

APPENDIX D: ON-X CORPORATE EXPERIENCE REFERENCE FORM

Submission. Submit one completed Appendix D for each of the three references. Combine the three forms, in CER-1 to CER-3 order, into one Volume 3 PDF (maximum nine pages total).

Evaluation use. The Purchaser uses this form to assess recency and relevancy. Appendix E informs quality. This form is not evaluated against the TM1-TM5 technical scale.

Evidence IDs. Combine the CER ID in D.1 with the fixed suffixes shown: D1-D7 for relevance facts and P1-P5 for performance facts (for example, CER-2-D4 and CER-2-P5). Volume 2 may cite these full IDs and explain what the evidence demonstrates.

Security. Use verifiable facts and auditable ranges where exact values cannot be disclosed. Do not include classified information.

D.1 Reference identification and accountability

Field	Entry
CER ID	
Claimed legal entity	
Customer / contract	
Performance period	
Role	
Share and accountability	
Historic contract value	
Customer confirmer	
Confirmer involvement	

D.2 ON-X relevance mapping

Complete every row using concise, verifiable facts. These dimensions establish breadth and comparability; they are not separate TM criteria and no single dimension is an automatic pass/fail threshold.

Published relevance dimension	Reference facts, scale and period	Claimed entity accountability
D1 - Service Transition and Operational Continuity		
D2 - Organizational Transformation		
D3 - Crisis Management and Operational Resilience		
D4 - Secure Operations		

D.2 ON-X relevance mapping (continued)

Published relevance dimension	Reference facts, scale and period	Claimed entity accountability
D5 - Migration and Interoperability		
D6 - Operational responsibility, facilities, scale and accountability		
D7 - Technology and service lifecycle evolution that is future proof		

D.3 Material performance facts for customer validation

Provide concise, verifiable facts. D.3 is the factual basis for Appendix E customer validation and the Corporate Experience Quality assessment. P1-P3 are the three D.3.1 results, P4 is D.3.2 and P5 is D.3.3. Complete D.3.1-D.3.3; where no material problem is known, state None known in D.3.2.

D.3.1 Key results (maximum three)

Fixed suffix	Result / measure and accountable action	Target / baseline	Actual result / period	Customer/service consequence and evidence locator
P1				
P2				
P3				

D.3.2 Material problem, corrective action and recovery

Field	Entry
Fixed suffix	P4
Problem/variance and impact	
Corrective action and decision	
Recovery target versus actual result/current status	
Customer evidence locator	

D.3.3 Implemented improvement

Field	Entry
Fixed suffix	P5
Trigger or lesson	
Change implemented	
Where/when implemented	
Measured effect	
Evidence locator / validating ID	

D.4 Bidder declaration

Declaration. The Bidder certifies that this form accurately distinguishes the claimed entity's work from work performed by an affiliate, consortium member, subcontractor or the customer; identifies a customer confirmer with sufficient knowledge; and contains no classified information.

Field	Entry
Authorised representative	
Legal entity	
Signature	
Date	