**Annex A**

**for**

**LSMS/003 - Fleet General Stores**

**Statement of Support Requirements**

**Document Administration & Authority**

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**Introduction – Summary of Requirements**

1. The provision of a single Enabling Contract for the procurement of a wide range of Fleet General Stores managed by Maritime Spares (MS) in support of the Logistic Services Operating Centre (LSOC).
2. This requirement concerns the provision of spares, repairs and associated services for the following items within the Fleet General Stores Equipment Range:
3. DAS – Catering Equipment e.g. Tableware, kitchen utensils.
4. DAS and Electrical – Small Domestic Appliances e.g. Toasters, Kettles and Vacuum Cleaners.
5. DAS and GEH – Heaters and Heating Elements.

d. GEH – Cleaning Hardware e.g. Mops and Buckets etc.

e. GEH – Bathroom and Plumbing Fittings.

f. GEH – Meters, Gauges, Test Equipment and Test Kits.

g. GEH – Miscellaneous consisting of an eclectic mix of items from scaffolding poles and cement to Bosun’s whistles and handcuffs.

h. Lab Equipment e.g. Conical flasks and test tubes.

1. Polymers - Materials e.g. rubber sheeting.

j. Paints – Non warpaint e.g. Varnishes, deck screeds/coverings.

k. Ropes and Lashings.

l. Mechanical – Seals & Gaskets.

**Activity 1 – Service Management**

1. **Scope of Activity**
   1. Service Management defines the core operational framework under which the Contractor is best able to monitor and optimise the Services provided to the Authority to ensure that they meet our Customer’s requirements.
2. **Roles and Responsibilities of the Contractor**
   1. The Contractor shall be fully responsible for all aspects of the Contract including management of all work resulting from Activities 1 to 4. The Contractor shall establish and maintain the necessary technical experience and resources to define, conduct, place and manage sub-contracts covering any of the Activities.
   2. The Contractor shall nominate and maintain a permanent Project Manager (PM), who shall be in place by the date of contract award, and be responsible for the conduct of business for the duration of the contract. The PM must be suitably senior in the management organisation of the Contractor, hold appropriate delegations and authorisations to ensure both Key Performance Indicators and Performance Indicators are met.
   3. The Contractor shall identify from within its’ organisation key Finance, Commercial, Commodity Management, Technical and Quality Assurance (QA) personnel to act as Subject Matter Experts (SME) and to support and expedite the range of activities specified in this document. The Contractor shall identify this team of suitably qualified and experienced personnel (SQEP) and describe their respective specialist areas, roles, qualifications and experience. The key individuals shall include single Points Of Contact (POC) for technical and commodity support who will also be responsible for the progressing of orders during the normal working day.
3. **Contract Deliverables – Plans**
   1. The contractor shall deliver the required plans as detailed in Annex B3 to the Authority within the timeframes stated in the annex.
4. **Quality Management**
   1. The Contractor shall implement a Quality Management System (QMS) that meets at least the requirements of BS EN ISO 9001:2015 and is able to demonstrate that they have control of their processes. Quality Management (QM) is the process of ensuring that all the activities necessary to deliver a product that meets the Customers’ requirements are planned and are carried out effectively and efficiently. QM is focused not only on product/service quality but also on the means to achieve it. QM therefore uses quality assurance and the control of processes as well as products to achieve more consistent quality.
   2. Annex B4 – Quality Assurance Functional Requirement details the specific quality assurance activities relating to this contract.
5. **Risk Management**
   1. The Contractor acknowledges that any risk assessment, which has been, or maybe, undertaken in connection with this Contract, has been, or will be, a project management function only. Such risk assessment does not affect the legal relationship between the Parties. The process of risk assessment consists generally, including without limitation, the identification of (or failure to identify);
      1. Particular risks and their impacts; or

Risk reduction measure, contingency plans and remedial plans shall not in any way limit or exclude the recipient’s obligations under this Contract and shall be entirely without prejudice to the Authority’s rights, privileges and powers under this Contract and are not assumed by the result of any risk assessment process generally remain the risks of the Contractor and are not assumed by the Authority except to the extent that the Authority expressly and unequivocally accepts those risks under the Contract.

