



Ministry  
of Defence  
SACC DT



## **Schedule 9 - Contractor Statement of Requirement**

**Contract no. SACC \ 00059**

**Provision of PDS Industrial Support for Ship  
Shore Ship Buffer (SSSB) System**

### Amendment History

Issue No.	Details of Amendment	Amended By	Date
0.4	Draft version for review	<i>Redacted</i>	31 Jul 19
0.7	Revised draft	<i>Redacted</i>	21 Oct 19
1.0	Final	<i>Redacted</i>	30 Oct 19
2.0	Revised following Clarification Questions	<i>Redacted</i>	11 Feb 20
3.0	Updated at Offer of Contract	<i>Redacted</i>	24 Feb 20

### Approvals

Approvals	Name and Post	Signature	Date
Author	<i>Redacted</i>		
Programme Manager	<i>Redacted</i>		
Commercial	<i>Redacted</i>		
Engineering	<i>Redacted</i>		

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## 1. INTRODUCTION

### 1.1. Purpose of Statement of Work

The purpose of this Statement of Work (SoW) is to define the level of work to be carried out by the Contractor to provide Support to the Ship Shore Ship Buffer (SSSB) system. It covers the scope and content of the technical and management activities needed during the Contract and deliverables required for its completion.

### 1.2. Definition of Terms

The following convention in the use of the following words is applied to the requirements in this SoR:

- a. "Contractor" denotes the Company acting either on its own or as Prime or is under a contractual obligation to provide equipment or services to the Authority.
- b. "Authority" means the Secretary of State for Defence.
- c. "User" means No. 11 GP (AIR) BM Force
- d. "System" refers to the baseline configuration and subsequent changes and updates that are implemented by the contractor, the baseline will be agreed between the contractor and the Authority prior to the contract being let.

## 2. SUPPORT ARRANGEMENTS

### 2.1 The Support Contract will be defined in two parts:

- a. **Activities / Work Packages** - there will be a firm price for each financial year of the Contract.
- b. **Additional Activities** - In addition to the normal support, provided under Activities / Work Packages, the Authority may require the Contractor to undertake ad-hoc tasking to support SSSB.

### 3. ACTIVITIES / WORK PACKAGES

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
<b>3.1 - Project Management</b>						
3.1.1	<b>Project Management Services</b>	<p>The Contractor shall provide Project Management Services:</p> <ul style="list-style-type: none"> <li>a. For leading the technical directions of all project activities;</li> <li>b. For being responsible for co-ordinating and managing this agreement including the arrangement and execution of additional tasks.</li> <li>c. To allow the Authority to contact the project manager to discuss thoughts, issues, developments and concerns on an ad-hoc basis.</li> <li>d. For general project administration</li> <li>e. Ensure all RCUK personnel involved with any SSSB activities have</li> </ul>	<p>The Contractor shall appoint a suitable qualified and experienced person (SQEP) to act as the Project Manager and to act as the nominated interface with the Authority</p>	<p>A suitable qualified and experienced person (SQEP) to act as the Project Manager</p>	<p>As required for the duration of the Contract</p>	<p>Upon completion to the satisfaction of the Authority's Project Manager</p>

