

United Kingdom-Bristol: Software support services

OJ S 9/2016 14/01/2016

Contract award notice for contracts in the field of defence and security Services

Directive 2009/81/EC

Section I: Contracting authority/entity

I.1. Name and addresses

Official name: Ministry of Defence, ISTAR, Other
Postal address: DTECH, Elm 1c#4130, Abbey Wood
Town: Bristol
Postal code: BS34 8JH
Country: United Kingdom
For the attention of: Alicia Day
E-mail: DESTECH-COMRCL-CP1@mod.uk
Telephone: +44 1179135865

I.2. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.3. Main activity

Defence

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description**II.1.1. Title**

ASSERT Technical Support, Hosting and Development.

II.1.2. Type of contract and place of performance or delivery

Services
Service category No 13: Computer and related services
NUTS code UKK1 Gloucestershire, Wiltshire and Bristol/Bath area

II.1.3. Information about framework agreement

The procurement involves the establishment of a framework agreement

II.1.4. Short description of the contract or purchase(s)

Software support services. Software support services. The Authority has a requirement for integrated Hosting, Technical Support and Development of the ASSERT tool, for 3 years with Options for a further 2 years.
ASSERT is a web-based safety and environmental performance reporting tool. ASSERT was initially provided for the Defence Equipment and Support (DE&S) Air Support, Combat Air, Helicopters & Ships Operating Centres (OCs). It is now used in all DE&S OCs.
The ASSERT tool is endorsed by the DE&S Quality Safety & Environmental Protection team (QSEP) for reporting safety data across DE&S. This includes the ASEMS, OHSE, SQEP & OC

specific safety reporting plus the Incident Logging functions. ASSERT is also used by the DSEA for its SEFIT database, the Diving Records database and the Fuel & Gas Regulator. It is also being developed as a workforce planning tool.

The QSEP team provides ASSERT which is used to support safety and risk management reporting for the DE&S user community, including contractors supporting DE&S projects. It also provides the ability to produce critical, non-sensitive evidence to support OC equipment safety case requirements. No data contained within it raises the classification above Official Sensitive-Personal.

Project Teams (PTs) require both technical support and guidance. Additionally, QSEP require expert technical support when visiting OCs & holding Steering Groups. This ensures;

- a. Effective gathering of user requirements.
- b. Development of corporate safety and environmental products that meet business needs and satisfy our customers.
- c. Tools comply with safety and environmental legislation and policy.
- d. The experts are able to recognise opportunities as well as constraints.
- e. Identify workable solutions to suggested improvements and thus gain us valuable credibility with our customers.

Technical Support includes: providing a facility for creating and disseminating user accounts, being the first POC for capturing, collating and reporting user login difficulties, error messages and faults (including software faults). Resolving of issues affecting or impacting usability of the tool, or providing a suitable alternative workaround. Collecting and recording user generated change requests to be passed on to the relevant Steering Groups for assessment.

Integrated Hosting of the ASSERT tool to allow for both MOD & industry partners through the RLI network.

ASSERT is in development. Over the next three to five years there may be up to 3 000 000 GBP spent on further enhancements to the tool. Because of the nature of technical support and error management the requirement for Hosting & Support also includes provision for development. An ad hoc tasking facility will cover individual developments. There is no commitment to spend the full amount or any part of it.

Development includes provision of business analysis to define user requirements & translate them into functional requirements working closely with the OCs, PTs & QSEP to manage the requirements, provision of an acceptable technical solution & firm price for the development & project managing the development through to User Acceptance & sign off of the delivered functionality.

Other required activities will include providing user manuals and training materials and executing training at DE&S locations in the UK as well as providing the secretariat for Steering & User Groups, hosted regularly throughout the year.

The successful provider will have technical competence in the architecture, the ability to provide support from Level 1 (initial contact) through to engineering and detailed functional knowledge.

