**Expression of Interest**

# **Project Details:**

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| **Project Name** | DDaT24390 – Quality Management Support System |
| **Response required by** | 16:00 Monday 9th December 2024 |
| **Response required to** | DDaTProcurement@uksbs.co.uk |

# **Description of the Project**

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| **Introduction**This expression of interest is for access to a software system to support Quality and Project Management, specifically to manage project and organisational documents through their lifecycle, support formal reviews of document sets, and to manage the recording and close-out of non-conformances against product and process requirements.**Aims & Objectives**In 2017, RAL Space entered into contract with Sapienza Consulting to provide remotely-hosted installation of their Eclipse tool suite which provides an integrated system for managing actions, electronic documents and non-conformance records.We are now looking to source a provider for similar functionality, for a period of five years from March 2025.**Objectives**Provision of an on-line document and records system to support 600-1000 users that includes the following capabilities:* Structured management of non-conformance records in compliance with ECSS-Q-ST-10-09C;
* Creation, storage, review, approval, revision, and retrieval of electronic documents in arbitrary formats;
* Review of collections of documents, including the management of actions identified by multiple panels of reviewers;
* Action tracking for actions, including those associated with documents or non-conformances;
* Seamless data import from, and export to, instances of the SERCO (formerly Sapienza Consulting) Eclipse tool suite as used by the European Space Agency and major prime contractors in the European space industry.

**Background to the Requirement**RAL Space is the Space Science and Technology department of STFC – the Science and Technology Facilities Council, one of the UK government research councils and part of UK Research and Innovation. RAL Space carries out work for multiple customers and space agencies around the world, contributing to all phases of the specification, design, build, test and operation of scientific instruments flown on spacecraft or studying the space environment.Since 2017 RAL Space has been using a remotely-hosted installation of the Eclipse tool suite from Sapienza Consulting which provides an integrated system for managing actions, electronic documents and non-conformance records for projects and for general business functions. Use of the system has increased since 2017 so that there are now about 500 active users, mostly RAL Space staff but also including about external users working on projects in collaboration with RAL Space.The system supports the operation of the department’s formal Quality Management Systems which are certified to ISO 9001:2015, EN 9100:2016 and the ESA standard for Space Test Centres, ECSS-Q-ST-20-07C. Responsibility for administering the current system rests with the Assurance function and this would continue with any system procured under this tender. Administration is largely devolved to project level so that the workload is distributed across a team of about 10 rather than being the responsibility of just a few individuals and the distinct requirements of the many projects in the department means that devolved administration is highly desirable.**Scope*** An on-line system as specified in this document
* Documentation for users and administrators
* Training for system administrators (as required)
* Porting of existing data into the new system (as required)
* Interoperability with instances of the SERCO (formerly Sapienza Consulting) Eclipse tool suite in use by major customers of RAL Space is essential; specific requirements on this are included in Section 6 below.

**Requirement**The supplier must deliver an on-line document and records management system that includes at least the following capabilities: * Creation, storage, review and close-out of non-conformance records in compliance with ECSS-Q-ST-10-09C.
* Creation, storage, review, approval, revision, and retrieval of electronic documents in arbitrary formats.
* Review of collections of documents, including the management of actions identified by multiple panels of reviewers;
* Action tracking for actions including all those associated with documents or non-conformances.

The system must: * Support 600 concurrent users with the option to increase the number of users.
* Support both local (RAL Space) and external (non-STFC) users.
* Provide storage of at least 1TB
* Run continuously, 24 hours/day, 365 days/year with expected down time of no more than 1 hour per week. (99.4% system availability)
* Permit segregation of documents, records and actions by user-defined projects
* Provide access control based on user and project
* Prevent unauthorised access to data.
* Permit searching for documents, records and actions both within and across projects
* Provide all functionality for users on Windows, Mac and Linux desktop computers with one of the web browsers Edge, Chrome, Firefox, and Safari.
* Store all data in the UK.

For action tracking the system must: * Record who created an action, who is responsible for taking the action and when the action is due to be completed.
* Allow supporting documents and other files to be attached to an action.
* Provide a means for automatically notifying those associated with an action of the status of the action.