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
		and maintain suitable MoD Security Clearance				
3.1.2	<b>Project Management Plan (PMP)</b>	<p>The Contractor shall provide, maintain and update a Project Management Plan, which shall include:</p> <ul style="list-style-type: none"> <li>a. Contractor Project Team organisational structure, SQEP levels and responsibilities, including any sub-contractors</li> <li>b. Project Work Breakdown Structure</li> <li>c. Project Control and Execution</li> <li>d. Contractor Logistic Support Plan.</li> </ul>	<p>The SSSB Project Management Plan shall cover the following disciplines:</p> <ul style="list-style-type: none"> <li>• Support Management</li> <li>• Configuration Management.</li> <li>• Risk Management.</li> <li>• System Engineering.</li> <li>• Software Engineering.</li> <li>• Hardware Engineering.</li> <li>• Logistic Support Plan.</li> </ul>	Project Management Plan – MS Office formats	A draft PMP shall be provided 1 month after contract award a final copy to be provided within 3 months, reviewed and updated annually with the Authority	Authority approval of the Project Management Plan
3.1.3	<b>Project start up Meeting</b>	<p>A project start up meeting shall be held at MoD, Abbeywood (ABW) within the first 2 weeks following contract award to cover the future project work and to address any changes from the previous contract.</p> <p>The Contractor Project Manager, Senior Engineer and Commercial Officer shall attend</p>		The Contractor will act as Secretary to the meeting and provide the minutes in MS Office format	Minutes to be provided no later than 10 working days after the date of the meeting.	Completion of the Project start up meeting and Authority approval of the meeting minutes

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
3.1.4	<b>Master Data Assumptions List (MDAL)</b>	The Contractor shall provide, maintain and update a Master Data Assumptions List, which shall include, but not be limited to, contract assumptions, dependencies and exclusions structured in accordance with the output deliverables in the SoW		Master Data Assumptions List	The MDAL shall be provided 1 month after contract award and reviewed and updated as part of the Quarterly Progress Meeting.	Authority approval of the Master Data Assumptions List and approval of the meeting minutes and Actions Log at from the QPM
3.1.5	<b>Quarterly Progress Meeting (QPM)</b>	<p>The Contractor shall:</p> <ol style="list-style-type: none"> <li>a. Organise and facilitate 4 Quarterly Progress Meetings per year</li> <li>b. Act as secretary for the QPM and to record and distribute the meeting minutes</li> <li>c. The dates for the QPM will be agreed at the previous QPM</li> <li>d. The QPM meeting location will alternate between DE&amp;S Abbeywood &amp; the Contractor.</li> <li>e. The Contractor will issue the relevant documents 10 working days before the QPM</li> </ol>	<p>The contractor is required to attend and take minutes and record actions for the QPM and it shall include, but not be limited to:</p> <ul style="list-style-type: none"> <li>• Contractors Quarterly Progress Report</li> <li>• Previous actions update</li> <li>• Current in-service issues</li> <li>• Tasking progress</li> <li>• Commercial management</li> <li>• Security issues</li> <li>• Safety issues</li> <li>• Fault Investigations</li> <li>• Repairs</li> <li>• Obscelence management</li> <li>• Quality issues</li> <li>• GFA review</li> <li>• KPI performance</li> </ul>	<p>Secretarial Support to Meetings, production of minutes and actions list in MS Office formats.</p> <p>Meetings Action Log to be maintained by the contractor and shared with the Authority in MS Office format</p> <p>Relevant documents issued 10 working days before the QPM</p>	<p>As required for the duration of the Contract</p> <p>4 x Quarterly Progress Meetings per year</p> <p>Minutes and updated Actions Log to be provided within 5 working days after the date of the meeting.</p>	<p>Completion of the QPM and Authority approval of the meeting minutes and Actions Log</p>

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
		f. Relevant documents being; Agenda, Action Log, Contractors Quarterly Progress Report and previous QPM minutes	<ul style="list-style-type: none"> <li>• Utilisation of Core Engineering Hours</li> <li>• AoB</li> </ul> An additional follow up meeting following the QPM may be requested at the discretion of the Authority Project Manager			
3.1.6	<b>Quarterly Progress Report (QPR)</b>	The Contactor shall prepare and issue, as directed by the Authority, a Quarterly Progress Report (QPR). The QPR shall include, but not be limited to: <ul style="list-style-type: none"> <li>a. Progress of current tasking;</li> <li>b. Quality report;</li> <li>c. Safety report;</li> <li>d. Configuration Management report;</li> <li>e. Security report;</li> <li>f. Repairs</li> <li>g. Fault Investigation</li> <li>h. Obsolescence report;</li> <li>i. Risk Register and mitigation activities;</li> <li>j. Issues Log and mitigation activities;</li> <li>k. Performance against all KPIs</li> <li>l. ILS report</li> <li>m. Utilisation of Core Engineering Hours</li> </ul>		Quarterly Progress Report in MS Office formats	As required for the duration of the Contract  The report shall be issued to arrive no later than 10 working days prior to the Quarterly Progress Meeting.	Authority approval of the Quarterly Progress Report
3.1.7	<b>Quality Assurance</b>					

