authority and the successful Tenderer at the conclusion of this Procurement;
eSourcing Suite	means the online tender management and administration system used by the Authority;
Evaluation Score	means the score achieved by a Tender at the conclusion of the Evaluation process;
Regulations	means the Public Contracts Regulations 2015 (http://www.legislation.gov.uk/uksi/2015/102/contents/made)
Services	means the deliverables (goods and/or services) that may be provided by Suppliers, as set out in the Statement of Requirements/Specification;
Technical Evaluation	means the qualitative evaluation of a Tender undertaken during the Evaluation process;
Technical Score	means the score awarded to a Tenderer at the conclusion of the Technical Evaluation process;
Tender or Bid	means the Tenderer's formal offer in response to the Invitation to Tender;
Tender Submission Deadline	means the time and date set for the latest uploading of Tenders.
Tenderer or Supplier	means a framework supplier submitting a proposal to this Procurement;
You or Your	means mean the tenderers organisation, or the organisation the tenderers represent
We, Us or Ours	means the Authority or Ministry of Defence

2. Introduction

2.1 This Procurement will establish a contract for the purchase of Services described in the Statement of Requirements/Specification.

2.2 The resulting Contract will be for 3 Years

2.3 The maximum contract value is £9,400,000.00.

2.4 This resulting Contract will be between the successful Supplier and the Authority. This is a call off contract and as such the Authority cannot guarantee volumes of work.

2.5 This tender is being conducted under the Crown Commercial Service Tech Services 3 Framework Agreement (reference RM6100 - Lot 3d) and it's Terms and Conditions will govern any resultant Contract.

2.6 Only those suppliers on the stated framework and lot can submit a tender in response to this requirement.

2.7 The Authority is managing this Procurement in accordance with the Public Contracts Regulations 2015.

3. **Terms of Participation**

3.1 You must comply with the rules in this Bid Pack and any other instructions given by us. You must also ensure members of your consortium (if relevant), group companies, subcontractors or advisers comply.

3.2 You may Submit one bid.

3.3 Your bid must remain valid for 90 days after the bid submission deadline.

3.4 You must submit your bid in English and through the eSourcing Suite only.

3.5 You are able to bid with named subcontractors to deliver parts of the requirements. You must tell us about any changes to subcontractors or you may be excluded from this competition.

3.6 We may make enquiries. For example, where you either submit a bid:

- In your own name and or as a subcontractor and or as a member of a consortium connected with a separate bid.
- In your own name which is similar to a separate bid from another bidder within your group of companies.

This is so we can be sure that your involvement doesn't cause:

- Potential or actual conflicts of interest.
- Supplier capacity problems.
- Restrictions or distortions in competition.

3.7 We may require you to amend or withdraw all or part of your bid if, in our reasonable opinion, any of the above issues have arisen or may arise.

3.8 Only you or, as applicable, your subcontractors (as set out in your bid) or consortium members (if relevant) can provide services through the contract.

3.9 You must not attempt to influence the contract award process. For example, you must not ever directly or indirectly:

- Collude with others over the content and submission of bids. However, you may work in good faith with a proposed partner, supplier, consortium member (if relevant) or provider of finance.
- Canvass our staff or advisors about this competition.
- Try to get information from any of our and/or Contracting Authority staff or advisors about another bidder or bid.

3.10 You must ensure that no conflicts of interest exist between you and us / Contracting Authority. If you do not tell us about a known conflict, we may exclude you from the competition. We may also exclude you if a conflict cannot be dealt with in any other way.

3.11 You must keep the contents of this Bid Pack confidential (including the fact that you have received it). This obligation does not apply to anything you have to do to submit a bid or comply with a legal obligation.

3.12 You must not publicise the deliverables or the award of any contract unless the Contracting Authority has given written consent. For example, you are not allowed to make statements to the media about any bid or its contents.

3.13 We reserve the right to:

- Waive or change the requirements of this Bid Pack without notice.
- Verify information, seek clarification or require evidence or further information about your bid
- Withdraw this Bid Pack at any time, or re-invite bids on the same or alternative basis.
- Choose not to award any contract or Lot as a result of the competition.
- Choose to award different Lots at different times.
- Make any changes to the timetable, structure or content of the competition.

3.14 We reserve the right to exclude you if:

- You submit a non-compliant bid.
- Your bid contains false or misleading information.
- You fail to tell us of any change in the contracting arrangements between bid submission and award.
- You fix or adjust any element of the Tender by agreement or arrangement with any other person.
- The change in the contracting arrangements would result in a breach of procurement law.
- For any other reason provided in this Bid Pack.
- For any reason set out in the Public Contracts Regulations 2015.

3.15 If a misrepresentation by you induces the Contracting Authority to enter into a contract with you, you may be excluded from bidding for contracts for three years, under regulation 57(8)(h)(i) of the PCR 2015 or sued by the Contracting Authority for damages, the Contracting Authority may rescind the contract under the Misrepresentation Act 1967.

3.16 If fraud, or fraudulent intent, can be proved, you may be prosecuted and convicted of the offence of fraud by false representation under s.2 of the Fraud Act 2006, which can carry a sentence of up to 10 years or a fine (or both).

3.17 If there is a conviction, then your organisation must be excluded from procurement for five years under reg. 57(1) of the PCR 2015 (subject to self-cleaning).

3.18 We will not pay your bid costs for any reason.

3.19 The Contracting Authority will not be liable:

- Where parts of the Bid Pack are not accurate, adequate or complete.
- For any written or verbal communications.

3.20 You must carry out your own due diligence and rely on your own enquiries.

3.21 This Bid Pack is not a commitment by the Contracting Authority to enter into a contract.

3.22 The Bid Pack remains our property. You must use the Bid Pack only for this competition.

3.23 You allow us to copy, amend and reproduce your bid so we can:

- Run the competition.
- Comply with law and guidance.
- Carry out our business.

3.24 Our advisors, subcontractors and other government bodies can use your bid for the same purposes.

3.25 We will not share any information from your bid which you have identified as being confidential or commercially sensitive with third parties, other than stakeholders in the competition. We may however

share this information, but only in line with the Regulations, the Freedom of Information Act 2000 (FOIA) or any other law as applicable.

4. Further Competition Timetable

4.1 The timetable below are intended timelines but, for a range of reasons, dates can change. We will tell you if and when timelines change.

Stage	Date and Time	Responsibility	Submit to:
Invitation to Tenderers Conference	Not Applicable to this procurement		
Date for confirmation of attendance at Tenderers Conference	Not Applicable to this procurement		
Final date for Clarification Questions	3 October 2025	Tenderers	CCS eSourcing Suite
Final Date for Requests for Extension to return date	3 October 2025	Tenderers	CCS eSourcing Suite
Authority issues Final Clarification Answers	8 October 2025	Authority	All Tenderers
Tender Return	20 October 2025	Tenderers	CCS eSourcing Suite
Tender Evaluation Commences	21 October 2025	Authority	N/A

5. Completing and Submitting a Tender

5.1 To participate in this competitive tendering exercise, Tenderers are required to submit a Tender which fully complies with the instructions in this Bid Pack.

5.2 Your bid must be made by the organisation that will be responsible for providing the deliverables if your bid is successful.

5.3 You must enter your bid into the e-Sourcing Suite. Only bids received through the e-Sourcing Suite will be accepted.

5.4 Make sure you answer every question. Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials e.g. reports located on your website.

5.5 Tenderers are strongly advised to read through all documentation first to ensure they understand how to submit a fully compliant Tender.

5.6 It is the Tenderer's responsibility to ensure that a fully compliant Tender is submitted.

5.7 Tenderers must ensure that they are using the latest versions of this document, as the documentation may be updated from time to time.

5.8 For technical guidance on how to complete questions and text fields, and how to upload any requested attachments please see CCS Supplier Guidance <https://crowncommercialservice.bravosolution.co.uk/web/login.html>

5.9 Should any exclusions, assumptions, dependencies or caveats apply to your Tender or any of the goods and/or services that you would provide when delivering the requirements, these should be clearly indicated in the relevant areas of the Tender.

5.10 Submit your bid before the Bid Submission Deadline.

6. Questions and Clarifications

6.1 If you have any questions you need to ask them as soon as possible after the procurement event is published as there is a deadline for submitting clarifications questions. This gives you the chance to check that you understand everything before you submit your bid.

6.2 You need to send your questions through the eSourcing Suite. This is the only way we can communicate with bidders. Ensure your question is specific and clear and does not include your identity. This is because we publish all the questions and our responses to all bidders.

6.3 If you feel that a particular question should not be published, you must tell us why when you ask the question. We will decide whether or not to publish the question and response.

6.4 You can ask us questions about the competition but please do not attempt to 'negotiate' the terms. All contract awards will be subject to the terms and conditions identified in this Tender.

6.5 The Authority reserves the right to contact Tenderers at any time for clarification on all or any part of their Tender during this Procurement and which is likely to require a prompt response.

7. Tender Evaluation Summary

7.1 The Tender evaluation will assess the Most Economically Advantageous Tender (MEAT) to The Authority based on the following calculation:

Highest Total Evaluation Score from the following evaluation elements:

Commercial Qualification – Pass/Fail only and not included in the total Evaluation Score.

Financial Price Score – Worth 30% of the total Evaluation Score.

Technical Quality Score (including Social Value) – Worth 70% of the total Evaluation Score.

7.2 The Technical Score will be added to the Financial Score to determine the "Evaluation Score" for each Tenderer. This will be calculated on a Technical/Financial split of 70%/30%.

Example calculation, for information purposes only and based on financial score worth 50% and technical score worth 50% - figures for this procurement may differ.

In this example, Tenderer B has the highest total evaluation score and is the winning tenderer.

Tenderer	Technical Score (maximum 50)	Financial Score (maximum 50)	Evaluation Score (maximum 100)
Tenderer A	35	50	85
Tenderer B	45	45	90
Tenderer C	40	25	65

7.3 Any Tender which is considered non-compliant for any Commercial, Financial or Technical element or criteria will be excluded from the competition and not receive an Evaluation Score. If a tender is considered non-compliant in either the Commercial or Financial evaluations that tender may be excluded from the Technical evaluations and not receive any Technical scores or feedback.

