**Statement of Requirement**

**The Recontracting of a Performance and Risk Management Information System (PARMIS) for Air Command**

| Ref | Requirement | | | |
| --- | --- | --- | --- | --- |
|  |  | | | |
| **A** | **General Requirements** | | | |
|  |  | | | |
| **A.1** | **Scope of Requirement** | | | |
| A.1.a  A.1.b | The generation of Management Information and Business Intelligence requires interconnected data that can feed analytics applications to make sense of information from a wide range of sources.  The data architecture required has been captured by the Defence Authority for Management Information within its Business Intelligence Strategy.  Utilising the G-Cloud acquisition framework will allow Air Command to further exploit business data through the creation of a new contract that encompasses existing features and expands the service to allow for a broadening of the service support and scope to meet existing and new user requirements. The current contract for PARMIS handles Performance and Risk Management, Project, and limited Incident and Audit data. The functionality available within the Camms application offers greater opportunities for Asset Management and Corporate Governance, although a further discovery phase will be required with specialists to fully understand how Air Command could exploit existing data capture and unlock further opportunities. This requirement must align itself with the Data Management transformation programme currently underway at Air. | | | |
|  |  | | | |
| **A.2** | **Definitions** | | | |
| A.2.a | In addition to the definitions detailed in the Terms and Conditions of the Contract the following definitions shall also apply. Where the definitions below contrast to those detailed in the Terms and Conditions of the Contract then the definitions within the Terms and Conditions of the Contract shall take precedence. | | | |
|  | Definition | Interpretation | | |
|  | Contractor’s Personal Use | Any use of MOD furnished property, facilities or equipment intended for the primary benefit of the Contractor or the Contractor’s Personnel which is contrary to the MOD’s interests is considered personal use. | | |
|  | Contractor’s Personnel | Any employees, including sub-contractors or other agents working on behalf of the Contractor, shall be deemed the Contractor’s Personnel. | | |
|  | Designated Officer | The Designated Officer is the MOD representative responsible for the Requirement and is as defined at Box 2 of DEFFORM 111 of this Contract. | | |
|  |  | | | |
| **A.3** | **Abbreviations and Acronyms** | | | |
| A.3.a | In addition to the abbreviations and acronyms detailed in the Terms and Conditions of the Contract the following abbreviations and acronyms will be used. | | | |
|  | Abbreviation or Acronym | Interpretation | | |
|  | AOC | Air Officer Commanding | | |
|  | DO | Designated Officer | | |
|  | MOD | Ministry of Defence | | |
|  | OC | Officer Commanding | | |
|  | RAF | Royal Air Force | | |
|  | SC | Security Check | | |
|  | SoR | Statement of Requirement | | |
|  |  | | | |
| **A.4** | **References** | | | |
| A.4.a | In addition to the references detailed in the Terms and Conditions of the Contract the following references shall also apply as well as any subsequent revisions and amendments to the references. This list does not absolve the Contractor from conforming to any other relevant publications. | | | |
|  | Reference | | Version | Source |
|  | Data Protection Act 1998 | | 1998 c. 29 | <http://www.legislation.gov.uk/ukpga/1998/29/contents> |
|  | Government Security Classifications  Joint Service Publication 441  Joint Service Publication 604  Joint Service Publication 740  Joint Service Publication 892  Air Publication 3085 | | 1.0 | <https://www.gov.uk/government/publications/government-security-classifications>  <http://jspwiki.mcp.r.mil.uk/jsp441/index.php/JSP_441> (MODNET)  <http://jsp604.r.mil.uk/> (MODNET)  <https://modgovuk.sharepoint.com/sites/defnet/JFC/Pages/Information-Portal.aspx> (MODNET)  <https://modgovuk.sharepoint.com/sites/defnet/HOCS/Pages/JSP892.aspx> (MODNET)  <https://modgovuk.sharepoint.com/teams/8195/Pages/AP3085.aspx> (MODNET) |
|  |  | | | |
| **A.5** | **Site** | | | |
| A.5.a | Air Command  RAF High Wycombe  Walter’s Ash  Buckinghamshire  HP14 4UE | | | |
| **A.6** | **Security** | | | |