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
		<p>The Contractor shall maintain a suitably scoped (IT comms etc.) ISO 9001 QMS or recognised equivalent, certificated by a Certification Body that is accredited by UKAS or equivalent</p> <p>Quality assurance shall be reviewed at the QPM providing an update on any QA issues raised during the quarter at the QPM and in the QPR</p>	<p>The Authority may conduct audits utilising the MOD QA Representative. In these cases, the contractor will be notified in advance.</p> <p>The Contractor shall be responsible for maintaining Quality Assurance and provide details of audits undertaken.</p> <p>The contractor shall conduct Quality Assurance iaw AQAP 2110 Edition D – NATO QA Requirements for Design, Development &amp; Production</p> <p>Management of the quality of the software development process will be iaw AQAP 2210 Ed A Version 2</p>	<p>Valid ISO certificate or equivalent to be provided to the SACC DT with the Tender response.</p> <p>Quality Assurance Issues to be included in Quarterly Progress Report</p>	<p>Valid ISO certificate or recognised equivalent provided with Tender Response.</p> <p>As required for the duration of the Contract</p>	<p>Upon completion to the satisfaction of the Authority's Project Manager</p>
3.1.8	<b>Risk Management</b>	<p>A Contractors Risk Log is to be produced, maintained and reviewed at QPMs</p> <p>The Risk Log shall have risk mitigation actions in place with a view to eliminating or minimising risk.</p>		<p>Maintain Risk Log in MS format(s) detailing contractor risks, associated costs and mitigations. Provide the Authority with copies of the Risk Log</p>	<p>The Risk Log shall be provided within 1 month of contract award and then reviewed at each QPM.</p> <p>As required for the duration of the Contract</p>	<p>Authority approval of the Risk Log</p>

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
<b>3.2 - Security</b>						
3.2.1	<b>Security Expertise</b>	The contractor shall provide a Suitably Qualified Experienced and Person (SQEP) to manage SSSB security systems and processes	<p>The person(s) will be required to attend the Security Working Group and provide appropriate SME input to the security management of SSSB</p> <p>The Security SME will also provide an update to the RMADs and SyOps Security documentation</p>	The person(s) will be required to attend the Security Working Group and provide appropriate SME input to the security management of SSSB	As required for the duration of the Contract	Upon completion to the satisfaction of the Authority's Project Manager
3.2.2	<b>Security Management Plan (SMP)</b>	The Contractor shall provide a Security Management Plan to be updated yearly	This shall set out how the contractor will ensure the security of SSSB information, materials and documentation held by the contractor.	Security Management Plan in MS Office format(s)	A draft Security Management Plan shall be provided within 1 month of contract Award, a final copy to be provided within 3 months, reviewed and updated annually with the Authority	Authority approval of the Security Management Plan
3.2.3	<b>Security Working Group (SecWG)</b>	The contractor shall attend 1 Security Working Group per year and act as secretary and produce minutes for the SecWG	Provide for 1 SecWG per year to be held at MoD, ABW	<p>Act as meeting secretary for the Annual SecWG</p> <p>Produce minutes for the SecWG for the Authority's review in MS Office format</p>	<p>SecWG to be held within 6 months of contract award and annually thereafter</p> <p>Minutes to be provided within 10 working days after the date of the SecWG</p>	Upon completion to the satisfaction of the authority's Project Manager

