SOTR Section	Requirement	Performance Measure	Performance Target	Supplementary Information
1	**PROJECT MANAGEMENT PLAN (PMP) AND BUSINESS CONTINUITY**			
1.1	The Tenderer shall develop and maintain a Integrated Project Management Plan (IPMP) defining how all the Contract activities shall be managed by the Tenderer including, but not limited to: A) Contract Set Up Plan; B) Project Review Report Stucture and Project Reporting Provisions; C) Risk and opportunity management plan; D) Information management detailing processes and mechanisms for sharing information relating to the project; E) Risk and Opportunity Management Register; F) Communications Plan; G) Quality Management Plan; H) Stakeholders Management Plan; I) Exit Managemetn Plan; J) Business Continuity Plan	Plan provided to the satisfaction of the Authority	Initial Plan provided within 3 months of contract award. Updates provided throughout the contract period every 3 months	
1.2	The Tenderer shall have a business continuity plan to ensure that they have the ability to provide continous support in the event of a failure on-site.	The business continuity plan is in place.	Within three months of contract award and maintained thereafter.	
1.3	The Tenderer shall submit to the Authority Project Reports, 2 working days prior to each quarterly project review meeting. The Tenderer shall host the review meetings with the Authority to discuss actions, activities and issues that have arisen under the Contract.	Meeting held and minuted by the Tenderer to the satisfaction of the Authority.	Quarterly	
1.4	The Tenderer shall attend UMMS Working Group meetings to act as Subject Matter Experts (SME's) for the RFA with regard to UMMS functionality both in service and those proposed by MMSG or others.	Attendance and participation in UMMS Working Group meetings.	Every six months.	
2	**APPLICATION ADMINISTRATIVE SUPPORT**			
2.1	The Tenderer shall provide: a) Staff capable of diagnosing infrastructure issues affecting UMMS. The Tenderer shall develop a working relationship with Support Chain Information Systems (SCIS), Boeing Defence UK (BDUK) and ATLAS and shall liaise with these authorities on technical and infrastructure issues. b) Suitably qualified experienced personnel (SQEP) with knowledge/experience of RFA/RN maintenance procedures and practices as well as ship's configuration knowledge. c) UMMS data engineers with Security Clearance who can be available for deployment worldwide at 1 months notice. CONDO Clearance for deployment shall be required for deployment outside the UK.	Tenderer personnel are suitably qualified and experienced	Throughout the period of the Contract.	

2.2	The Tenderer shall act as the first line contact for Ships Staff, Commercially Supported Shipping (CSS) and Navy Command (NC) for UMMS data queries for all RFA Ships. This shall include due dates, linking, maintenance, requests for information, i.e. maintenance overdue figures, and any activity which requires database interrogation. To this end the Tenderer shall: a) Provide and man a Help Desk, with a dedicated e-mail address, during the hours of 0830-1700 Monday to Thursday and 0830 – 1600 Friday excluding Bank Holidays to handle approximately 15 to 20 queries per day. b) Develop and maintain call centre tools to support the help desk function including, but not limited to, recording the number of outstanding, completed and in progress calls and statistical records of response times. c) Prioritise 'help-desk' calls taking account of the system's availablilty or criticality. Where clarification is required on the prioritisation of help desk enquiries, the Tenderer shall consult with the Authority. d) Resolve data issues. e) Pursue rectification of software issues via the Authority's UMMS project team. f) Refer hardware issues (servers, printers, networks, or system installation and configuration including onboard backup and security procedures) to the Authority Single Point of Contact team or advise on user on action to be taken.	a) Help Desk manned and available. b) Call centre tools provided to the satisfaction of the Authority c) Calls are priortised. d), e) and f) All issues resolved, pursued or refered as appropriate to the satisfaction of the Authority.	a) Within hours stated b) Records readily available for audit and interrogation. c) Daily d), e) and f) Within timescales agreed between the Tenderer and the Authority. Report relating to a), c) and d) above provided at the quarterly meeting detailing the volume of enquiries received and significant and ongoing issues.	d) Some data issues will be outside the direct control of the Tenderer i.e. originating from the Surface Ship Definition Database (SSDD) link or UIE UMMS tasks not owned by CSS. The Tenderer shall pursue rectification on behalf of the Authority.
2.3	The Tenderer shall monitor and record performance of auto replication.	Ensure auto replication successfully completed. Record of performance available to the Authority.	Monitored daily and records readily available for audit and interrogation.	
2.4	The Tenderer shall draft, prove and provide UMMS 'Data Alert' for CSS, Cluster Teams and Ships Staff as requested by the Authority.	'Data Alert' provided to the satisfaction of the Authority.	Data Alert' produced and available in UMMS within 2 calendar weeks.	
2.5	The Tenderer shall provide a newsletter to Ships staff and Cluster Teams with statistics, tips and changes.	Content to be agreed with the Authority.	Three times per year.	
2.6	The Tenderer shall update processes and desk instructions as requested by the Authority. The Tenderer shall recommend updates or improvements which may arise through their operation and knowledge of UMMS.	Processes and desk instructions changed and updated to the satisfaction of the Authority.	Within timescales agreed between the Tenderer and the Authority.	
2.7	The Tenderer shall collate all Authority proposed Requests for Change and present these at the quarterly meeting with the Authority.	List of RFC's provided to the satisfaction of the Authority.	At quarterly meeting.	