| A.6.a | The Contractor is to ensure that all their personnel have Security Check (SC) clearance. Where the Contractor’s Personnel does not have SC clearance that individual will not be allowed access to MOD facilities. | | | |
| **A.7** | All information related to or generated by this Contract is to be treated in the appropriate manner in accordance with Government Security Classifications. The classification of the material to be handled shall not exceed SECRET in nature. | | | |
| A.7.a | All personal data processed under this Contract is to be treated in accordance with the Data Protection Act 1998. | | | |
|  |  | | | |
| A.7.c | **Site Access** | | | |
|  | The Contractor is to ensure that all their personnel cleared to enter MOD establishments (minimum of SC) give at least 72 hours’ notice prior to entry.  All visitors are to have read and understood [Station Standing Order No. 26 – Security Orders](https://modgovuk.sharepoint.com/:w:/r/teams/21619/_layouts/15/Doc.aspx?sourcedoc=%7B7A42160F-0C16-4C7D-8FF6-501B7C54144D%7D&file=20220323-Station_Standing_Orders.docx&action=default&mobileredirect=true). Accessed on MODNET. | | | |
| **A.8** | **Safety and Environmental Provisions** | | | |
| A.8.a | When on the Site the Contractor is to comply with all MOD Safety, Health and Environmental Protection regulations and policy. | | | |
|  |  | | | |
| **A.9** | **Hours of Operation and Times of Delivery** | | | |
| A.9.a | *All services to the Site shall be delivered between the hours of 07:00 - 17:00 on weekdays with exception of recognised UK Bank Holidays and Public Holidays.* | | | |
|  |  | | | |
| **A.10** | **Quality Assurance** | | | |
| A.10.a | The team leader is responsible for carrying out the mandated requirements for Quality as detailed within [Joint Service Publication (JSP) 940 - MOD Policy for Quality](http://defenceintranet.diif.r.mil.uk/Reference/DINsJSPs/Pages/JSP940.aspx) Part 1: Directive.  The [Software Quality Management (SQM) guidance [132KB PDF]](http://aof.uwh.diif.r.mil.uk/aofcontent/tactical/quality/downloads/sqmg.pdf) is intended to provide supplementary quality management guidance and information to help address the differing needs or risks related to software acquisition and support. | | | |
|  |  | | | |
| **A.11** | **Contract Monitoring** | | | |
| A.11.a | For the purposes of contract monitoring, representatives of the Contractor will routinely report to the Designated Officer on the performance of the Contract. | | | |
| A.11.b | The Contractor is responsible for the performance of the Contract by any sub-contractors or other agents working on behalf of the Contractor. The Contractor is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Contractor, this however does not exclude sub-contractors or other agents working on behalf of the Contractor from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so. | | | |
|  | If any sub-contractors or other agents working on behalf of the Contractor are found unsuitable, for whatever reason, the Contractor is to engage with the relevant sub-contractors or other agents to broker a resolution. | | | |
| **A.12** | **Personnel Qualification Requirements and Training** | | | |
| A.12.a | The Contractor’s Personnel require SC clearance to access OS and S systems where the service will be hosted. | | | |
| A.12.b | The Contractor is responsible for the sourcing of the appropriate training for the Contractor’s Personnel. Where the MOD is delivering the training then the Contractor and Contractor’s Personnel are to quote the Contract Reference Number and relevant Commercial Officer when booking any training for verification of the validity of training need under the Contract. | | | |
| A.12.c | The Contractor is responsible for all costs for training of the Contractor’s Personnel in order to meet their obligations under the Contract. | | | |
| **A.13** | **Certification and Accreditation** | | | |
| A.13.a | The Contractor will assure the application through the ISS Application Development Guide V1.13, at time of writing. | | | |
| **A.15** | **Application Requirements** | | | |
|  |  | | | |
| A.15.a  A.15. b | Key User Requirements at Annex A.  Specific requirements at Annex B. | | | |
|  |  | | | |
|  |  | | | |
|  |  | | | |
|  |  | | | |