7.4 Scores will be rounded to two decimal places.

7.5 In the event that multiple Tenderers achieve the exact same highest Evaluation Score, then the Tenderer with the lowest Total Price will be considered to be the Winning Tenderer. In the event that multiple Tenderers achieve the exact same highest Evaluation Score and have the exact same lowest Total Price, then The Authority reserves the right to request those, and only those, Tenderers to submit final and best Total Prices, with the lowest final and best Total Price considered to be the Winning Tenderer.

7.6 Tenderers must provide relevant answers and documentation in response to all commercial qualification, financial and technical criteria/questions and submit everything through the Portal. Responses must remain as concise as possible and any supporting information must be relevant to the response. Any information which does not relate directly to the evaluation, including marketing

material, will not be evaluated. Hyperlinks to documents or references to websites must not be used, unless these have been requested.

7.7 Tenders will be evaluated based on the contents of their Tender response only.

7.8 Tenderers should submit only one priced proposal. Where more than one price or set of prices is submitted, only the first submitted priced proposal will be accepted.

7.9 Technical Evaluation will be undertaken independently from Commercial and Financial Evaluations. Tenderers must ensure that there are no prices shown within any technical criteria responses or supporting documents.

7.10 Should any exclusions, assumptions, dependencies or caveats apply to your Tender or any of the goods and/or services that you would provide when delivering the requirements, these must be clearly indicated in the relevant areas of the Tender.

8. Commercial Qualification Evaluation Criteria

8.1 The Commercial Qualification Evaluation will assess if all tendering and contractual requirements have been provided.

8.2 A Tender will be considered non-compliant if:

- the Tender was not received by the due date and time.
- the full set of requirements cannot be delivered.
- any required delivery dates cannot be met.
- all Framework Terms & Conditions and have not been accepted.
- all required MOD Terms & Conditions and have not been accepted.
- any of the required documentation was not submitted.
- any prices have been included in the technical responses and the Authority considers that this has affected the evaluation process.
- more than one proposal has been submitted and the Authority considers that this has affected the evaluation process.
- the Social Value Commitments form does not include at least one commitment for each of the three Social Value criteria/themes.

8.3 The Authority reserves the right to undertake due diligence checks and/or financial health checks of Tenderers as part of the Commercial Evaluation. If any of these checks raises concerns around the Tenderer or If a Parent Company or Bank guarantee is requested and is not provided, The Authority will consider the Tenderer non-compliant. If these checks are undertaken on the Winning Supplier during the standstill period prior to formal contract award, the Authority reserves the right to award the Contract to the next best placed Supplier or to cancel or re-run the procurement.

9. Financial Price Evaluation Criteria

9.1 The Financial Evaluation will assess the Total Price the Tenderer has offered to deliver all the requirements set out in the Statement of Requirements/Specification.

9.2 Tenderers shall complete each Rates tab on the Pricing Table spreadsheet. Tenderer's shall enter the day rates for each role for years 1, 2 and 3. Tenderer's entries shall only be made in the yellow highlighted boxes. All other boxes and calculations must not be amended.

9.3 For the core services, indicative roles and numbers of days required for the services have been pre-populated but Tenderers should not feel bound by these figures and they are illustrative only. As this is an outcome based requirement, Tenderer's are allowed to change these roles, SFIA levels and number of days, to reflect the manner in which they intend to deliver the Service utilising their solution. If roles are not required they can be deleted and additional roles can be added if required. This will calculate the Tenderer's total price for delivering those core services.

9.4 Although the technical evaluators will not see tenderer's prices, they will be able to see the number of personnel tenderers are intending to use to deliver the core services and will be able to

assess if the tenderer has fully understood each service and the type/number of personnel that would be required to deliver them, which they will take this into account when completing technical evaluations. If Tenderers change any of the indicative roles, they must ensure that their proposed teams are sufficient to deliver all the required services and that the tender submission evidences this.

9.5 Tenderers day rates and total yearly prices provided for the core services will be incorporated into the contract as firm prices and Tenderers will be required to deliver all the core services for the prices stated.

9.6 Time & Materials day rates will be incorporated into the contract at the same rates as Core Services rates and shall be used if the Authority request delivery of any additional services above the core services already detailed.

9.7 The Total Price figure that will be used in the evaluation of Tenders shall be the total figure that is calculated from the prices Tenderers have provided for each item listed in the Pricing Table calculations tab.

9.8 A Tender will be considered non-compliant if:

- the Total Price for Core Services for years 1, 2 & 3 is greater than the Core Services funding of £6,400,000
- the Tender does not indicate a Total Price.
- The prices included in the tender are not Firm Prices.
- the Tender has not provided prices for all items in the Pricing Table.
- the Tender requires the Authority to provide additional resource (other than any identified in the Statement of Requirements), therefore the pricing does not cover all requirements.
- the Tenderer has amended the calculations within the Pricing Table.

9.9 The Tenderer with the lowest total price from the Pricing Table calculation (provided the tender is fully compliant) shall be awarded the maximum Financial Price Score available. The remaining Tenderers shall be awarded a percentage of the maximum Financial Price Score available, based on their price relative to the lowest price submitted.

9.10 The calculation used is the following:

Lowest Price from a compliant Tender x maximum Financial Score available
Tenderers price

Example calculation, for information purposes only - figures for this procurement may differ.

Tenderer	Price Submitted	Score Calculation	Maximum Score Available	Financial Score Awarded
Tenderer A	£1,000	$(£1,000 / £1,000) \times 50$	50	50
Tenderer B	£1,100	$(£1,000 / £1,100) \times 50$	50	45
Tenderer C	£2,000	$(£1,000 / £2,000) \times 50$	50	25

10. Technical Quality Evaluation Criteria

10.1 The Technical Evaluation will assess the Tender response to establish the level of confidence The Authority has that the Tenderer will be able meet and deliver all the requirements detailed in the Statement of Requirements/Specification.

10.2 The points achieved will be multiplied by the corresponding weighting to provide an overall criteria mark.

10.3 When the mark for each question has been determined they will be added together to provide a total mark for the Technical Evaluation.

10.4 The evaluators are considered to be Subject Matter Experts (SME) on the Statement of Requirements/Specification. If an individual criteria is evaluated by more than the one SME, The Authority will review the points allocated by the individual evaluators before facilitating a group consensus meeting. During the meeting, evaluators will discuss their independent points until they reach a consensus regarding the points that should be attributed to each Tenderers answer to the questions.

10.5 The answer to each technical criteria should be no more than the word count indicated. Images/diagrams will not be included in the word count provided they are for illustrative/reference purposes, are relevant and are clearly referenced in the written response.

10.6 Evaluators will assess each question individually and will not be expected to search for answers. Where a Tenderers answer to any technical criteria question is covered within a separately attached document, the text answer to that criteria question must clearly indicate the relevant part of the supporting document in which the answer can be found. Any documents that have not been referenced will be discounted during evaluation.

10.7 Once all technical responses have been evaluated the individual marks attributed to each response, excluding any pass/fail criteria, will be added together to provide a total Technical Mark.

10.8 A Tender will be considered non-compliant if:

- the Tender receives a fail on any pass/fail criteria.
- the Tenderer has self-certified that that they cannot meet any of individual pass/fail criteria.
- the Tender receives points which are below the threshold set for any individual criteria.
- the Tender receives a Total Technical Score below 70.
- the Tender receives a score of 0 on more than one of the three social value MAC criteria.

10.9 The Technical evaluation questions/criteria that Tenderers should address within their Tender are:

Figure	Criteria	Points Available	Minimum Threshold	Weight	Score Available	Max Word Count
1	Explain your approach and method - how you will provide a Service that is capable of meeting Outcome 1	0, 30, 70 or 100	70	15.00%	15.00	750
2	Explain your approach and method - how you will provide a Service that is capable of meeting Outcome 2 including details of the proposed operational structure.	0, 30, 70 or 100	70	15.00%	15.00	750
3	Explain your approach and method - how you will provide a Service that is capable of meeting Outcome 3 including details of the proposed operational structure.	0, 30, 70 or 100	70	15.00%	15.00	750
4	Explain how you will use experience and knowledge to deliver outputs A-H.	0, 30, 70 or 100	70	15.00%	15.00	750
5	Explain your ability to represent RN stakeholder interests where exploitation of information and data is discussed in support of RN outputs.	0, 30, 70 or 100	30	10.00%	10.00	750
6	Explain how you will use your experience in delivering services to support information and digital functions to help deliver the required outputs.	0, 30, 70 or 100	30	10.00%	10.00	750
7	Explain how you plan to represent RN digital capability requirements into MoD programme/project boards to ensure enterprise level digital solutions meet	0, 30, 70 or 100	30	10.00%	10.00	350

	specific platform requirements.					
8	MAC3.3 - Explain how you will Support the development of scalable and future-proofed new methods to modernise delivery and increase productivity	0, 30, 70 or 100	0	5.00%	5.00	750
9	MAC4.2 - Explain how you will Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement	0, 30, 70 or 100	0	2.50%	2.50	750
10	MAC6.1 - Explain how you will Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce	0, 30, 70 or 100	0	2.50%	2.50	750
				100%	100	7100

10.10 The response to each criteria will be given points in accordance with the table below:

Criteria 1 to 7 will be scored in accordance with the following:

100 – High Confidence	70 – Good Confidence	30 – Moderate Confidence	0 – Low Confidence
<p>In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: addresses and demonstrates a thorough understanding of all elements of the requirement or criteria, where applicable.</p> <p>provides a comprehensive, unambiguous and thorough explanation of how all of the requirement or criteria will be delivered, where applicable.</p> <p>details a thorough explanation of how the full volumes and timescales of the requirement or criteria will be met, where applicable.</p> <p>provides comprehensive details showing how all of the requirement or criteria will be managed with sufficient resource allocated and support provided for the full duration, where applicable.</p> <p>comprehensively details how the requirement or criteria will be assured and how all quality or standards expected will be met in full, where applicable.</p> <p>has comprehensively</p>	<p>In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: addresses and demonstrates a sufficient understanding of most of the requirement or criteria, where applicable.</p> <p>provides sufficient detail and explanation of how most of the requirement or criteria will be delivered, where applicable.</p> <p>shows sufficient ability to meet most of the volumes and timescales for the requirement or criteria, where applicable.</p> <p>provides sufficient information to show how most of the requirement or criteria will be managed with adequate resource allocated and support provided, where applicable.</p> <p>sufficiently details how most of the requirement or criteria will be assured and quality or standards expected will be met, where applicable.</p> <p>has considered risks to</p>	<p>In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: addresses and demonstrates an understanding of some of the elements of the requirement or criteria, where applicable.</p> <p>is weak in some areas and does not fully detail or explain how some elements of the requirement or criteria will be delivered, where applicable.</p> <p>indicates that some of the volumes or timescales for the requirement or criteria will be met but may be lacking detail in some areas, where applicable.</p> <p>provides details of how some of the requirement or criteria will be managed but leaves concerns about the resource and support provided, where applicable.</p> <p>provides details of how some of the requirement or criteria will be assured but leaves doubt about quality or standards, where applicable.</p> <p>has considered risks to</p>	<p>In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: does not address or demonstrate an understanding of most or all of the requirement or criteria, where applicable.</p> <p>does not demonstrate the ability to deliver most or all of the requirement or criteria, where applicable.</p> <p>does not show that most or all of the volumes or timescales of the requirement or criteria will be met, where applicable.</p> <p>does not provide details of how most or all of the requirement or criteria will be managed or that the required resource and support will be provided, where applicable.</p> <p>does not demonstrate that most or all of the required standards or quality will be met, where applicable.</p> <p>has identified and</p>

considered risks to delivery of the requirement or criteria and thoroughly explained how they will be eliminated or mitigated, where applicable.	delivery of the requirement or criteria and adequately indicated how most will be eliminated or mitigated, where applicable.	some of the requirement or criteria but leaves concerns that there are risks that have not been considered or may not be mitigated, where applicable.	addressed few or no risks to delivery, where applicable.
--	--	---	--

10.11 Social Value Overview (for criteria 8-10)

Social value has a lasting impact on individuals, communities, and the environment. Government has a huge opportunity and responsibility to maximise benefits effectively and comprehensively through its commercial activity. It cannot afford not to. A missed opportunity to deliver social value may lead to costs that the taxpayer has to absorb elsewhere through public procurement.

A competitive and diverse supply landscape can help to deliver innovation in public services, manage risk and provide greater value for taxpayers' money.

As a result, the Social Value Model (SVM) has been created which details 5 Themes, 8 Policy Outcomes and 24 Model Award Criteria (MACs). The SVM MACs are questions which relate to Social Value. The use of the SVM is mandatory in all central government procurements using Public Contracts Regulations (PCR) 2015 and Defence and Security Public Contracts Regulations (DSPCR) 2011 above financial threshold and exempt procurements.

Defence is focusing on three, out of the five, priority Social Value themes that are most relevant for Defence:

- Tackling economic inequality.
- Fighting climate change; and
- Equal opportunity.

The Social Value Scoring Criteria is listed below. Please use this and the information provided within the SVM to compile your responses to the SVM MAC and Model Evaluation Question (MEQ) asked. In compiling your answer, please refer to the SVM Quick Reference Table. Under Model Response Guidance for tenderers and evaluators examples of types of evidence the tender evaluators are looking for can be found.

Alongside the Example Reporting Metrics, Social Value Key Performance Indicators (KPIs) may be used within this contract. KPIs will be generated from the Tenderer's social value response it is therefore important that measurable commits are included in the response (both commitments against the reporting metrics and other metrics as may be appropriate. KPIs may be agreed between the parties and included in the contract at Contract Award.

The aim of the following SVM MACs is to understand the Tenderers Social Value Commitment that this procurement programme will provide within the geographical location(s) that is will be delivered from.

In your written response you should provide convincing arguments, including suitable evidence, of What your understanding of Social Value is, in relation to this procurement, and How you will instil confidence in the Authority in your ability to deliver against the Social Value requirements for this procurement.

A list of some of the key response documents that the Authority would expect you to provide are provided below. However, within the overall limit of pages you should supplement your written submission with other documents you consider will build confidence in your ability to maximise Social Value Commitments.

From the information that you provide, the evaluators will assess, qualitatively, your response, based on the information that you provide within your tender response.

Alongside their Commitments against the reporting metrics, the successful Tenderer's method statement will form the basis of Key Performance Indicators and jointly managed throughout the life of the contract.

The Tenderers must ensure that they answer the SVM MACs asked. Any additional information which is not specific to the contract being procured will not be considered.

The Tenderers responses are to set out the additional Social Value benefits that they will deliver against the Policy Outcomes for this procurement. It is not sufficient to only reference/use to their Corporate Social Responsibility (CSR) and or Environmental, Social and Governance (ESG) documents.

Using maximum word count indicated describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria. Please include:

- your 'Method Statement,' stating how you will achieve this and how your commitment meets the SVM Model Award Criteria (MAC), and
- a timed project plan and process, including how you will implement your commitment and by when
- how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:
 - timed action plan
 - use of metrics
 - tools/processes used to gather data
 - reporting
 - feedback and improvement
 - transparency
- how you will influence your: staff, supply chains, 3rd party suppliers, customers, and communities through the delivery of the contract to support the Policy Outcome, e.g., engagement, co-design/creation, training, and education, partnering/collaborating, volunteering.

In complying your answer, please refer to the Social Value Model Quick Reference Table, under Model Response Guidance for tenderers and evaluators for examples of types of evidence the tender evaluators are looking for: The written submission should be in 11pt Arial to meet the response requirement.

For this procurement, the following SVM MAC have been selected as being appropriate.

Model Award Criteria	Model Response Guidance for tenderers and evaluators <i>The award criteria (left) and sub-criteria (below) will be used to evaluate the response</i>	Example Reporting Metrics <i>(proposals to be included in tender response)</i>
Theme 2: Tackling economic inequality: Policy Outcome: Increase supply chain resilience and capacity		
<p>MAC 3.3: Support the development of scalable and future-proofed new methods to modernise delivery and increase productivity.</p>	<p>Activities that demonstrate and describe the tenderer's existing or planned:</p> <ul style="list-style-type: none"> ● Understanding of scalable and future-proofed new methods to drive greater modernisation of delivery and increase productivity. ● Approach to organisational learning and continuous improvement. ● Creation of a design and tendering environment that is conducive to the development of scalable and future-proofed new methods to modernise delivery and increase productivity. <p>Illustrative examples: outcomes-based specifications enabling alternative approaches to be offered; codesign with users and communities; approaches that invite innovative approaches to be proposed and developed; activities that promote collaboration to access new technologies/green technologies and/or approaches.</p>	<p>For each of start-ups, SMEs, VCSEs, mutuals</p> <ul style="list-style-type: none"> ■ The number of contract opportunities awarded under the contract, and value. ■ Total spend under the contract, as a percentage of the overall contract spend. <p>Number /Percentage of all companies in the supply chain under the contract:</p> <ul style="list-style-type: none"> ■ with a current Cyber Essentials /Plus certification. [where relevant] ■ to have adopted the National Cyber Security Centre's 10 steps. [where relevant]
Theme 3: Fighting Climate Change: Policy Outcome: Effective stewardship of the environment		
<p>MAC 4.2 Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental</p>	<p>Activities that demonstrate and describe the tenderer's existing or planned:</p> <ul style="list-style-type: none"> ● Understanding of how to influence staff, suppliers, customers, communities and/or any other appropriate stakeholders through the delivery of the contract to support environmental protection and 	<p>Number of people-hours spent protecting and improving the environment under the contract.</p>

protection and improvement.	<p>improvement.</p> <ul style="list-style-type: none"> • Activities to reconnect people with the environment and increase awareness of ways to protect and enhance it. <p>Illustrative examples:</p> <ul style="list-style-type: none"> • Engagement to raise awareness of the benefits of the environmental opportunities identified. ○ Co-design/creation. Working collaboratively to devise and deliver solutions to support environmental objectives. • Training and education. Influencing behaviour to reduce waste and use resources more efficiently in the performance of the contract. • Partnering/collaborating in engaging with the community in relation to the performance of the contract, to support environmental objectives. • Volunteering opportunities for the contract workforce, e.g. undertaking activities that encourage direct positive impact. 	
-----------------------------	--	--

Theme 4: Equal opportunity: Policy Outcome: Tackle workforce inequality

MAC 6.1 Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce	<p>Activities that demonstrate and describe the tenderer's existing or planned:</p> <ul style="list-style-type: none"> • Understanding of the issues affecting inequality in employment, skills and pay in the market, industry or sector relevant to the contract, and in the tenderer's own organisation and those of its key sub-contractors. • Measures to tackle inequality in employment, skills and pay in the contract workforce. Illustrative examples: <ul style="list-style-type: none"> • Inclusive and accessible recruitment practices, and retention-focussed activities. • Offering a range of quality opportunities with routes of progression if appropriate, e.g. T Level industry placements, students supported into higher level apprenticeships. • Working conditions which promote an inclusive working environment and promote retention and progression. • Demonstrating how working conditions promote an inclusive working environment and promote retention and progression. • A time-bound action plan informed by monitoring to ensure employers have a workforce that proportionately reflects the diversity of the communities in which they operate, at every level. • Including multiple women, or others with protected characteristics, in shortlists for recruitment and promotions. 	<p>Total number/percentage of full-time equivalent (FTE) people from groups under-represented in the workforce employed under the contract, as a proportion of the total FTE contract workforce</p> <p>Total number/percentage of people from groups under-represented in the workforce on apprenticeship schemes / other training schemes under the contract, as a proportion of the all people on apprenticeship schemes/ other training schemes within the contract workforce</p>
--	---	--

- | | | |
|--|--|--|
| | <ul style="list-style-type: none">• Using skill-based assessment tasks in recruitment.• Using structured interviews for recruitment and promotions.• Introducing transparency to promotion, pay and reward processes.• Positive action schemes in place to address under-representation in certain pay grades.• Jobs at all levels open to flexible working from day one for all workers.• Collection and publication of retention rates, e.g. for pregnant women and new mothers, or for others with protected characteristics.• Regular equal pay audits conducted | |
|--|--|--|

Further Social Value Guidance can be found:

a) Social Value Model (SVM), Government Commercial Function, Edition 1.1 – 3 Dec 20
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940827/Guide-to-using-the-Social-Value-Model-Edn-1.1-3-Dec-20.pdf

b) Guide to Using the Social Value Model, Government Commercial Function, Edition 1.1 – 3 Dec 20
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940826/Social-Value-Model-Edn-1.1-3-Dec-20.pdf

c) Social Value Model Quick Reference Table, Government Commercial Function, Edition 1.1 – 3 Dec 20
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf

10.12 Tenderers 'Technical Score' shall be calculated as a percentage of the maximum Technical Score available, based of the total Technical Marks received.