The successful provider will be competent to develop multiple projects of 200 plus person days simultaneously with typical end to end delivery of 3 months or less using agile (such as SCRUM) or other rapid application methodologies. The successful provider will be certified to the quality/security processes such as ISO 9001 & ISO 27001 (or equivalent).

The successful provider will have a competent working knowledge of Acquisition Systems, Environmental Protection & Occupational Safety in order to interact with a complex user base of Safety & Environmental Experts.

All providing staff interacting with ASSERT must have UK MOD Security Clearance at SC level or above.

II.1.5. CPV code(s)

72261000 Software support services

II.2. Total value of the contract/lot**II.2.1. Total value of the contract/lot**

Lowest offer 355 778 and Highest offer 3 355 778 GBP
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

Negotiated with publication of a contract notice

IV.2. Award criteria**IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Through life management plan. Weighting 15
2. Through life hosting plan. Weighting 25
3. Through life support plan. Weighting 25
4. Through life development plan. Weighting 65
5. Certification. Weighting 10
6. Training. Weighting 5
7. Core work price. Weighting 15
8. Labour rates. Weighting 15

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information**IV.3.1. File reference number attributed by the contracting authority**

DTEC/174

IV.3.2. Previous publication concerning this procedure**Notice on a buyer profile**

Notice number in the OJ S: [2015/S 123-000174](#) of 1.7.2015

Section V: Award of contract

V.1. Date of conclusion of the contract

4.11.2015

V.2. Information about tenders**V.3. Name and address of the contractor**

Official name: BMT Defence Limited
Postal address: 210 Lower Bristol Road
Town: Bath
Postal code: BA2 3DQ
Country: United Kingdom
E-mail: staylor@bmtdsl.co.uk

V.4. Information on value of the contract/lot

Total value of the procurement:

Lowest offer 355 778 and Highest offer 3 355 778 GBP
excluding VAT

If annual or monthly value:

Number of years: 3

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.2. Additional information

Suppliers interested in working with the Ministry of Defence should register on the MOD Supplier Information Database (SID) Register, available at www.contracts.mod.uk
The MOD SID is a database of active and potential suppliers available to all MOD and UK Defence procurement personnel, and is the main supplier database of MOD Procurement organisations. Please note: the registration and publication of a company profile on the MOD SID does not mean or imply that the supplier has in any way been vetted or approved by the MOD. Suppliers wishing to compete for advertised MOD contracts must respond to any specific call for competition by submitting a separate expression of interest in accordance with the instructions of the purchasing organisation.

From 2.4.2014 the Government is introducing its new Government Security Classifications Policy (GSC) to replace the current Government Protective Marking Scheme. A key aspect of this is the reduction in the number of security classifications used. All suppliers to the Department are encouraged to make themselves aware of the changes as it may impact on this Requirement. The link below to the Gov.uk website provides information on the new GSC.

<https://www.gov.uk/government/publications/government-security-classifications>

The Authority reserves the right to amend any condition related to security of information to reflect any changes in national law or government policy. If any contract documents are accompanied by instructions on safeguarding classified information (e.g. a Security Aspects Letter), the Authority reserves the right to amend the terms of these instructions to reflect any changes in national law or government policy, whether in respect of the applicable protective marking scheme, specific protective markings given, the aspects to which any protective marking applies, or otherwise.

Advertising Regime OJEU: This contract opportunity is published in the Official Journal of the European Union (OJEU), the MoD Defence Contracts Bulletin and www.contracts.mod.uk

GO Reference: GO-2016113-DCB-7570153.

VI.3. Procedures for review

VI.3.1. Review body

Official name: Ministry of Defence, ISTAR, Other

Body responsible for mediation procedures

Official name: Ministry of Defence, ISTAR, Other

Postal address: Abbey Wood

Town: Bristol
Postal code: BS34 8JH
Country: United Kingdom
Telephone: +44 1179132548

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

Official name: Ministry of Defence, ISTAR, Other

VI.4. Date of dispatch of this notice

13.1.2016