**Annex A**

**Key User Requirements**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **KUR No** | **Title** | **Description** | **Threshold**  **MOE** | **Objective**  **MOE** | **Justification** | **Validation**  **A**nalysis  **D**emonstration  **T**est |
| 1 | 18-month PARMIS Development Plan | Fix existing Camms tickets for delivered products; prioritise any new tickets created; assess the viability and utility of other Camms products to Air. | Address existing Camms tickets and any new tickets raised. | Address faults and maximise utility of Camms software across Air in support of Air Digital Strategy. | Maximises the utility of the current suite of Camms functions and explores the potential of additional functionality. | Ensure that we accrue maximum value for functions already purchased and explore if additional Camms functions can replace existing off-line processes or expenditure on a plethora of applications. |
| 2 | Unlimited User Licenses | Current cap of 2000 user licenses is insufficient. Flexible capacity required. | 2000 user licenses (current state) | Unlimited user licenses. | Current cap of 2000 user licenses is insufficient. Flexible capacity required. | Once contract is agreed unlimited licenses will be granted to Air per the enterprise agreement. Contractor will demonstrate this via an uplifted SLA and the test will be exceeding the current 2000 license allotment. |
| 3 | Risk and Performance Management Application | Continued sustainment of of Strategy and Risk configuration | Initial product delivery – MVP (current state) | Keep Strategy and Risk configured to latest Camms standard by implementation of quarterly updates. | Original user requirement has been met by Camms with expansion work already ongoing. Must continue under enterprise contract. | Tool is available and performing to lead user satisfaction in line with SLA. Governance in place to manage product growth and prioritise change requests. |
| 4 | Project Management Application | Creation and delivery of Project Management tooling for RAF | Initial product delivery – MVP (current state) | Expansion of product in line with user requirements and general release to wider RAF community. | Original user requirement has been met by Camms with expansion work already ongoing. Must continue under enterprise contract. | Tool is available and performing to lead user satisfaction in line with SLA. Governance in place to manage product growth and prioritise change requests. |
| 5 | Asset Management Application | Creation and delivery of Asset Management application for Air CySC (including scope for further employment of Camms modules across this department. | Engagement and development of tooling taking place alongside SSP delivery teams. Knowledge transfer has taken place. | Delivery of Asset management product and scoping of further deployment of Camms modules across Air CySC use cases. | The Air CySC will utilise Camms asset management modules in place of previous bespoke solutions. This is a cheaper solution and provides effective use of this product that represents value for money to the RAF. | Tool is available and performing to lead user satisfaction in line with SLA. Governance in place to manage product growth and prioritise change requests. |
| 6 | Through Life Support (TLS) | A dedicated service desk delivered by the contractor for Air providing TLS in line with ITIL v4 principles | Establishment of a service desk and SPoC for all Air Camms users | Delivery of TLS and coverage of ITIL functional areas, specifically:  Incident Mgmt  Knowledge Mgmt  Problem Mgmt  Availability Mgmt  Release Mgmt    Reporting to and oversight by Air governance structure. | A limited service desk currently run by Air with the Performance mgmt. team is insufficiently scaled or technically capable of managing the increasing number of users and incidents across Camms projects in Air TLB. A Camms run dedicated TLS support desk will be better resourced to meet this requirement. | Service available and managed with oversight by RAF Digital and User SROs |

**Annex B**

**Specific Application Requirements**

|  | Requirement | Additional Information | Quantity | | Standard of Performance | |
| --- | --- | --- | --- | --- | --- | --- |