The calculation used is the following:

$$\frac{\text{Tenderers Total Marks}}{\text{Total Marks Available}} \times \text{maximum Technical Score available}$$

Example calculation, for information purposes only and based on maximum Financial score of 50% and Technical score of 50% - figures for this procurement may differ.

<i>Tenderer</i>	<i>Total Marks</i>	<i>Score Calculation</i>	<i>Maximum Score Available</i>	<i>Technical Score Awarded</i>
<i>Tenderer A</i>	70	$(70 / 100) \times 50$	50	35
<i>Tenderer B</i>	90	$(90 / 100) \times 50$	50	45
<i>Tenderer C</i>	80	$(80 / 100) \times 50$	50	40

11. Award Decision

11.1 Following evaluation of Tenders in accordance with the evaluation process set out in this ITT, the Tenderer which offers the most economically advantageous Tender may be awarded a Contract.

11.2 The Tender which receives the highest Evaluation Score, which is calculated as the highest combined Technical Evaluation Score and Financial Evaluation Score (provided the tender is considered fully compliant in all evaluation areas) shall be considered the most economically advantageous Tender.

12. Other Information

12.1 Save as set out in PPN 01/22, the Authority will not be accepting Tenders that:

a. contain any Russian/Belarussian products and / or services; and/or
b. are linked to entities who are constituted or organised under the law of Russia or Belarus, or under the control (full or partial) of a Russian/Belarusian person or entity. Please note that this does not include companies:

(1) registered in the UK or in a country with which the UK has a relevant international agreement with reciprocal rights of access in the relevant field of public procurement; and / or

(2) which have significant business operations in the UK or in a country the UK has a relevant international agreement with reciprocal rights of access in the relevant field of public procurement.

Tenderers must confirm in writing that their Tender, including any element that may be provided by any part of the Contractor's supply chain, does not contain any Russian/Belarusian products and/or services.

Tenderers must include provisions equivalent to those set out in this clause in all relevant Sub-Contracting Arrangements.

Contract Documents

Any contract resulting from this tender will be formed from the CCS Framework Order Form, Terms & Conditions and associated Schedules, including the Statement of Requirements/Specification and Pricing Table, incorporating prices submitted by the Winning Tenderer.

If, following the contract award decision, the Winning Tenderer does not agree to the Contract terms and sign the contract within 10 working days of issue (when the Contract has been drafted in accordance with the terms and information provided in this tender), the Authority reserves the right to terminate that contract award decision and award the Contract to the next best placed Tenderer or to cancel or re-run the procurement.

If the Winning Tenderer enters into the contract but is unable to deliver the requirements, the Authority reserves the right to terminate that Contract and award the Contract to the next best placed Tenderer or to cancel or re-run the procurement.

IR35

IR35 off payroll working rules are not expected to apply to this requirement as this is considered to be a fully outsourced service

Modern Slavery

A Modern Slavery Assessment has been raised and the risk is considered to be Very Low.

TUPE

Applicability Of TUPE

1. Your attention is drawn to the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE), as amended and /or the Service Provision Change (Protection of Employment) Regulations (Northern Ireland) 2006, as amended from time to time. The Authority would be neither transferor nor transferee of the employees in the circumstances of any contract awarded as a result of this invitation and it is your responsibility to consider whether or not TUPE applies to this re-let and to tender accordingly. Notwithstanding this, you will wish to note that it is the Authority's view that TUPE is unlikely to be applicable if this Invitation to Tender results in a Contract being placed as the incumbent contractor has advised that there is no organised grouping of employees carrying out the services, although the Authority shall not be liable for the opinion expressed above.

2. It remains your responsibility to ensure that your tender takes full account of all the relevant circumstances of this contract re-let and tender accordingly. You are required to confirm when responding that you will not make any claim or demand or take any actions or proceedings against the Authority (nor seek to avoid any contract or seek any amendment to a contract placed with the contractor by the Authority) arising from or relating to the provision of the information, whether or not you are awarded a contract as a result of this Invitation to Tender. Failure to provide clear and unequivocal confirmation may result in your tender being deemed non-compliant.

Cyber Risk

A Cyber Risk Assessment has been raised and the profile is Not Applicable.
The reference is RAR-250901A38

A Supplier Assurance Questionnaire does not need to be completed.

Statement of Requirements/Specification

Introduction

SCIO is a highly successful Navy Command (NC) (People and Training (P&T)) people data warehouse which provides business critical applications to NC, and the wider defence people function. It is viewed as class leading in defence for its innovation, agility and willingness to share capabilities (subject to resourcing); is an Oracle first aligned project (where defence is an Oracle first government department in HR/finance) and has enabled access to a breadth of AI products such as machine learning, AI agents and LLM. It is hosted in the MOD's Oracle Cloud Infrastructure using predominately Apex and ODI low code toolsets and is internet facing by default. It is the application engine which drives MyNavy and the latter is the window to it. It is collaborative with the RAF across the career management, promotions and reserve functions. The P&T data governance wrapper around the SCIO and its use of data is viewed as the data governance exemplar in NC. SCIO applications deliver step changes in the sailor's lived experience as well as enabled productivity in terms of people efficiency but also proven cash savings.

SCIO Background and Technical Details

1. SCIO is the Navy HR Data Warehouse, Applications and Analytics Portal. It is built and supported by the Navy core team, but used heavily by the RAF and MOD centre. The technology stack largely comprises Oracle Cloud Infrastructure (OCI) PaaS, FaaS, IDaaS and DaaS offerings. This includes an Autonomous Transaction Processing Database (ATP), Oracle Application Express (APEX), Oracle Analytics Cloud (OAC), Oracle Identity Cloud Service (IDCS), Oracle Secure Desktop, Oracle Data Science, Oracle AI Agents, Oracle Language Service and Oracle Functions. Customer managed services or IaaS include a Fortinet WAF, Oracle REST Data Services (ORDS), Oracle Data Integrator (ODI), Microsoft SQL server, IBM Web Methods, IBM CPLEX, Elastic, Trellix and Clam AV. The operating systems maintained are Oracle Linux, Redhat Linux and Windows.
2. SCIO comprises two main systems, both hosted in OCI but segregated. The SCIO OFFICIAL system (or SCIO Low) is internet facing and is used by mobile and handheld device users. The SCIO OFFICIAL SENSITIVE (or SCIO High) system is connected to the MOD core network and includes the wider Oracle PaaS stack. Connectivity between SCIO High and SCIO Low is established by means of API gateways. SCIO also comprises a legacy system hosted on premise, with the sole purpose of supporting a data feed from the RFA system. A Secure File Gateway connects SCIO on premise with SCIO OCI.
3. SCIO utilises Single Sign on technology via Oracle Identity Cloud Service (IDCS) and the Defence Identity provider - OpenID Connect and SAML technologies are both used. SCIO also supports various data interfaces, these are largely over API in JSON and XML format, but connectors such as TNS and JDBC are utilised for bulk data sharing. The SCIO oracle tenancy is paired with other tenancies in OCI OC4 realm, this is for integration with sister defence systems and with MOD infrastructure tenancies to enable network connectivity.

Requirement & Deliverables

4. There is a requirement to continue to develop and service these applications for 36 months.

5. **Outcomes.** The supplier is responsible for the delivery of the following outcomes:

Outcome 1 - To provide a fully functioning and coherent service to support the management of information in a range of projects and programmes.	
a	Project Selbourne. Collaborate with Project Selbourne (Capita/Fisher teams) to:
1.1	Onboard developer resources to the SCIO.
1.2	Deliver interfaces for new data feeds including TAFMIS, DLE, BUD, and training-related data.
1.3	Address requirements specified in Selbourne Reporting KPIs.
b	Pan Defence Skills Framework. Support tri-service PDSF initiative by:
1.1	Integrating tri-service requirements into High and Low systems.
1.2	Maintaining engagement with DBS for API/RPA skills writeback to SOR.
c	Valedictory Certificates. Create streamlined end-of-career certificate system with:
1.1	Early input capabilities.
1.2	Continuous Chain of Command integration.
1.3	VC team coordination.
d	Leave Well. Develop service personnel support application including:
1.1	Military service milestone tracking.
1.2	ELC, Resettlement, Forces Help to Buy information.
1.3	Transition support.
e	Internal Moves. Internal moves improves the management of Civil Servants within Navy Command by facilitating permanent moves into priority roles and supporting the NC CS FTE cap. Digital functionality provides better developmental experiences for CS personnel and promotes upskill/re-skill of existing staff.
f	Senior Talent Management. The Senior Talent management app supports senior talent grading and management to enable SAC's Senior Talent review event.

g	LGBT FR. Project manages the financial redress scheme for LGBT Veterans discharged from the service between 1967 and 2000. Enables controlled digital outreach to the veterans and the electronic submission of claims and documents to the redress scheme.
h	JOLC2. Course 'bidding' system for JOLC2 courses. Includes:
1.1	Bid/Nominal selection.
1.2	Boarding System.
1.3	Proxy booking.
i	UTS Officer Training Records. Stores training records for Officers under part III/IV training in a centralised, accessible way, reducing burdens on those responsible for administering trainees and improvement information management of training records.

Outcome 2 - Continue the growth and development of a full range of bespoke practical digital solutions to meet business requirements.	
a	Digital Accommodation Compliance. SCIO Tooling that, for the first time, joins accommodation plots at large shore establishments to HR records – allowing accommodation entitlement to be effectively investigated and capacity released through a data driven compliance process.
b	Acting Higher Rank. Digitise AHR processes in SCIO, including:
2.1	Complete form information digitisation
2.2	Automated workflow to Chain of Command.
2.3	Efficiency optimisation.
c	Digital Travel. Develop standardised duty travel request system featuring:
2.1	High and Low integration.
2.2	Central Travel Cell booking application.
2.3	GeoSpatial cost analysis and travel behaviour plotting.