* 1. Annex B3 – Deliverable Plans Requirements details the specific risk activities relating to this contract.

1. **Safety & Environmental Management**
   1. The Authority must be made aware of any potential safety issues arising due to proposed changes/new design and should be informed of all measures required in order to limit the risk to safety and supply supporting evidence as required in order that a safety assessment/safety case can be conducted.
   2. Annex B5 – Safety & Environmental Management Functional Requirements details the specific Safety activities relating to this contract.
2. **Obsolescence Management**
   1. It is MOD policy to apply the procedures and processes within the DLF (exJSP 886) Volume 7 (Integrated Logistics Support) and Part 8.13 (Obsolescence Management). This requires the Authority to implement a proactive Obsolescence Management strategy unless it is clearly not cost effective to do so in accordance with IEC 62402:2007.
   2. Obsolescence Monitoring - The type and depth of monitoring and who will undertake the monitoring will depend on the Equipment, Asset or Spare, and will be jointly managed by the Contractor and the Authority. It is impractical and not economically viable to record and monitor every individual component for obsolescence. Therefore, where obsolescence monitoring is identified as a mitigation activity, the Authority will agree with the Contractor:
      1. the level at which the monitoring will be conducted (assembly, LRU, component

etc.);

* + 1. who will be doing the monitoring;
    2. how the monitoring will be conducted (tool, process etc.); and
    3. how the results will be collated and communicated (means & frequency).

### The Contractor shall notify the Authority the moment he becomes aware of any current or future supply concerns regarding materials within their planned period of use via an Obsolescence Notice Template (Annex M) which will define the issue, cause and a broad outline of what investigative work would be required to put in place a mitigation strategy.

### The Contractor shall resolve obsolescence issues affecting maintenance stores without seeking approval from the Authority where all the following criteria are met:

* + 1. Where there is no change to material specifications;
    2. Where there is no impact on fit, form, function;
    3. Where there is no impact on safety; and
    4. Where there is no impact on cost to the Authority
  1. The Contractor shall notify the Authority in writing of any actions taken under 7.4.
  2. Mitigation strategies may include, but are not limited to:
     1. supply an alternative part with equivalent fit-form-function;
     2. conduct a lifetime buy of current part;
     3. re-establishment of manufacture against the latest version of the drawings.
     4. The Authority will review the Obsolescence Notice and advise what action to take. The Contractor shall not undertake any work unless formally tasked in accordance with the process defined under Activity 4 paragraph 3.