2.8	The Tenderer shall, as requested by the Authority, update UMMS with changes in posts and roles for current and new UMMS users.	UMMS kept up to date to the satisfaction of the Authority.	Within 24 hours of notification of a change.	
2.9	The Tenderer shall extract from UMMS all S2012s (approx 160 items per year) and shall distribute, monitor, hasten and feedback to the Ships when all action is complete.	All S2012s actioned to the satisfaction of the Authority.	S2012s extracted weekly and issues reported to the Authority by exception. S2012 status reported at quarterly meeting.	
2.1	The Tenderer shall resolve and answer UMMS feedback issues and queries (approximately 800 feedback items per year across 8 ships and with a peak of 200 items per ship when a ship is in an Upkeep year).	All UMMS feedback issues and queries resolved to the satisfaction of the Authority.	Significant issues reported to the Authority by exception. Volume and clearance of feedback issues reported at quarterly meeting.	Seek advice if required.
2.11	The Tenderer shall monitor and update RFA48 Equipment Numbers for new assets (approximately 10 per ship per year on average) and maintain the currency of the master RFA 48 Equipment Number file within all Ships.	Work completed to the satisfaction of the Authority	Ongoing	Seek advice if required.
2.12	The Tenderer shall liaise with Ships CEO's and Cluster Teams to ensure that they are content with the construct and operation of UMMS for their Ships.	To the satisfaction of the Authority.	On-going	
3	**DATA SUPPORT**			
3.1	a) The Tenderer shall visit all ships in the UK once per annum plus one pre deployment visit per ship as required to conduct 'health-check' duties including but not limited to providing ships staff with ad hoc training, rectification of data ambiguities and assessment of application performance. b) The Tenderer shall undertake additional ships visits to those detailed in a) above, either in the UK or abroad ,as requested by the Authority to conduct 'health-check' duties including but not limited to providing ships staff with ad hoc training, rectification of data ambiguities and assessment of application performance. c) The Tenderer shall email a report to the Authority's Nominated Representative on database condition and any issues that cannot be rectified immediately. d) Where performance issues are linked to DII requirements, the Tenderer shall notify and refer the issues to SCIS or BDUK for rectification.	a) and b) Health checks completed to the satisfaction of the Authority c) Report generated and emailed d) All DII requirements referred to SCIS or BDUK for action	 c) Within 10 working days of health-check visit d) Within 10 working days of identification of this type of performance issue.	The price for ship visits will be agreed under DEFCON 127 Edition 12/14 For Contracts Of Lesser Value and Contract Condition Amendments To Contract.

3.2	The Tenderer shall a) interrogate the databases to identify data and system errors. b) provide details and examples which allow generation of copy sets or scripts as appropriate to rectify confirmed data errors to the software provider. c) review all measurement data analysis. Validate Runtime jobs and measurement values, resetting assets when required. Identify and propose changes as applicable for each platform. d) identify and rectify all overdue jobs and overdue jobs in relation to job chains. e) The Tenderer may develop tools to assist in the processes at a) to d) above but this must be an 'off line' capability.	a) to e) 8 ships to be reviewed over a 6 week rolling period and update replicated out.	Report at quarterly meeting the status of the databases together with significant and ongoing issues.	For this SOR item, the Tenderer is authorised to act independently of the Authority but shall seek advice if required.
3.3	a) The Tenderer shall maintain and improve the accuracy and validity of UMMS data in discussion with Authority Cluster Teams, Ships staff and CSS as part of service provision continuity. b) The Tenderer shall apply changes agreed by the Authority.	a) All UMMS data is accurate and valid b) Changes implemented to the satisfaction of the Authority.	a) On-going b) Changes implemented within timescales agreed between the Tenderer and the Authority.	
3.4	Job completion is the responsibility of Cluster Team and Ship's staff . In exceptional circumstances the Tenderer shall be required to complete 'Jobs' as directed by the Authority.	'Jobs' completed to the satisfaction of the Authority.	'Jobs' completed within timescales agreed between the Tenderer and the Authority.	
3.5	The Tenderer shall assist with the compilation of 'Asset' reports and the implementation of this functionality when it is delivered to the MOD	To the satisfaction of the Authority.	Changes implemented within timescales agreed between the Tenderer and the Authority.	There is currently no forecast for the delivery of this is fuctionality.
3.6	The Tenderer shall: a) conduct routine data analysis to provide early warnings of issues before they reach serious safety or engineering margins; and b) provide analysis reports, including graphical output, to the Authority's Nominated Representative highlighting areas of concern and identifying ownership of specific issues. Areas to be examined include: Overdue jobs Jobs marked 'Not Done'. Jobs marked 'Not Done' but not confirmed 'Not Done' are to be referred to the Ship's CEO. Status of 'Defects'. Status of 'Concessions' Status of 'Work Package' & 'Work Package Candidate' areas	Routine data analysis and analysis reports provided to the satisfaction of the Authority.	The content and format of analysis reports shall be developed and agreed with the Authority's Nominated Representative within 3 months of contract award. Reports delivered monthly.	