2.4	Hire Car and private hire cost dataset processing.
2.5	TD&S compliance and governance features.
2.6	Data driven active cost reduction
d	Planning Liability. Develop workforce planning tools including:
2.1	JPA live integration.
2.2	MTM allocation.
2.3	Workforce demand modelling capabilities.
e	Electronic Record of Training. Develop digital training feedback system for RM instructors featuring:
2.1	Handheld device support.
2.2	Personalised recruit feedback.
2.3	Regular performance access.
2.4	Instructor workload optimisation.
f	NTRP/NRP. Manage nuclear baseline positions, including training, documentation, and risk authorisation for personnel functions. Roadmap includes development of recording nuclear continuation training as well as the management of some nuclear safety impacting documentation.
g	Digital Joining/Leaving. Digitalise Unit joining and leaving processes, eliminating manual forms. Include Executive, Medical, Dental, and UPO functions.
h	Fitness Tracker. Develop application supporting pre-service fitness preparation to reduce training failure rates and injury risks during military training.
i	Medical Boarding. Create end-to-end application managing the medical boarding process, tracking medically downgraded personnel through RNMBOS to RNMEB, including all medical deploy ability data.
j	Serious Offender Risk Management. Implement system to manage risks presented by individuals accused of serious sexual or violent offences, providing real time location tracking

	and case management.
k	SCIO Verification. Develop capability to verify allowances including JPA address verification and document upload support for allowances such as Get You Home and boarding school benefits. Supporting HRAFI recommendations to improve processes for service personnel.
l	Defence Augmentation. Managing Defence-level tasking for the Single Tasking Authority. This work involves migrating existing processes to the SCIO system and ensuring interoperability with Single Service providers of uniformed workforce for Defence-level augmentation requirements, such as large exercises or Military Aid to the Civil Power.
m	Recruit and Attract Bounty. A Service Personnel-led recruit and attract initiative where service personnel receive incentive payments for successfully recruiting civilians from their personal networks into the service.
n	Vulnerable Witness Care Unit. A case management system supporting vulnerable witnesses and victims during Service Prosecuting Authority proceedings.
o	CMTBE. Exception-Based HR compliance reporting, streamlining exception processes and reducing spending on allowances.
p	Outreach Events. A database tracking outreach event effectiveness and identifying SPs to attend, enhancing the Royal Navy's public visibility.
q	Voluntary Outflow. Introducing a 'stop-point' in voluntary outflow applications, requiring Career Managers to engage with SPs to retain personnel.
r	Defence Case Management System. A tri-service platform (replacing six legacy systems) to manage welfare cases across all military branches.
s	RN/RM Alumni Platform. A platform for service leavers and veterans to access mentorship, transition support, and community engagement. Features include:
2.1	Service-led mentoring programs.
2.2	Resources for post-service life.
2.3	Networking tools to maintain ties with the Royal Navy.

t	Missed Modules (MEGS) Tracking System. Monitoring engineering recruits who miss course modules, ensuring completion to maintain safety and qualification standards.
u	Royal Navy Health Performance System. Tracking outcomes and workforce behaviours related to the Royal Navy Physical Employment Standards (RNPEs).
v	BerryHunter. A My Reserves app feature enabling RN reservists to manage professional development pathways.
w	FRI Application. Digitising the Financial Retention Initiative process to identify and engage eligible personnel, improving service experience and supporting retention of targeting groups/skillsets.
x	Did You Know. Targeted messaging via SCIO landing pages, informing SPs about events, entitlements, and updates.

Outcome 3 - To provide support and maintenance of the existing infrastructure tiers within defined service wrapper as provided by the customer.	
a	Oracle Cloud. Support SCIO in the OCI Joint Military Tenancy (JMT), working alongside Cadet Digital in the shared tenancy infrastructure.
b	Downstream Systems. SCIO serves as a data hub for downstream systems including My Navy, My RAF, My Details, SCIO (DGW), IDAM, and Spindle. Maintain existing data feeds and extend data pipelines using JDBC or API frameworks as required.
c	Service Complaints. Develop and support an end-to-end digital application for all service personnel and the Service Complaints Ombudsman for the Armed Forces (SCOAF) to address emerging requirements.
d	Recruitment. Support comprehensive recruitment data management through:
3.1	Navy data warehousing solution for RITS and DRS recruitment data
3.2	Self-service analytics and reporting capabilities for Defence Statistics, Recruitment AFCOs.

3.3	Training pipeline management and senior stakeholder (1* and 2*) reporting.
3.4	Integration with Pega and Army team for RITS data via accredited API layer.
3.5	Daily data feed processing in SCIO system.
3.6	Support for DCOE recruitment and attraction applications
e	Promotions. Maintain comprehensive promotions platform including:
3.1	Pre-selection processing.
3.2	Electronic boarding.
3.3	Result notifications.
3.4	Pre-promotion management.
3.5	RPA integration for JPA writeback.
3.6	Promotions API layer development.
f	Notifications. Maintain central communications module supporting:
3.1	Automated email notifications.
3.2	In-app messaging.
3.3	Mobile API notifications.
3.4	Automated SMS alerts.
3.5	Platform scalability.
g	S3018 Training Feedback. Implement digital feedback interface with:
3.1	SP feedback submission.
3.2	Branch TRA reporting capabilities.
3.3	Training shortfall tracking.
3.4	Trend analysis functionality
h	JPA/ADW Integration. Complete JPA (ADW) SCIO feed implementation.
3.1	T-1 data currency model transition
3.2	Army and DBS coordination

i	Branch Management. Implement strategic workforce planning tools:
3.1	Branch-level management capabilities
3.2	Unit-level derivative tools
3.3	Holistic view integration
j	Career Management. Career Management is a feature rich application for managing workforce through career development plans, career interviewing, assignment assistance and 'holding to account' of career management targets and KPIs.
k	Appraisal Management. Professional users use the appraisal management application to assist with the annual appraisal process for military personnel by providing unit level statistics around appraisal completion as well as focused data on an individual's appraisal.
l	CI Proforma. Digitalisation project for the Career Interview proforma – to support Career Management. Proformas change depending on the seniority of an individual – allowing a more personalised and relevant CI.
m	Command HR. Command HR is focused on HR professionals, providing information to HR operators and is the focal point for all HR activity conducted in SCIO.
n	Faslane. Fastlane supports whole force vaccination efforts, providing notifications around vaccine status and statistical information to medical professionals to allow targeted vaccination clinics
o	Good Conduct Badges. Delivered through MySCIO & Command HR, Good conduct badges fully streamlines the process of applying for the most common honour and award issued to ratings.
p	Jobs List. Jobs list provides functionality to 'favourite' an established position, allowing career managers to better assign personnel to roles that people may have previously expressed an interest in doing.
q	Naval Accommodation Predication Model. Allows the whole RN and Service Personnel assigned to RN Establishment from other TLBs to analyse anticipating accommodation demand. The application to be used for reliable targeting of investment in New Build or refurbishment.

r	Pension Savings Statements. Automated system for issuing pension savings statements produced and operated by RN REM.
s	Post Graduate Education. Enrolment and attendance for the Services who nominate personnel to undertake postgraduate study at the DefAc.
t	Flexirooms. Flexirooms provides short term accommodation booking for those personnel who do not require 'full time' accommodation at some RN sites. Releases accommodation availability, improves experiences and reduces costs.
u	Service Life Insurance. System streamlines the requirement to assure that personnel have considered their requirements for life insurance that covers the risks of serving in the Armed Forces.
v	Standard Learning Credits. Application and case management for the Standard Learning Credits Scheme – personnel can apply for financial support to undertake training courses and education.
w	Training Wing. An end-to-end solution in the form of a digital application to allow limited access to SP users to view audited records and utilise the DO/TC Dashboard to expose a limited amount of information for individuals whilst on course.
x	Unit Management. Unit Management provides dashboard and report functionality to manage qualification/competence and position occupancy at the unit level.
y	Security Approvals. Modernise security clearance management through:
3.1	NSV system integration.
3.2	Automated security case feed.
3.3	Digital clearance application platform.
z	FSOAB Application. Support Flag and Senior Officer appointment processes through:
3.1	Mobile and desktop application maintenance.
3.2	Defence Gateway integration.
3.3	Candidate job application portal.

3.4	E-boarding capabilities.
aa	Senior Officer Psychometric Assessment. Integrate third-party psychometric testing including:
3.1	SHL test results integration.
3.2	Analytics/statistical planning tools (SPSS) integration.
3.3	MySCIO results publication.
3.4	Automated test link distribution.
3.5	Blind identity management.

6. Outputs The supplier shall deliver the following outputs.

- a) Low Code Development (Oracle APEX and Fusion).
- b) Data Visualiser and Oracle Cloud Analytics.
- c) Oracle Data Integrator.
- d) Oracle Data Warehousing.
- e) Oracle Cloud Infrastructure.
- f) System Integration (SAG API Gateways).
- g) Oracle AI solutions.
- h) Information Assurance.

7. Service Volumes - These Service volumes are indicative to current service outcome requirements. All the service volumes indicated below are required to support outcome 1, 2 and 3 as part of the volume of activity detailed below. This will be to provide appropriate support and services to any emerging requests into the service, supporting the Head of the Enabling Services Team, using previous experience and knowledge to aid prioritisation of workload.

Output	Required Output	Estimated Service Volume
A	Low Code Development (Oracle APEX and Fusion).	1540
B	Data Visualiser and Oracle Cloud Analytics	220
C	Oracle Data Integrator	220
D	Oracle Data Warehousing	220

E	Oracle Cloud Infrastructure	220
F	API Gateways	110
G	Oracle AI solutions	110
H	Information Assurance	90

8. Total Service Volumes: 2,730 days / year

9. Service Outputs in Detail

10. **Output A** - Low Code Development (Oracle APEX and Fusion*).