1. **Configuration Management**
   1. The Contractor shall establish, document and maintain a Configuration Management system compliant with DEFSTAN 05-57 (Issue 5) which defines the configuration control processes to be followed throughout the Term of the Contract.
2. **Inventory Planning**
   1. The Authority will share with the Contractor on a quarterly basis, its forward inventory plan to allow the Contractor to plan his capacity (i.e. materials, tooling, workshops space, labour etc.) against the Authority’s anticipated future requirements.
   2. The inventory plan is not a commitment by the Authority and provides no guarantee as to the likely level of throughput to be ordered under the Contract.
3. **Asset Management Reporting** 
   1. In accordance with DEFCON 694 the Contractor shall be responsible for the provision of a report of assets held on behalf of the Authority and shall cover all repair work being undertaken by the Contractor or their designated sub-contractor. The Report shall be incorporated into the monthly Progress Report.
4. **Technical Assistance Agreements**
   1. Technical Assistance Agreements (TAAs) are key agreements established with Suppliers/Original Equipment Manufacturers (OEMs) to supplement and support service delivery.  TAAs are individually tailored to fit the Contractor’s needs and are governed around principles, philosophy and value statement(s) mutually agreed between the Parties.  TAAs or similar arrangements are to ensure that:
      1. Safety aspects of the equipment and its operation are maintained;
      2. Modification data will be kept up to date;
      3. Advice on repair and maintenance of the equipment is provided.
   2. The Contractor shall ensure that TAAs are established and maintained throughout the term of the Contract.
5. **NATO Codification**
   1. Technical data is required for all items specified in this Contract and not already in the NATO Codification System. The Contractor shall dispatch the data or arrange for dispatch of the data from sub-contractors or suppliers on request from the authority within 15 working days. The Contractor shall provide or arrange to have provided updated information regarding modifications; design or drawing changes to all items specified in this Contract in accordance with the provisions of DEFCON 117.
6. **Decision and Communications Structure**
   1. The Contractor shall produce a Communications Plan detailing the method of recording discussions and decisions between the Contractor and the Authority. The Communications Plan shall be submitted to the Authority for approval within 10 weeks of the date of contract award. The Contractor shall maintain this document throughout the duration of the Contract.
7. **Performance Management** 
   1. Performance management is a critical activity that will be used to evaluate the Contractor’s performance. and assist in determining the appropriate level of performance fee It will also generate information used by the Authority to monitor and maintain the availability of systems and equipment’s across the business. Therefore timely and accurate performance management information will be critical in supporting the outputs under this Contract.
   2. Performance under the Contract will be measured through a series of Key Performance Indicators (KPIs). These KPIs will measure performance.
   3. A Performance Indicator (PI) will also be used to measure quality under Activity 1.
   4. Both the PI and KPIs together with their associated targets are detailed within Annex D1 ( Performance Management Requirements) and Annex D2 (Performance Management Records).
   5. Performance and Financial Reporting - To enable the Contractor and the Authority to monitor both performance and financial activity, the Contractor shall provide a monthly Progress Report. Progress Reports shall be submitted within 10 working days after the end of each month covering the preceding calendar month. Monthly Progress Reports shall be issued in an electronic format for use with Microsoft Office Suite applications.
   6. The monthly Progress Report shall include but not be limited to:
      1. A statement on the status of each Activity, identifying any current or perceived problems and actions intended to resolve or mitigate these.
      2. For each relevant Activity: details of and progress on orders placed in the reporting period; to include, items and quantities ordered by NSN, prices invoiced, monthly and cumulative value of orders received.
      3. For each relevant Activity: details of and progress on deliveries due in the reporting period; to include where delivery took longer than contracted, when delivery was made and reason for delay
      4. For each relevant Activity: delivery forecasts for those deliveries expected to be missed in the next reporting period and the reasons for the delay;
      5. In respect of each Activity: A summary of all identified residual risks, risks resolved, solutions proposed and adopted.
      6. In respect of Activity 4: the status of each TAF.
      7. Details of parts where obsolescence issues have arisen, covering details of parts affected and potential options for continued support.
      8. A review of safety related issues, with mitigation and resolution proposals.
      9. Defective material/non-conformances.
      10. A graphical representation and numerical report of:
          * 1. The Authorities spend profile against each Activity (any further possible breakdowns to be agreed during contract startup) including spend ech line and against the Contract overall (figures to be ex VAT).
            2. Progress on any demands made by the Authority for the supply of non-patternised items.
            3. Opportunities identified within the supply chain to improve reliability of the Asset(s) or reduce lead times.
   7. Annex D1 – Performance Management Requirements details the specific performance management activities relating to this contract.
8. **Project Review Meetings**
   1. A joint Project Review meeting covering performance and financial matters will be held between the Contractor and the Authority at quarterly intervals after an initial startup meeting within 3 weeks of contract acceptance. Further interim meetings can be called by any party. The Project Review meeting will be chaired by the Authority with secretarial services provided by the Contractor. The Contractor will be responsible for drafting the agenda for all Project Review meetings and submitting it for agreement to the Authority 5 working days prior to all Project Review meetings. The Contractor will be responsible for drafting the Minutes of each project Review meeting and shall be submitted to the Authority for approval within 5 working days following the meeting being held. The Project Review meeting will be chaired by the Authority and held at the Contractor’s premises and Abbey Wood on an alternate basis, unless mutually agreed otherwise.
   2. The Project Review meeting shall address, but not be limited to, the issues captured within the monthly Progress Report.
9. **Transition to a New Contractor**
   1. One month prior to the Contract completion date, or contract termination, the Contractor shall ensure that copies of all items including, but not limited to source data, software files and data-bases which contain information generated and used in support of the Contract, are available for delivery to a successor contractor. If a successor contractor is nominated, there will be a hand-over period during which the Contractor shall complete current work and the successor contractor shall commence new work. The Contractor shall be required to liaise with the successor contractor during this period, the duration of which will depend on the amount of current work but shall not exceed the period stated in the Contract Conditions.