For non-conformance management the system must: * Support the non-conformance management work flow required by standard ECSS-Q-10-09C
* Allow the classification of non-conformances as Major or Minor
* Allow actions to be created, using the action tracking functionality of the system, associated with a non-conformance.
* Allow supporting documents and other files to be attached to a non-conformance.
* Provide the capability of recording a series of non-conformance review boards, with associated actions.
* Provide the capability of generating status lists or reports on non-conformances, filtered by project and status.
* Support the import and export of non-conformance data from the eNCTS module of the SERCO tool suite

For document management the system must:* Enable documents to be uniquely identified using a multi-part structure such as XXX-YYY-ZZZ-nnnn, where
	+ elements XXX, YYY and ZZZ can be selected from user-defined sets of permissible values
	+ nnnn is a multi-digit number that can be input manually or defaulted automatically (e.g. auto-incrementing)
	+ the separator between elements (e.g. “-“ or “.”) can be user-defined
	+ the identifier structure can be varied on a project-by-project basis
* Provide revision control of documents, with a history of revision comments
* Allow actions to be created, using the action tracking functionality of the system, associated with a document.
* Support the bulk ingestion of documents and associated metadata from existing projects
* Permit the definition of workflows for the formal review and approval of documents
* Provide the ability to define collections of documents for export or import so that
	+ Documents in the collection are identifiable by identifier and issue number
	+ Exported document sets contain copies of all approved documents and associated metadata
	+ An exported document collection can be ingested into an instance of the DCCM module of the SERCO Eclipse tool suite

For document collection review the system must support:* The definition of collections of documents for review.
* The definition of multiple panels of reviewers of a document collection.
* The assignment of subsets of a document collection to a review panel
* The ability of reviewers to raise issues/comments (“Review Item Discrepancies” – RIDs) on any document they have been assigned to review.
* The collation of RIDs by review panel and by document.
* A review process that:
	+ enables document owners to record responses to RIDs
	+ enables agreed actions to be associated with a RID.
* Reporting on RIDs and actions, by review and by document.

The supplier must provide * Documentation for all classes of user sufficient to enable them to use the system according to their class of user without additional routine support.
* A package for remote support to deal with unexpected or unusual problems, with the opportunity to escalate to an onsite engineer if the problem cannot be fixed remotely. We require
	+ 9am- 5pm working hours support
	+ Initial e-mail response within 4 working hours
	+ Support calls to be resolved in 4 hours
	+ 50 hours telephone support in the first year.

If the system provided is not the SERCO Eclipse tool suite the supplier offer must include* An initial training course for up to 12 local system administrators, sufficient to enable them to administer the system without routine additional input from the supplier or other parties.
* The porting of data in the Eclipse instance currently used by RAL Space into the new system, to include up to:
	+ 70 distinct projects
	+ 500 sets of user details
	+ 30000 action records, with up to 10 attached files per record
	+ 25000 document records including up to 20 previous versions of document files
	+ 2000 non-conformance records, with up to 50 attached files per record

**Timetable*** System installation by 6 March 2025
* Training for local system administrators, if required, no later than 14 calendar days following system installation
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*This form is an expression of interest only to understand if and what solutions are available that will fully meet the contracting authority’s needs; the full details of the project and the desired outcomes will be provided should a future tender be advertised. At this stage there is no commitment that a tender exercise will follow.*

# **Procurement Plan / Dates and Budget**

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| **Project budget** – £500,000.00 excluding VAT over the full life of the contract. **Indicative advertising timescales for a further competition** – December 2024 **Indicative tender live period** – 5 weeks **Indicative Contract start date** – January 2024 **Contract duration** – 5 Years |

# **Validation Questions**

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| To ensure that this potential procurement maximises appropriate bidder responses we have the following questions that we would like to pose to interested suppliers:1. **Supplier Capability to meet the specification**– Please can you confirm if this project is something that your organisation would have the capability to undertake? Has your organisation undertaken similar projects in the past? Please note that given the systems mentioned will remain in use across other Contracting Authorities, integration with the current system is integral to ensure that outcomes are comparable.
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# **Response from Supplier:**

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| *Based on the project detail provided, would your organisation be able to bid based on the requirements outlined?*Yes / No*Any further comments* |

Please provide a response to this question by 16:00 on Monday 9th December 2024 by emailing this to ddatprocurement@uksbs.co.uk

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| Name: |  |
| Email: |  |
| Organisation: |  |