Activity	Description
1.1	Design and develop new APEX applications based on business requirements
1.2	Maintain and enhance existing APEX applications
1.3	Implement security measures and access controls within APEX applications
1.4	Conduct thorough testing and debugging of applications
1.5	Provide documentation for all developed applications
1.6	Configure and customise Oracle Fusion applications
1.7	Implement Fusion modules across various domains (HCM, SCM, etc)
1.8	Develop extensions and customisations using Fusion development tools
1.9	Create and maintain business processes and workflows
1.10	Implement integration solutions with third-party systems

*Activities related to Oracle Fusion applications may not be required at contract start date but remain integral to contract delivery, commencement date for these activities will be confirmed in due course.

11. **Output B** - Data Visualiser and Oracle Cloud Analytics

Activity	Description
2.1	Design and implement data visualisation solutions
2.2	Optimise data models for visualisation
2.3	Develop data models and semantic layers
2.4	Configure data pipelines and ETL processes
2.5	Implement machine learning solutions

2.6	Design predictive analytics models
-----	------------------------------------

12. **Output C** - Oracle Data Integrator

Activity	Description
3.1	Design and develop integration solutions using Oracle Data Integrator
3.2	Create and maintain ODI interfaces, packages, procedures and knowledge modules
3.3	Implement data warehousing solutions and ETL processes
3.4	Develop complex mappings for data transformation and loading
3.4	Optimise existing integration processes for better performance
3.5	Troubleshoot and resolve data integration issues

13. **Output D** - Oracle Data Warehousing

Activity	Description
4.1	Data Warehouse design using Kimball methodology
4.2	Build of conformed dimensions, facts and aggregate layers
4.3	Data security including implementation of Virtual Private Database
4.4	Maintain star schema designs, lineage diagrams, data dictionaries
4.5	Monitoring, performance tuning and management of ADB-S server

14. **Output E** - Oracle Cloud Infrastructure

Activity	Description
5.1	Architect and implement OCI solutions
5.2	Manage cloud infrastructure including compute, storage and networking
5.3	Implement security controls and compliance measures
5.4	Perform cloud migrations and upgrades
5.5	Monitor and optimise cloud resource utilisation
5.6	Provide support for critical infrastructure issues
5.7	Architect Disaster Recovery and Business Continuity solutions

5.8	Establish cloud governance framework
5.9	Implement compute patching strategy
5.10	Implement DevOps pipelines

15. Output F - API Gateways

Activity	Description
6.1	Architect, design and maintenance of Software AG API gateways
6.2	Integration of SAG gateways between Low and High Systems
6.3	Implementation of Terracotta cache solutions
6.4	Creation of APIs using ISO standards
6.5	Proxy of ORDS REST endpoints through SAG gateways

16. Output G - Oracle AI solutions.

Activity	Description
7.1	Design and implement machine learning models using OCI AI services
7.2	Develop solutions using OCI Data Science platform
7.3	Implement computer vision and document understanding solutions
7.4	Create and optimise natural language processing applications
7.5	Deploy and manage AI models in production
7.6	Implement AutoML solutions

17. Output H - Information Assurance.

Activity	Description
8.1	Proficient with Secure by Design (NIST standards)
8.2	Ensure compliance with regulatory requirements
8.3	Conduct security assessments and audits
8.4	Maintain security documentation and policies
8.5	Perform risk assessments
8.6	Run security working groups

Timescales

18. Requirement is for 3 years to commence on 1 Jan 26.

Location

19. The main on-site location for this service is Navy Command HQ, Whale Island, Portsmouth, PO2 8ER.

20. Hybrid working is permitted when office attendance is not required.

21. No Travel and Subsistence (T&S) expenses will be accepted to the main Base location or Additional locations as detailed in Section B Part B of the Order Form

22. Foreign travel will require Authority approval before these costs are met.

Governance

23. The KPIs below are aligned to delivery of the stated Outcomes for the requirement and performance. The performance against the KPIs will be assessed in line with the review frequency associated with that KPI and Quarterly Performance Review allocated in line with the metric stated. The overall service delivery performance will be assessed and evidence drawn from the performance against KPIs.

24. Performance and Progress reviews will be held in line with the cadence below to examine performance against the stated areas of activity:

- a) Weekly – Supplier Service Lead to update PIIAC teams covering concerns and issues performance against relevant KPI'S backed by business-as-usual Remedy logging.
- b) Bi-Annually – 6 monthly review with requirement owner to capture risks and issues in Microsoft Project Online (under Navy Portfolio) and review progress towards delivery and performance against stated KPIs (Key Performance Indicators) and forward look to set priorities and tasks for the following year.

Acceptance

25. N/A

Performance Management

KPI 1	Application Development & Delivery Excellence
KPI Description:	Composite score combining successful application delivery, code quality, and system integration metrics
Frequency (Service Period)	Monthly (Calculated services delivered from first to final day of calendar month)
KPI Performance Thresholds:	
'Good' (Contractual Target):	All of the following are met: <ul style="list-style-type: none"> • applications delivered on time • with zero non-critical bugs • with zero critical bugs, • >80% test coverage • complete integrations.
Approaching Target:	If any of the following apply: <ul style="list-style-type: none"> • applications delivered with minor delays (<3 days), • 1-2 non-critical bugs • 71-80% test coverage
Requires Improvement:	If any of the following apply: <ul style="list-style-type: none"> • applications with moderate delays (3-5 days), • 3-5 non-critical bugs or • 1 critical bug • 60-70% test coverage.
'Inadequate' threshold:	If any of the following apply: <ul style="list-style-type: none"> • Applications delivered with major delays (6 or more days), • 6 or more non-critical bugs • more than 1 critical bugs, • incomplete testing or failed integrations. • Less than 60% test coverage

KPI 2	Integration Performance
KPI Description:	Comprehensive measure of data integration reliability, effectiveness and ETL process performance.
Frequency (Service Period)	Monthly (Calculated services delivered from first to final day of calendar month)
KPI Performance Thresholds:	
'Good' (Contractual Target):	All of the following are met: <ul style="list-style-type: none"> • All ETL jobs complete within

	<ul style="list-style-type: none"> • maintenance windows and • zero data reconciliation issues and • all critical data reconciliation issues taking <24 hours to resolve.
Approaching Target:	<ul style="list-style-type: none"> • 90-99% ETL success rate and non-critical data reconciliation issues resolved within 48 hours and critical data¹ reconciliation issues resolved within 24 hours.
Requires Improvement:	<ul style="list-style-type: none"> • 75-89% ETL success rate and non-critical data reconciliation issues resolved within 48 hours and critical data² reconciliation issues resolved within 24 hours.
'Inadequate' threshold:	<p>If any of the following apply:</p> <ul style="list-style-type: none"> • <75% ETL success rate, • any non-critical data reconciliation issues taking >48 hours to resolve • any critical data³ reconciliation issues taking >24 hours to resolve.

KPI 3	Infrastructure & Platform Reliability
KPI Description:	Overall measure of ODI environment stability and data integration success
Frequency (Service Period)	Monthly (Calculated from first to final day of calendar month)
KPI Performance Thresholds:	
'Good' (Contractual Target):	<p>All of the following are met:</p> <ul style="list-style-type: none"> • above 99.9% system uptime • optimal resource utilisation (CPU 40-70% and storage <80%) * • API response times <200ms • zero unplanned downtime.
Approaching Target:	<p>If any of the following apply:</p> <ul style="list-style-type: none"> • 99.5-99.9% uptime • resource utilisation within acceptable ranges (CPU 31-39 or CPU 71-80% or storage <85%) • API response times 200-350ms
Requires Improvement:	<p>If any of the following apply:</p> <ul style="list-style-type: none"> • 99.0-99.5% uptime • resource utilisation approaching limits (CPU 20-30% or 81-90% or storage 85-90%) • API response times 351-500ms

¹ Critical data is defined as data required for the system to operate.

² Critical data is defined as data required for the system to operate.

³ Critical data is defined as data required for the system to operate.

'Inadequate' threshold:	<p>If any of the following apply:</p> <ul style="list-style-type: none"> • <99% uptime • resource bottlenecks (CPU <20% or CPU >90% or storage >90%) • API response times >500ms • Planned maintenance overruns
-------------------------	--

KPI 4	Analytics & AI Solutions Effectiveness
KPI Description:	Composite score measuring AI model performance, analytics solution adoption, business value realisation and predictive accuracy.
Frequency (Service Period)	Monthly (Calculated services delivered from first to final day of calendar month)
KPI Performance Thresholds:	
'Good' (Contractual Target):	<p>All of the following are met:</p> <ul style="list-style-type: none"> • 90%+ model accuracy, • demonstrated business decisions from insights, • AI solutions showing measurable business improvements and • response times within SLA.
Approaching Target:	<p>If any of the following apply:</p> <ul style="list-style-type: none"> • 80-90% model accuracy, • response times between 1-20% above SLA ⁴.
Requires Improvement:	<p>If any of the following apply:</p> <ul style="list-style-type: none"> • 70-80% model accuracy, • AI solutions requiring optimisation and response times between 21%-50% above SLA.
'Inadequate' threshold:	<p>If any of the following apply:</p> <ul style="list-style-type: none"> • <70% model accuracy, • no demonstratable business value from analytics, • AI solutions failing to meet performance parameters and • response times >50% above SLA.

Service Credits

The following services credits will apply in relation to all Performance Management KPI's.

Applicable Services	All Services
Service Credit for each Service Period	<p>Good – No Service Credit to be applied</p> <p>Approaching target – 1% Service Credit to be applied against payments due in the Service Period in which the Service Level is</p>

⁴ SLAs to be agreed per AI/ML solution at time of delivery.

	<p>not met</p> <p>Requires Improvement – 2 % Service Credit to be applied against payments due in the Service Period in which the Service Level is not met</p> <p>Inadequate – 3% Service Credit to be applied against payments due in the Service Period in which the Service Level is not met</p> <p>Determination of achievement of Service Level to be sole decision of the Buyer</p>
--	---

Government Furnished Assets

26.The MoD will provide all of Information Communication Technology (ICT) required to deliver this service. No information is to be store or transmitted using supplier ICT.

27.The use of MoD ICT on which this requirement will be delivered requires a minimum of SC clearance.