**Activity 2 – Supply Support**

1. **Scope of Activity**
   1. ‘Supply Support’ means the manufacture, procurement or the supply of Articles.
2. **Supply of Stock** 
   1. The Contractor shall be required to supply Articles when demanded by the Authority in order to mitigate the risks to Equipment availability arising from routine maintenance and unforeseen in-service failures.
   2. The Contractor shall be required to price and supply the Article(s) listed in the SoR (Annex C1) in accordance with Annex B1.
   3. There may be a requirement to add similar scope codified Articles not already within Annex C1 - Purchases during the term of the contract (for example, as a result of supersessions). When the Contractor receives such a request from the Authority, within 5 working days the Contractor shall accept or decline the Article for inclusion into the Contract. If declined, the Contractor must respond with full justification. If accepted the Contractor will then receive an emailed price enquiry from the Authority. Within 10 working days, the Contractor shall offer a firm price with a delivery lead time for initial supply to meet the demand and the item will be added to Annex C1. Where the Authority confirms that there is a prediction of continued usage, the Contractor will supply an enduring lead time and price for the remaining period of the contract. The Authority, on formal acceptance of the data will then supply an appropriate Order.

* 1. There will be a requirement to review the obsolescence Notice of Articles through separate tasking. These Articles have either been declared obsolescent, Supplier no longer trading or reference data obsolescent. The Contractor shall under Activity 4 paragraph 3 carry out a review of each article to confirm its status: (available/obsolescent/obsolete), detail actions to reinstate availability or deletion and/or source a suitable, technically compliant Fit, Form and Function replacement(s).
  2. The Authority, after receiving any obsolescent investigation proposals, will review and arrange for codification (if required). On formal acceptance by the Authority within 10 working days, the Contractor shall offer a firm price with a delivery lead time for initial supply to meet the demand and the item will be added to Annex C1. Where the Authority confirms that there is a prediction of continued usage, the Contractor will supply an enduring lead time and price for the remaining period of the contract. The Authority, on formal acceptance of the data will then supply an appropriate Order.
  3. The Contractor has scope to identify alternative sources for supply of Articles but the Authority must be informed immediately if there is any change in Form, Fit or Function or if the Article’s technical specification differs from that on UKNCB’s CSIS, or as a result or of anything of a novel or contentious nature. The Contractor shall seek formal approval from the Authority for use prior to fulfilling Supply.

**3. The Ordering Process**

3.1. Order(s) shall be placed by the Authority using the MODs Electronic Purchasing System interfaced with EXOSTAR (adopted by the Supplier) or the Suppliers own back-office system (tba). Each Order will include a system generated Order Number used for Invoicing, an NSN, Description, Quantity and Delivery Date required as a minimum. Each Order should be electronically acknowledged so that any future amendments if required can be received.

