

CONTENTS

1.	PURPOSE.....	2
2.	BACKGROUND TO THE AUTHORITY.....	2
3.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT	2
4.	DEFINITIONS AND ACRONYMS	2
5.	THE REQUIREMENT	3
6.	AUTHORITY'S RESPONSIBILITIES.....	4
7.	REPORTING.....	4
8.	CONTINUOUS IMPROVEMENT.....	5
9.	ACCREDITATION.....	5
10.	STAFF AND CUSTOMER SERVICE	6
11.	SERVICE LEVELS AND PERFORMANCE	6
12.	SECURITY REQUIREMENTS.....	7
13.	PAYMENT AND INVOICING.....	7
14.	CONTRACT MANAGEMENT.....	7
15.	BASE LOCATION.....	7

1. PURPOSE

1.1 The scope of this project is to source a Supplier to provide Transformation services REDACTED

2. BACKGROUND TO THE AUTHORITY

2.1 REDACTED

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

3.1 REDACTED

4. DEFINITIONS AND ACRONYMS

Expression or Acronym	Meaning
AQL	Acceptable Quality Level
	REDACTED
CV	Curriculum Vitae
	REDACTED
GFA	Government Furnished Assets
KID	Knowledge in Defence
MCA	Multi Criteria Analysis
MDAL	Master Data Assumptions List
MOD	Ministry of Defence
OD&D	Organisational Design & Development
	REDACTED
QMS	Quality Management System
ROM	Risk and Opportunity Management
SME	Subject Matter Expert
SQEP	Suitably Qualified and Experience Personnel

TBC	To Be Confirmed
	REDACTED

5. THE REQUIREMENT

5.1 REDACTED

Phase 1 Requirements

5.2 REDACTED

5.3 PHASE 1 - PEOPLE AND ENGAGEMENT PROJECT

PHASE 1 - BUSINESS OPERATIONS

REDACTED

5.4 Upon completion of the Phase 1 objectives outlined above, there is a requirement to establish the following in preparation for Phase 2:

REDACTED

Phase 2 Requirements

5.5 Phase two will continue delivering cross cutting enhancements REDACTED. Phase two is assumed to run for a duration of 24 months.

PHASE 2 - PEOPLE AND ENGAGEMENT PROJECT (1)

PHASE 2 - BUSINESS OPERATIONS

REDACTED

Phase 3 Requirements

- 5.6 REDACTED. Phase 3 is assumed to run for a duration of 24 months. For clarity, Phase 3 is an optional extension to primary term which may be taken up at the Authority's discretion.

PHASE 3 - UPDATE ENABLING APPLICATIONS

REDACTED

PHASE 3 - PEOPLE AND ENGAGEMENT PROJECT

REDACTED

6. AUTHORITY'S RESPONSIBILITIES

- 6.1 The Authority will be integral to all activity undertaken with the Transformation Provider, who will work in tandem REDACTED. She will be assisted in reviewing progress against deliverables REDACTED
- 6.2 The Authority will be responsible for the on-boarding of the Provider's staff including induction of staff REDACTED and issuing of site passes and MOD IT equipment as required.
- 6.3 REDACTED

7. REPORTING

- 7.1 The Transformation Programme Manager will work with the Supplier in order to agree appropriate Management Information metrics prior to approval by the SCS 1 Lead. The Supplier will utilise these metrics to inform REDACTED at appropriate levels of seniority.

Reporting Requirement	Participants
Weekly Workstream Progress Review - meetings (REDACTED by Skype/MS Teams if face to face is not possible)	Workstream Leads and Supplier.
Workstreams to be approved by workstream leads as and when complete.	Workstream Leads and Supplier.

Monthly progress review - dashboard and meeting (REDACTED by Skype/MS Teams if face to face is not possible)	Supplier - to be submitted to: Transformation Programme Manager, Workstream Leads.
Monthly Progress & Financial Reports, in accordance with DEFCON 604 Edn. 06/14 (Progress Reports)	Supplier – to be submitted to: Transformation Programme Manager, Workstream Leads with SCS 1 cc'd.
Beginning and end of each phase review against dashboard (to be prepared by supplier). Meeting to be held REDACTED by Skype/MS Teams if face to face is not possible.	Supplier – to be submitted to: SCS 1, Transformation Programme Manager, Workstream Leads.

8. CONTINUOUS IMPROVEMENT

- 8.1 Continuous improvement will be key to the development of the REDACTED Transformation Project.
- 8.2 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 8.3 The Supplier should present new ways of working to the Authority during monthly Contract review meetings and with engagement with the SCS 1 Lead.
- 8.4 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

9. ACCREDITATION

- 9.1 All consultants must have project/programme skills REDACTED. The Potential Provider is expected to provide senior consultants who have MBA or MA level qualifications REDACTED. However, suitably experienced personnel may also be considered.
- 9.2 A Cyber Risk Assessment has been raised for this requirement REDACTED
- 9.3 The Potential Provider must complete a Supplier Assurance Questionnaire (SAQ) against this Cyber Risk Assessment prior to contract award and should submit the completed SAQ with the tender response.
 - 9.3.1 An SAQ can be completed online at: <https://supplier-cyber-protection.service.gov.uk>
 - 9.3.2 Potential Providers can register to view the Assessment and submit their questionnaire at: <https://supplier-cyber-protection.service.gov.uk/organisation/register>

9.3.3 Further guidance on the Cyber Risk process can be found at: <https://www.gov.uk/government/collections/defence-cyber-protection-partnership>

9.3.4 If the SAQ is considered to be non-compliant, the winning Potential Provider will have the opportunity to provide a Cyber Implementation Plan to indicate how and by when they intend to meet the levels required of compliance for each of the individual requirements/controls associated with the risk profile

10. STAFF AND CUSTOMER SERVICE

10.1 The Authority requires the Provider to provide a sufficient level of resource throughout the duration of the REDACTED Transformation contract in order to consistently deliver a quality service.

10.2 Within the Provider team there must be experience REDACTED, demonstrated through CVs. Experience in functional leadership REDACTED. The Provider's staff assigned to the Contract shall have the relevant qualifications and/or experience to deliver the contract.

10.3 The Provider will ensure that any staff deployed shall remain on the project for at least Phase 1 and thereafter changes must be agreed with the Authority in writing and in advance.

10.4 The Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the contract

11. SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Deliverables to be prepared and received in line with the requirements set out in the tender document.	90% on time delivery
2	Quality of deliverables	Quality of provider work will be assessed through deliverable documents and improvements of maturity assessments.	100% quality of documents. Agreed target maturity levels.
3	Success of the partnership	The success of the partnership will be measured through the metrics identified by the Provider in the tender process.	As per tender

4	Reporting	Monthly through the performance review	On time delivery
---	-----------	--	------------------

12. SECURITY REQUIREMENTS

12.1 REDACTED

13. PAYMENT AND INVOICING

13.1 The payment mechanism will be via Contract Purchasing & Finance (CP&F).

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

13.3 Payment will be triggered by the Authority's acceptance of successfully completed deliverables, and in accordance with DEFCON 522 Edn. 11/17 (Payment and Recovery of Sums Due). The Bidders should define the proposed payment schedule in their bid.

13.4 Invoices should be submitted to:

13.4.1 Email: TBC at contract award

13.4.2 Hard copy: TBC at contract award

14. CONTRACT MANAGEMENT

14.1 Please see Paragraph 7: 'Reporting'.

14.2 Attendance at any Contract Review Meetings will be at Provider's own expense.

15. BASE LOCATION

REDACTED