4	DATA UPDATE			
4.1	The Tenderer shall be responsible for the triggering and scheduling of tasks and the maintenance tasks to asset links and shall liaise closely with Cluster Teams, Ship's Staff and the Maintenance Management Support Group (MMSG) if new maintenance is to be scheduled.	All scheduling completed to the satisfaction of the Authority	Report issues by exception and at the quarterly meeting.	
4.2	The Tenderer shall undertake the Non RCM updates to the RFA only studies in the Integrated UMMS Environment (IUE) and keep these up to date with current equipment fits and changes to maintenance.	Report significant on-going issues to the Authority by exception and provide a report detailing the volume and clearance of updates at the quarterly meeting.	Approximately 25 updates per week across 6 Ships.	This may involve the separation of RCM studies from the other common fleet studies where RFA maintenance is different from other platform classes. Advice and authorisation to be sought from the Authority as required.
4.3	a) The Tenderer shall liaise with MMSG and import the latest RCM maintenance to ensure the Ships remain in a 'safe' engineering state. All task scheduling and triggering is considered part of this activity. b) The Tenderer shall maintain databases at 'currency' through frequent 'in-depth' assessment of database scheduling and grouping in relation to RCM Analyses identified in the IUE. Repair of task to asset links within the scheduling area where these are in conflict with the links supplied by MMSG c) The Tenderer shall supply relevant information to Master Record Centre (MRDC) for input to Surface Ships Definition Database (SSDD) when there is an update to equipment fit. d) The Tenderer shall raise MMSG tasking forms to support the RCM RFA study change/update process. e) The Tenderer shall advise CSS and the cluster teams where new maintenance activities are required.	a) to e) 8 ships to be reviewed over a 6 week rolling period and update replicated out. c) Within 14 calendar days of information becoming available.	Report at quarterly meeting the status of the databases together with significant and ongoing issues.	For this SOR item, the Tenderer is authorised to act independently of the Authority but shall seek advice if required.
5	UPKEEP SUPPORT			

5.1	The Tenderer shall provide UMMS trained staff for post upkeep visits to identify new equipments fitted to platforms during upkeep period which have not had or been subjected to A&A action. Where an asset does not exist in UMMS but is identified by the Tenderer during ship visits as being fitted then these are to be raised with the SSDD for inclusion in the Asset hierarchy.	New assets not in UMMS raised with SSDD.	Average of 3 upkeep periods in each year.	This activity will require detailed ship knowledge and experience of commercial shipping. Full knowledge of all platform layouts and current equipment fit must be available from the UMMS Tenderer who must also have the ability to construct or propose new maintenance regimes for the equipments where necessary. The price for ship/cluster visits will be agreed under DEFCON 127 Edition 12/14 For Contracts Of Lesser Value and Contract Condition Amendments To Contract.
5.2	The Tenderer shall liaise with Cluster Teams to advise on work package compilation within UMMS and shall attend work package meetings as requested by the Authority.	Work completed to the satisfaction of the Authority	Average of 3 upkeep periods per annum.	The price for any visits will be agreed under DEFCON 127 Edition 12/14 For Contracts Of Lesser Value and Contract Condition Amendments To Contract.
6	**MISCELLANEOUS SERVICES**			
6.1	Miscellaneous Services. There may be a requirement for as yet unquantified work on the data as a result of for eample MoD Policy or Legistation change. The work may be extensive and outside the scope of routine management. Daily rates are to be quoted for this work.			The price for miscellaneous services will be agreed under DEFCON 127 Edition 12/14 For Contracts Of Lesser Value and Contract Condition Amendments To Contract.