3.2. The lead time stated against each item will commence upon issue of the Order by the Authority **not** on receipt of order by the Contractor. The lead times for each article from issue of Order up to the date of delivery to the Authority, or its nominated agent, are contractually agreed and shall not be exceeded unless agreed by the Authority and confirmed IAW paragraph 3.3.

3.3. Should the Authority require any amendment to an acknowledged Order, the Authority shall use an amendment to the Order via the ePurchasing System to notify the Contractor accordingly. The Order Revision shall constitute a formal amendment to the Order. In the event of a partial or total cancellation, the Authority may be liable to pay reasonable cancellation costs incurred by the Contractor, subject to a limit of the value of the original requirement. The Contractor shall provide the Authority with a full breakdown of these costs within 20 working days from receipt of the Order Revision. In these instances any associated articles that are complete, part built, and/or parts that have been procured to meet the cancelled/amended Order should be vested in the Authority to meet future requirements. Details of the Articles and/or parts consigned shall be provided to the Authority at the same time as the Contractor’s breakdown of costs.

3.4. Where packaging standards are increased above the level defined within the Original Order, the Contractor shall submit a Firm Price quotation for any additional cost incurred to meet the new packaging standards before delivery and within 5 working days from receipt of any Order. No additional work beyond the original agreed Order shall begin until the Authority has authorised any additional costs.

3.5. When circumstances require the Article(s) to be diverted from the original Purchase Order consignment address direct to a Customer at a Purple Gate the Authority shall notify the Contractor via email and confirm the electronic Order’s “Note to Supplier” field if applicable. In the event that this requires the Contractor to deliver the items in accordance with DEFCON 621B then the Contractor shall submit a Firm Price quotation for any additional cost incurred within 1 working day from receipt of the amended Order. No additional work beyond the original agreed Order shall begin until the Authority has authorised any additional costs.

3.6. The Contractor shall dispatch Article(s) to the Consignee address detailed within the Order in accordance with DEFCONs 5J, 129J and accompanying DEFFORM 129J as per the T&Cs.

3.7. After delivery, the Contractor shall submit their invoice to DBS (Liverpool) electronically via the Contractors’ own MOD purchasing connectivity software (for example Exostar or other back office connectivity such as Exostar or EDI/VAN) in accordance with DEFCON 522J.

3.8. The Contractor shall supply articles to the specification and part number identified within the characteristics of the NATO Stock Number and description. The Contractor shall check the latest drawing issue state (using ISIS) and if different to that identified the Contractor is to notify the Authority to confirm the requirement. Where such specifications cannot be met, then the Contractor shall propose an alternative article using the process as detailed in Activity 2 para 2.7.

3.9. Where the Authority places an order for an article that has a shelf life then the Contractor shall ensure that the article has a minimum of 11/12ths of its shelf life remaining from the date of dispatch to the Authority or as agreed by the Authority if differing.