|  | System basics, | 1.1 PARMIS must be available on the OFFICAL and SECRET domains with data transfer through a data diode at least once per day. The application is currently hosted on the Army Hosting Environment.  1.2 Ability to configure data collection parameters to capture new reporting requirements whenever they occur.  1.3. Ability to create and amend user accounts and set access/ permitted actions permissions which are linked to user’s role/ PUID.  1.4. Ability to run database checks and reports for last data updates/data transfers and system faults.  1.5. Ability to create different permission groups that allow access to specific areas of the database.  1.6. Ability to create and adjust KPIs/KRIs against specific nodes or risks.  1.7. Ability to search and query the database iaw user permissions.  1.8. Ability to import and export data to/from the database.  1.9. Access to ‘sandbox’ database copies for system/service training and configuration and modelling of potential changes.  1.10 An Enterprise license with Camms for the whole of Air (roughly 40000 people) to use all applications in the CAMMS suite. |  | | Maintenance of current data hosting standards as set out in Air v Army HQ SLA for use of AHE | |
|  | Performance Management. | 2.1. Ability to set user preferences so they can target specific areas of the database.  2.2. User ability to customise performance reporting period from daily, weekly, monthly and annualised periods.  2.3. Ability to accept structured quantitative data and unstructured qualitative data. | CAMMS application available for all CAMMS users to input the data they are responsible for. | | Standard iaw the existing  Camms Strategy Configuration document | |
|  |  | 2.4. Ability to search the database, subject to permissions, by performance fields and queries.  2.5. Establish a data audit trail with PUID and date stamp.  2.6. Ability to set and change reporting rules and parameters.  2.7. Ability to send users automated email prompts and notifications to carry out reporting/reviews. |  | |  | |
|  | Risk Management | 3.1 Each risk to have a unique number, different series of numbers for OS and Secret risks that includes year of creation. | CAMMS application available for all CAMMS users to input the data they are responsible for. | | Standard iaw the existing  Camms Risk Configuration document | |
|  |  | 3.2 Link risks in identifiable hierarchies. |  | |  | |
|  |  | 3.3 Ability to escalate risks up a command/reporting chain. |  | |  | |
|  |  | 3.4 Risk/Issue owner, manager, desk officer linked to users account. |  | |  | |
|  |  | 3.5 Record existing mitigation actions and further response plans for risks/issues and they can have different owner/Manager/Desk officer. |  | |  | |
|  | . | 3.6 The ability for risks codified iaw JSP892 categories, organisations, platform types and keywords for ease of database searching.  3.7 Search facility to enable users to find risks by number, name, keyword etc.  3.8 Auditable Risk database – shows risk/issue history.  3.9 Ability to close and reopen risks.  3.10 Ability to plot risks on JSP 892 compliant risk matrix.  3.11 Ability to plot an opportunity matrix.  3.12 Ability to show when risk review action has been completed.  3.13 Ability to record a cause, effect and consequence ‘bow-tie’ for a risk or opportunity.  3.14 Ability to search for all the risks an individual user is responsible for.  3.15 Include metadata for risks.  3.16 Ability to show users and PM staffs risks that exist on multiple units/FEs but which relate to the same factors or impacts.  3.17 Ability to message risk owners and PM staffs (by email) when a risk breaches a pre-set tolerance for probability and impact. |  | |  | |
|  | | Outputs: Reports and Interfaces  Project Management  Asset Management (Sample requirements based on initial customer review – full discovery reqd prior to implementation)  Compliancy within MOD security framework | 4.1 Ability for Service Desk, Application Manager and users to configure and generate performance and risk reports (and presentations) iaw with their allocated permissions.  4.2 Ability to configure reports to meeting changing demand original created to produce the holding to account report automatically.  4.3 Ability for users to create report libraries which are linked to their accounts.  4.4 Ability for Application Manager to produce data reports to aid housekeeping (e.g. non-active users).  4.5 Ability to link to reporting reference documentation.  4.6 Ability to export a flat-file format that can be integrated with MicroSoft Power BI, Tableau and SharpCloud.  4.7 Include a spellcheck function on performance and risk reports.  4.8 CAMMS Connect API’s to interface CAMMS applications to other MOD Systems.  5.1 Benefits Realisation - Services are required to configure additional steps in the RAF workflow to define, plan, structure and track actual realisation of benefits for programmes and projects.  