28.Correctly store and archive all information on MoD throughout the contract.

Security

29.The Supplier will ensure that all contractors engaged in the delivery of this task hold valid Security Check (SC) Security Clearance.

Personal Data

30. Personal data will be processed during course of this contract, it must only be processed on MOD IT.

Quality & Standards

31. The supplier must comply with the following standards:

- a) HMG Information Assurance Standards No. 1 & 2
- b) ISO27001 Information Management Systems
- c) HMG – Government Digital Services – Technology Code of Practice dated 27 Mar 19

Health & Safety

32. Work to be conducted in line with MOD H&S practice derived from HSE guidance.

Environmental & Sustainability

33. Work to be conducted in line with MOD Environmental practice.

Implementation and Onboarding

34. The supplier must conduct an initial onboarding meeting and generate a plan that includes a schedule of works and a resource delivery plan and timeline within 2 weeks of the start of the contract.

35. The supplier must conduct a formal start-up meeting within 4 weeks of the contract start to confirm and agree the delivery and resource plan.

36. Continuous service delivery is important for BC and critical services so no gaps in service during implementation period will be accepted without MoD agreed justification from the supplier.

Exit and Offboarding

37. 6 months prior to the end of the contract the bi-annual review will:

- a) Generate a closing service delivery report that details the activities delivered by this contract against the stated statement of requirement.
- b) Review performance against the service KPIs and milestones.
- c) Generate a service transition plan.
- d) Conduct a documents, information, and knowledge capture.
- e) Review that all information on MoD has been stored and archived correctly throughout the contract.
- f) Work with the customer to ensure preparations for a smooth transition in service.
- g) Generate a Learning from Experience report.

2 weeks prior to the end of the contract the supplier will meet with the Senior Responsible Owner (SRO) and conduct the final transition planning meeting and present progress, issues and risks relating to closing-down or transitioning the service.

38. All information is to be stored on MoD devices and in MoD locations (no information to be stored on either, company laptops or personal device). The supplier should make adequate preparation for handover and knowledge transfer to the authority or any other follow on supplier. A key element to this contract will be information management and knowledge transfer. The supplier will ensure that all relevant documentation is created and stored within MoD configuration management policy.

Intellectual Property Rights (IPR)

39. MoD will retain ownership of all IPR

**RM6100 Technology Services 3 Agreement
Framework Schedule 4 - Annex 1
Lots 2, 3 and 5 Order Form**

Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated TBC between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1234>. The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 – Software;
8. Attachment 7 – Financial Distress;
9. Attachment 8 - Governance
10. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10 – Transparency Reports; and
12. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

- 1.1the Framework, except Framework Schedule 18 (Tender);
- 1.2the Order Form;
- 1.3the Call Off Terms; and

1.4 Framework Schedule 18 (Tender).

Section A General information

Contract Details	
Contract Reference:	714811455
Contract Title:	SCIO Developer Services
Contract Description:	Provision of developer services for the PCAP People Transformation Programme
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	TBC (excluding VAT)
Estimated Year 1 Charges:	TBC (excluding VAT)
Commencement Date: this should be the date of the last signature on Section E of this Order Form	TBC

Buyer details
Buyer organisation name Ministry of Defence - Secretary of State for Defence of the United Kingdom of Great Britain and Northern Ireland ("The Authority")
Billing address Your organisation's billing address - please ensure you include a postcode Navy Commercial, Leach Building, HMS Excellent, Portsmouth, PO2 8BY
Buyer representative name The name of your point of contact for this Order TBC
Buyer representative contact details Email and telephone contact details for the Buyer's representative. This must include an email for the purpose of Clause 50.6 of the Contract. TBC
Buyer Project Reference Please provide the customer project reference number. 714811455

Supplier details
Supplier name The supplier organisation name, as it appears in the Framework Agreement TBC
Supplier address

Supplier's registered address
TBC

Supplier representative name

The name of the Supplier point of contact for this Order
TBC

The Supplier shall notify the Authority if their representative changes to allow any requests from the Authority to be dealt with promptly.

Supplier representative contact details

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.
TBC

Order reference number or the Supplier's Catalogue Service Offer Reference Number

A unique number provided by the supplier at the time of the Further Competition Procedure. Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number.
TBC.

Guarantor details

TBC (if required).

Guarantor Company Name

The guarantor organisation name
TBC (if required)

Guarantor Company Number

Guarantor's registered company number
TBC (if required)

Guarantor Registered Address

Guarantor's registered address
TBC (if required)

Section B

Part A – Framework Lot

Framework Lot under which this Order is being placed

3d - Operational Services - Application and

Data Management



Part B – The Services Requirement

Commencement Date

See above in Section A

Contract Period

Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
3d	36 (3)

Initial Term Months
36 Months

Extension Period (Optional) Months
N/A

Minimum Notice Period for exercise of Termination Without Cause

30 Calendar days for Contract

(15 Calendar days for any Tasking Orders placed under the Contract)

Sites for the provision of the Services

Guidance Note - Insert details of the sites at which the Supplier will provide the Services, which shall include details of the Buyer Premises, Supplier premises and any third party premises.

The Supplier shall provide the Services from the following Sites:

Buyer Premises:

Base location – Navy Command HQ, Whale Island, Portsmouth

Additional locations - HM Naval Base Portsmouth, Portsdown Technology Park in Portsmouth and MOD Corsham

Supplier personnel may be required to visit other MOD sites

Supplier Premises:

Not Applicable

Third Party Premises:

Not Applicable

Buyer Assets

As detailed in the Statement of Requirement/Specification

Additional Standards

As detailed in the Statement of Requirement/Specification

Buyer Security Policy

Suppliers' personnel will be required at MOD establishments to provide services requiring a minimum of SC clearance.

If Contractor personnel are required to access any classified information at MOD sites or on a MOD provided laptop, they must ensure that this information remains at those sites or on that laptop, unless otherwise agreed and detailed on a Security Aspects Letter. If Contractor personnel are working with any sensitive information they may be required to sign a Non-Disclosure Agreement and/or a Conflicts of Interest statement.

The Supplier and/or Supplier personnel shall return any Buyer Property (including passes and laptops) within 7 calendar days of a request from the Buyer, unless otherwise agreed. Where Supplier personnel still hold any Buyer Property which contains sensitive information (including passes and laptops), beyond the requested date of return, this may be considered a security breach.

Buyer ICT Policy

Guidance Note: where the Supplier is required to comply with the Buyer's ICT Policy then append to this Order Form below.

As detailed in JSP604

Insurance

Guidance Note: if the Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Agreement or the Buyer requires any additional insurances please specify the details below.

Third Party Public Liability Insurance (£) - £1,000,000

Professional Indemnity Insurance (£) - £1,000,000

Buyer Responsibilities

Guidance Note: list any applicable Buyer Responsibilities below.

As detailed in Services Specification

Goods

Additional goods should not be required

Governance – Option Part A or Part B

Guidance Note: the Call-Off Terms has two options in respect of governance. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is limited project governance required during the Contract Period.

Governance Schedule	Tick as applicable
Part B – Long Form Governance Schedule	Applicable

The Part selected above shall apply this Contract.

Change Control Procedure – Option Part A or Part B

Change Control Schedule	Tick as applicable
Part B – Long Form Change Control Schedule	Applicable

The Part selected above shall apply this Contract. Where Part B is selected, the following information shall be incorporated into Part B of Schedule 5 (Change Control Procedure):

- for the purpose of Paragraph 3.1.2 (a), the figure shall be £1,000; and
- for the purpose of Paragraph 8.2.2, the figure shall be £1,000,000.

Section C

Part A - Additional and Alternative Buyer Terms

Additional Schedules and Clauses *(see Annex 3 of Framework Schedule 4)*

This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5.

Part A – Additional Schedules

Additional Schedules	Tick as applicable
S1: Implementation Plan	Applicable
S2: Testing Procedures	Applicable
S3: Security Requirements	Part A
S4: Staff Transfer	Applicable
S5: Benchmarking	Applicable
S6: Business Continuity and Disaster Recovery	Applicable
S7: Continuous Improvement	Applicable
S8: Guarantee	TBC if required
S9: MOD Terms	Applicable

Part B – Additional Clauses

Additional Clauses	Tick as applicable
C2: Security Measures	Applicable

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

Additional Schedule S3 (Security Requirements)

Security Management Plan To Be Held Separately

Section D Supplier Response

Commercially Sensitive information

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

TBC

Section E Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

SIGNATURES

For and on behalf of the Supplier

Name	TBC
Job role/title	
Signature	
Date	

For and on behalf of the Buyer

Name	TBC
Job role/title	
Signature	
Date	

Attachment 1 – Services Specification

As stated above in tender.

Attachment 2 – Charges and Invoicing

Payments to be made in arrears via CP&F/Exostar. Invoices must be accompanied with time sheets broken down by service and/or product to enable appropriate cost management by the Authority.

Payments will only be made following delivery of goods or completion of services.

The process for Supplier on-boarding for CP&F shall include completing the full MOD registration process in Exostar.

An invoice shall only be valid if it has been submitted for the correct amount and tax treatment in Exostar.

The Supplier shall confirm the amount they consider to be due for payment, for any month or period, within 31 calendar days of the end of that month or period and shall submit invoices through CP&F/Exostar no later than 7 calendar days after that payment amount has been confirmed, unless otherwise agreed. All final amounts due under the contract must be confirmed by the Supplier within 31 calendar days of the end date of the contract, unless otherwise agreed.

Part A – Milestone Payments and Delay Payments

#	Milestone Description	Milestone Payment amount (£GBP)	Milestone Date	Delay Payments (where Milestone) (£GBP per day)
M1	Not Applicable			

Part B – Service Charges

Charge Number	Service Charges
TBC	

Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges

Staff Grade	Day Rate (£)(excluding VAT)
TBC	

The Prices set for each item shall be the total maximum price the Contractor shall charge for the delivery of the goods and/or services covered within that item. No further costs shall be

claimed by the Contractor and all prices quoted shall include as a minimum, but not be limited to:

- Any direct or indirect costs.
- Any labour costs or personnel salaries, pensions or contributions.
- Any costs associated with management of the contract.
- Any costs associated with providing required information to the Authority.
- Any costs for processing of orders or taskings.
- Any costs for submission of invoices.
- Any costs for manufacture or provision of goods and/or services.
- Any costs for delivery to the Authority.
- Any fuel costs.
- Any related travel and subsistence.
- Any packaging.
- Any import costs or charges.
- Any implementation or exit costs.
- Any installation or setup costs.
- Any costs to deliver training or guidance.
- Any sub-contractor costs.
- Any IT or system related costs.
- Any costs required to provide Authority access to systems or accounts.