**Activity 3 – Equipment Upkeep Management**

1. **Scope of Activity**
   1. ‘Equipment Upkeep Management’ means the provision of Repair and Technical Requirements contained in Annex B1.
   2. ‘Articles’ means permanent spares requiring repair or refurbishment.
   3. Articles returned to the Contractor for repair or refurbishment shall, subject to their condition on receipt, be ‘Stripped, Surveyed and declared Beyond Economical Repair’ or ‘Stripped, Surveyed and Repaired’ in accordance with Annex B1.
   4. There may be a requirement to add similar scope codified Articles not already within tab Annex C1 - Repairs’ during the term of the contract. When the Contractor receives such a request from the Authority, within 5 working days the Contractor shall accept or decline the Article for inclusion into the Contract. If declined, the Contractor must respond with full justification. If accepted the Contractor will then receive an emailed price enquiry from the Authority. Within 10 working days, the Contractor shall offer a firm price with a delivery lead time for initial supply to meet the demand and the item will be added to Annex C1. Where the Authority confirms that there is a prediction of continued usage, the Contractor will supply an enduring lead time and price for the remaining period of the contract. The Authority, on formal acceptance of the data will then supply an appropriate Order.
2. **Repair and Refurbishment of Articles**
   1. Articles that are deemed repairable are specified in Annex C1 and as required will be forwarded by the Authority to the Contractor under an individual Repair Order, for repair to ‘serviceable not new’ condition and testing to the Manufacturer’s Commercial Standard.
   2. For the avoidance of doubt, the firm price agreed for each Strip, Survey and Major Repair Category as stated against the articles in Annex C1 shall be the total price payable by the Authority for all work required to effect the repair, irrespective of the condition/completeness of the Article when received by the Contractor; but subject to paragraph 2.2 of Annex B1. Firm Prices for further Repair Categories may be negotiated and added post contract award.
   3. The Contractor shall be required to account for the property of the Authority as defined in DEFCON 694.
   4. Modifications agreed by the Authority shall be incorporated by the Contractor at the time of the repair or refurbishment.
   5. The Contractor shall be responsible for shelf-life and maintenance of the data sheets for the Hazardous Stores Information System (HSIS) in accordance with JSP 515 of all equipment as identified in Annex C1.
3. **The Repair Ordering Process**
   1. Order(s) shall be placed by the Authority using the MODs Electronic Purchasing System. Each Order will include a unique Order Number used for Invoicing, an NSN, Description, Quantity required and Delivery Date Required as a minimum. Each Order should be electronically acknowledged so that any future amendments if required to the Order can be received.
   2. The Articles for assessment will be issued to the Contractor under Contract Work Item terms and should arrive at the Contractors works within 15 working days after the date of the Repair Order. In the event that the Article(s) do not arrive within the timescales stated, the Contractor shall notify the Authority immediately.
   3. Each Order for articles requiring repair under Annex C1 shall be raised at the agreed firm price for Strip and Survey assessment.
      1. If the Strip and Survey recommends that a full repair is achievable, the Authority shall revise the Repair Order to reflect the Firm Price agreed for Strip, Survey and Repair and the Repair is to proceed iaw the agreed Lead time as notified in the survey report.
   4. The Articles repair lead time stated against each item will commence upon agreement of a repair being authorised by the Authority.
   5. The lead times for each article from issue of Order up to the date of delivery to the Authority, or its nominated agent, are contractually agreed and shall not be exceeded unless agreed by the Authority.
   6. Should the Authority require any amendment to an acknowledged Order, the Authority shall use an amendment to the Order via the ePurchasing System to notify the Contractor accordingly. The Order Revision shall constitute a formal amendment to the Order. In the event of a reduction of quantity or cancellation, the Authority may be liable to pay reasonable costs incurred by the Contractor, subject to a limit of the value of the original requirement. The Contractor shall provide the Authority with a full breakdown of these costs within 20 working days from receipt of the Order Revision. In instances where the Order has been cancelled, any associated articles that are complete, part built, and/or parts have been procured to meet the cancelled/amended Order should be vested in the Authority to meet future requirements. Details of the Articles and/or parts consigned shall be provided to the Authority at the same time as the Contractor’s breakdown of costs.
   7. Where packaging standards are increased above the level defined within the Original Order, the Contractor shall submit a Firm Price quotation for any additional cost incurred to meet the new packaging standards before delivery and within 5 working days from receipt of any Order. No additional work beyond the original agreed Order shall begin until the Authority has authorised any additional costs.
   8. When circumstances require the Article(s) to be diverted from the original Purple Gate consignment address to a Customer direct, the Authority shall notify the Contractor via email. The Order amendment and the Authority’s confirmation will be by the use of the “Notes to Supplier” field. In the event that this requires the Contractor to deliver the items in accordance with DEFCON 621B then the Contractor shall submit a Firm Price quotation for any additional cost incurred within 1 working day from receipt of the amended Order. No additional work beyond the original agreed Order shall begin until the Authority has authorised any additional costs.
   9. The Contractor shall dispatch Article(s) to the Consignee address detailed within the Order in accordance with DEFCONs 5J, 129J and accompanying DEFFORM 129J as per the T&Cs.
   10. After delivery, the Contractor shall submit their invoice to DBS (Liverpool) electronically via the Contractors’ own MOD purchasing connectivity software (for example Exostar or other back office connectivity such as EDI/VAN) in accordance with DEFCON 522J.