5.2 Financial Management - Services are required to configure additional steps in the RAF workflow that will allow PMs to set budgets and track actual costs over time against the RAF work breakdown structure.  5.3 Dependency Management- Configuration of the platform to allow for tracking dependencies of different types within and across projects and programmes.  5.4 Services are required to configure the Camms Engage dashboard to showcase management information for Strategy, Risk and Project performance.  5.5 Integration of Camms project roll out onto Secret  5.6 Project data take on. As the Portfolio Management Team deploy Camms Project to the wider RAF portfolios there is an expectation that data will need to be imported into the system to support the adoption of the system.  5.7 Once the CAMMS Project solution is available on Secret, the integration between OS and Secret will need to be set up so the Project solution works the same as Risk and Strategy  5.8 A temporary environment will be set up to enable Penetration testing of the CAMMS solution for security accreditation.  6.1 Digital Signatures for Digital Mustering, Annual Line check, Emergency Line Check, Broadband annual check  6.2 Documentation – Send, Receive, and Store documentation to ensure non-repudiation  6.3 Inventory Management – Centralised asset management database providing:  6.3a Onboard & offboarding, and amend status of assets in app  6.3b Visibility of retired assets  6.3c Able to add more Stations & Site codes  6.3d Associate assets with child or related assets  6.3e Record carbon costs generated by assets  6.3f Access records relative to permissions  6.4 Mobile Device Management – remove the need for annual physical mustering  6.5 Reporting – customisable. Aggregate data across classifications. Provide insights and present in visually appealing format.  7.1 The application will be assessed by an accreditor from DAIS, this ensures that it meets the defined security requirements to operate safely. – The original assessment will be modified following advice from PSyA. | CAMMS application available for all CAMMS users to input the data they are responsible for.  All users | iaw existing  Camms Strategy and Risk Configuration document  Standard iaw existing  Camms Project configuration document  TBD during initial contractor/user engagement and discovery phase  JSP 604 | |
|  | |  |  |  |  | |
|  | Vetting of personnel | 7.2 All systems and applications that operate on MOD networks need to satisfy the joining rules set out in JSP 604. These ensure the entire network will not be negatively affected by the introduction of the new application. – Review of original assessment required only.  8. To ensure all data is handled in the correct manor and treated with the appropriate sensitivity, all contractors who handle the data or have involvement in installing the application should be vetted up to a minimum of SC. |  | | JSP 440 | |
|  | Customer Dedicated Through life support | 9.1 A dedicated RAF service desk manned by the contractor providing TLS including service management in line with ITIL V4 framework. Available 0800-1700 Mon – Fri to assist with the enablement of CAMMS.  9.2 Inclusive of:  Incident Mgmt  Knowledge Mgmt  Problem Mgmt  Availability Mgmt  Release Mgmt  9.3 Support Air with PARMIS  Landing Page/Mini-Site to inform users and  Encourage business change activities. |  | | ITIL v4 and continuous assessment by Air 1\* governance structure (already in place) | |
|  | User training material | 10.1 There are to be online guides/ tutorials available for users of PARMIS, to ensure the users are able to use the application with ease in as short a time as possible. Delivery format to be scaled in line with size of change.  10.2 Produce training materials that cover the system use and will provide a reference guide to be retained by the user. Materials to form the basis of dedicated RAF training delivered by application sponsors within MOD.  10.3 Regular updates in line with introduction or changes to product features.  10.4 Dedicated training environment for RAF users. Air currently using generic demo <https://sycledemo.cammanagementsolutions.co.uk/> |  | | Camms to provide configured on-line  training materials for each component  (Strategy, Risk, Project, Audit, Asset  Management, SSRS reports, Insights  And Engage)  Camms to provide a training database to support on-line training. | |