Additional Tasks or Services

If further services are required in addition to the Core Services detailed in the Statement of Requirements/Specification, those further services will be requested and delivered through the issue of an additional Statement of Work (SOW). This will be managed under the following process:

1. When the Buyer assesses that further services are required, the Supplier will be notified of the requirement on a new Statement of Work form.
2. The Supplier shall confirm if they are able to deliver the requirements in the Statement of Work within any required timescales and provide details of the number of personnel days and roles that would be needed.
3. The Buyer will make any necessary changes to the Statement of Work form, including the addition of rates for the relevant personnel roles that will be provided.
4. The Buyer will sign and issue the final Statement of Work form to the Supplier.
5. The Supplier will countersign and return the final Statement of Work form to the Buyer and commence deliver of those services.

Each Statement of Work will be delivered and paid in accordance with the Terms & Conditions of this Contract.

More than one Statement of Work may be issued during the duration of the Contract.

Any day rates for personnel shall not exceed those detailed in the Contract under "Supplier Personnel Rate Card for Calculation of Time and Materials Charges".

Statements of Work shall only be issued for services that are within scope of the Contract Statement of Requirements/Specification, for services that will be completed by the Contract expiry date and where total prices remain within the maximum limit of liability of the Contract.

Part D – Risk Register

An on-going Risk Register will be maintained and reviewed at contract meetings but each specific risk and update will not be incorporated into the contract order form.

Part E – Early Termination Fee(s)

The supplier will be paid any fees that are due for work already completed (provided it was to the required standard) and for any costs incurred in the process of delivering services which have not yet been completed but only where the supplier can evidence costs have been reasonably incurred prior to termination.

Attachment 3 – Outline Implementation Plan IN SOR

The supplier must conduct an initial onboarding meeting and generate a plan that includes a schedule of works and a resource delivery plan and timeline within 2 weeks of the start of the contract.

The supplier must conduct a formal start-up meeting within 4 weeks of the contract start to confirm and agree the delivery and resource plan, KPIs, progress reviews and reporting frequency.

Continuous service delivery is important for BC and critical services so no gaps in service during implementation period will be accepted without MoD agreed justification from the supplier.

Attachment 4 – Service Levels and Service Credits

As detailed in the Statement of Requirement/Specification.

Service Levels for Contract Management

Service Level Performance Criterion	Contract Management
Applicable Services	All Services
Key Indicator	Accurate, complete and timely provision of any information and/or other requirements that the Authority reasonably request to manage the contract
Service Level Performance Measure	All contract management requests are complete, accurate and on time (within reasonable requested dates) – this relates to anything stated within the contract including submission of plans, reports, performance data, invoicing, meeting attendance, return of property
Frequency of Measurement – Service Period	Monthly
Good Service Level	0 instances of any contract management being either late, incomplete or inaccurate
Approaching Target Service Level	1-2 instances of any contract management being either late, incomplete or inaccurate
Requires Improvement Service Level	3-4 instances of any contract management being either late, incomplete or inaccurate
Inadequate Service Level	5 or more instances of any contract management being either late, incomplete or inaccurate
Service Credit for each Service Period	<p>Good – No Service Credit to be applied</p> <p>Approaching target – 1% Service Credit to be applied against payments due in the Service Period in which the Service Level is not met</p> <p>Requires Improvement – 2 % Service Credit to be applied against payments due in the Service Period in which the Service Level is not met</p> <p>Inadequate – 3% Service Credit to be applied against payments due in the Service Period in which the Service Level is not met</p> <p>Determination of achievement of Service Level to be sole decision of the Buyer</p>

Social Value Commitments

The Supplier has stated they will deliver the following Social Value Commitments through the duration of the Contract:

Suppliers' Commitments:	Numeric Value
Commitments for MACs	TBC

The Authority shall be able to request that the supplier provide evidence that they are meeting these commitments. The supplier shall provide evidence of this within 10 working days. If the supplier is unable to provide sufficient evidence or is not meeting their commitments, the Authority reserves the right to deduct 5% of the next payment that becomes due for each week or portion of a week that passes before the supplier can evidence that those commitments are being met.

Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

Part A – Key Supplier Personnel

Key Supplier Personnel	Key Role(s)	Duration
TBC		

Part B – Key Sub-Contractors

Key Sub-contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Contract Period	Key role in delivery of the Services
TBC				



Attachment 6 – Software

The Software below is licensed to the Buyer in accordance with Clauses 20 (Intellectual Property Rights) and 21 (Licences Granted by the Supplier).

The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

Part A – Supplier Software

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry
TBC							

Part B – Third Party Software

The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry
TBC							

Attachment 7 – Financial Distress

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:

PART A – CREDIT RATING THRESHOLD

Entity	Credit Rating (long term) <i>(insert credit rating issued for the entity at the Commencement Date)</i>	Credit Rating Threshold <i>(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3))</i>
Supplier	TBC	
[Guarantor]		
[Key Sub-contractor 1]		
[Key Sub-contractor 2]		

PART B – RATING AGENCIES

Dun & Bradstreet

Attachment 8 – Governance

PART B – LONG FORM GOVERNANCE

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the following boards shall apply:

There shall be one Contract Board comprising:

Service Management Board

Programme Board

Change Management Board

Technical Board

Risk Management Board

BOARD	
Buyer Members of Contract Board (include details of chairperson)	Personnel from Navy Digital delivery and business management teams
Supplier Members of Contract Board	Contract Manager, Delivery Manager and personnel who will provide updates on any agenda items
Start Date for Contract Board meetings	Start-up meeting within one month of contract signing
Frequency of Contract Board meetings	To be held monthly
Location of Contract Board meetings	To be held at Navy Digital site with Microsoft Teams dial in also available

Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

No personal data is to be processed or stored on supplier ICT

Attachment 10 – Transparency Reports

Title	Content	Format	Frequency
Performance	Details of performance against KPI's	Online via Government transparency website	Quarterly, if required in line with any Cabinet Office guidance
Contract	Contract Information and Total Price – commercial and personnel sensitive information redacted	Online via Government transparency website	At contract award

Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses

1 The Contractor shall, and shall procure that their Sub-contractors shall, notify the Authority in writing as soon as they become aware that:

a. the Contract Deliverables and/or Services contain any Russian/Belarusian products and/or services; or
b. that the Contractor or any part of the Contractor's supply chain is linked to entities who are constituted or organised under the law of Russia or Belarus, or under the control (full or partial) of a Russian/Belarusian person or entity. Please note that this does not include companies:

(1) registered in the UK or in a country with which the UK has a relevant international agreement providing reciprocal rights of access in the relevant field of public procurement; and/or

(2) which have significant business operations in the UK or in a country with which the UK has a relevant international agreement providing reciprocal rights of access in the relevant field of public procurement.

2 The Contractor shall, and shall procure that their Sub-contractors shall, include in such notification (or as soon as reasonably practicable following the notification) full details of the Russian products, services and/or entities and shall provide all reasonable assistance to the Authority to understand the nature, scope and impact of any such products, services and/or entities on the provision of the Contract Deliverables and/or Services.

3 The Authority shall consider the notification and information provided by the Contractor and advise the Contractor in writing of any concerns the Authority may have and/or any action which the Authority will require the Contractor to take. The Contractor shall be required to submit a response to the concerns raised by the Authority, including any plans to mitigate those concerns, within 14 business days of receipt of the Authority's written concerns, for the Authority's consideration.

4 The Contractor shall include provisions equivalent to those set out in this clause in all relevant Sub-contracts.

If, at any time, any of the goods or services provided under the Contract do not meet the required delivery timescales, standards or quality, then the Authority will not be obligated to buy any more goods or services unless it is satisfied that the required timescale, standard or quality will be met. The Authority shall be entitled to remove those goods or services from the Contract.

Where the Contractor is unable to deliver the required goods/services within agreed timescales, the Authority shall be entitled to procure those goods/services from other providers and shall be entitled to cancel any orders that have been made with the Contractor with no costs or fees incurred by the Authority in relation to those goods/services that the Contractor was unable to provide on time.

Within the duration of this contract, all staff embedded at HM Establishments may be required to complete a Conflicts of Interest declaration. The supplier will also be required to ensure a Compliance Regime is enacted if any personnel provided by the supplier will be involved in the process for re-letting any follow on or other contracts for which the supplier may tender.

MOD shall own all IPR on any data, code, or development undertaken during the delivery of any professional service. IP related to Software provision i.e., SaaS will be defined within tasks.

ANNEX - MOD DEFCONs AND DEFFORMs

DEFCON NUMBER	DESCRIPTION
DEFCON 5J	Unique Identifiers
DEFCON 68	Supply Of Data For Hazardous Articles, Material and Substances
DEFCON 76	Contractors Personnel At Government Establishments
DEFCON 129J	The Use Of Electronic Business Delivery Form
DEFCON 516	Equality
DEFCON 520	Corrupt Gifts And Payments Of Commission
DEFCON 522	Payment And Recovery OF Sums Due
DEFCON 531	Disclosure Of Information
DEFCON 532B	Protection Of Personal Data
DEFCON 565	Supply Chain Resilience and Risk Awareness
DEFCON 601	Redundant Materiel applies in relation to DEFCON 611
DEFCON 611	Issued Property
DEFCON 658	Cyber
DEFCON 660	Official Sensitive Security Requirements
DEFCON 671	Plastic Packaging Tax
DEFCON 694	Accounting For Property Of The Authority
DEFCON 707	Rights in Technical Data
DEFFORM NUMBER	DESCRIPTION
<p>The full text of Defence Conditions (DEFCONs) and Defence Forms (DEFFORMS) are available electronically via https://www.gov.uk/guidance/knowledge-in-defence-kid</p>	