**Activity 4 – Technical Services**

1. **Scope of Activity**
   1. The Contractor shall provide when tasked by the Authority, Technical Services (TS) within the scope of the definitions in this Activity 4, to afford for continuing availability.
   2. The Contractor shall provide Suitably Qualified and Experienced Personnel (SQEP) to carry out any such tasks authorised by the Authority. As far as is practicable, the Contractor should seek to ensure that the personnel deployed on a task remain the same throughout the period of that task.
2. **Technical Services**
   1. The Contractor may, as tasked, be required to support the following TS type activities:
      1. Obsolescence - To investigate component obsolescence and source appropriate replacement items to accommodate changes with minimal disruption to existing equipment and without compromising safety, system operation or functionality without the approval of the Authority.
      2. Integrated Logistics Support – To provide support for the development of ILS packages including technical publications.
      3. Safety Assessments – To assist with and/or participate in safety assessments, hazard assessments and the generation of the relevant safety case in accordance with JSP 430 and DEFSTAN 00-56 (Issue 4). The Contractor may be required to support a safety case for any new-to-service equipment;
3. **The Tasking Process**
   1. Tasks will be initiated by means of a formal Task Approval Form (TAF) a copy of which is enclosed as Annex G and consists of three parts:
      1. Part A: Proposal – sets out the Authority’s requirements and outputs of the task;
      2. Part B/B1: Proposition – sets out the Contractor’s solution, associated costs and FIRM price for the task;
      3. Part C: Internal Approvals – captures the internal approval of the task allowing formal authorisation to proceed.
      4. Part D: Completion – captures and records the Contractors confirmation that all work and deliverables have been satisfied.
   2. Each task will be allocated a unique and sequential reference number. Issue numbers will only vary where the TAF has been subjected to a duly approved amendment to the task.
   3. On receipt of a TAF with completed Part A, the Contractor shall complete Parts B and B1 and return it to the Authority within the timescale stated in the TAF. The Contractor's Firm Price quotation shall be broken down under the headings specified in the TAF at Part B1 and shall utilise the labour and travel/subsistence rates agreed under the Contract at Annex B4.
   4. Where the task, by exception, requires the Contractor to procure Assets or Spares, for example in support of a modification activity, the Contractor shall confirm that such costs have been secured competitively or where this has not been possible shall justify within their proposition as to the reasons why.
   5. Other than for those reasons set out at Para 3.8 below, the Authority shall in no way be liable for any costs incurred by the Contractor until such time as formal approval of the task and the agreement of costs have been provided by the Authority.
   6. Upon approval by the Authority at Part C, the Authority shall raise a Standard Purchase Order (SPO) which will be sent to the Contractor as the approval to commence work and enable payment upon the satisfactory conclusion of the task.
   7. Upon satisfactory completion of all activities authorised under the TAF, the Contractor shall complete Part D (Task Closure) and forward to the Authority for agreement. Following receipt by the Contractor of Part D signed by the Authority, the Contractor shall claim payment by raising an electronic invoice against the relevant SPO.
   8. In exceptional circumstances which requires the Contractor to operate at very short notice, for example over the course of a weekend, where it is not possible to fully prosecute the above process and agree a Firm Price in advance, authorisation for work to proceed may be given by the Authority Project Manager by email or, if outside normal hours, by telephone with an email confirmation on the very next working day. Such authorisations will include a Limit of Liability equating to a provisional price for the purposes of pricing under DEFCON 127 which, in any case, shall not exceed an equivalence of 48 man-hours plus any directly associated travel and subsistence costs.