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
3.2.4	<b>RMADS and SyOps</b>	The contractor shall provide the authority with and maintain the RMADS and SyOps for the SSSB system.	The contractor shall maintain the RMADS and SyOps and provide evidence to the Authority that the system meets the accreditation requirements.  Any additional security requirements will be subject to tasking.	Produce and maintain an up to date RMADS and SyOps in MS Office format(s)	The Contractor will provide an updated document set within 3 months of the Contract start  To provide the updated documents to the authority within 1 month of an update being requested.  As required for the duration of the Contract	Authority approval of the RMADS and SyOps
3.2.5	<b>Anti-Virus &amp; MS OS security updates</b>	The contractor shall provide the authority with and maintain the Anti-Virus and MS OS security updates for SSSB CAMS PCs	The contractor shall maintain the AV and MS Security patching and provide evidence to the Authority that the system meets the accreditation requirements.	Maintain up to date AV and security patching to a schedule agreed with the authority (Currently on a quarterly basis)	Provide evidence of compliance at the Quarterly Project meeting	Upon completion to the satisfaction of the Authority's Project Manager
<b>3.3 – Safety</b>						
3.3.1	<b>Safety &amp; Environmental Working Group Meeting (SEWG)</b>	Act as meeting secretary and minute an annual Safety & Environmental Working Group to review the SSSB System Safety case, the Safety and Environmental Management Plan and Hazard Log.	Provide for 1 SEWG per year to be held at MoD, ABW	Produce the minutes and actions in MS Office format(s) from the SEWG for the Authority's review	Minutes and actions to be distributed to the meeting attendees within 10 working days of the meeting being held  As required for the duration of the Contract	Completion of the Safety & Environmental Working Group Meeting and Authority approval of the meeting minutes and actions

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
3.3.2	<b>Safety and Environmental Management Plan (SEMP)</b>	<p>The Contractor shall:</p> <p>Produce and maintain a Safety and Environmental Management Plan (SEMP)</p>	<p>The SEMP shall comply with the safety standards defined in the Contract, and in accordance with its responsibilities under environmental legislation</p> <p>Contractors conformance for safety and environmental management may be found in</p> <p>Def Stan 00-056</p>	<p>Safety &amp; Environmental Management Plan (SEMP) in MS Office format(s)</p> <p>To be reviewed annually at the Safety &amp; Environmental Working Group</p>	<p>A draft SEMP shall be provided within 1 month of Contract Award, a final copy to be provided within 3 months, reviewed and updated annually with the Authority</p> <p>Updates to be completed within 1 month of the SEWG being held.</p> <p>As required for the duration of the Contract</p>	<p>Authority approval of the SEMP</p>
3.3.3	<b>SSSB Safety Case</b>	<p>The contractor shall:</p> <p>Maintain the SSSB safety case part 2 and update the document as and when required to ensure the safety of the SSSB system.</p> <p>The contractor shall review and comment/provide information as required on the Authority drafted Safety and Environment Case Part 3'</p>	<p>To update the document following the SEWG, potential changes to be reviewed at QPM</p>	<p>To be reviewed annually at the Safety &amp; Environmental Working Group</p> <p>SSSB Safety Case part 2 shall be updated following the SEWG, to be provided in MS Office format(s)</p> <p>A signed version is to be provided in Hard copy format.</p> <p>To notify the Authority in writing upon any</p>	<p>As required for the duration of the Contract</p>	<p>Authority approval of the SSSB Safety Case</p>

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
				significant change to the SSSB system that would require an update to the Safety case		
3.3.4	<b>SSSB Hazard Log</b>	The Contractor shall:  Maintain a Hazard Log as agreed at the SEWG	Hazard Identification shall be undertaken in accordance with SEWG meeting and e-Cassandra Hazard Log	Hazard Log in MS Office format(s) to be provided to the SACC DT PM and inputted into e-Cassandra  To be reviewed annually at the Safety & Environmental Working Group and at the QPM	As required for the duration of the Contract	Authority approval of the SSSB Hazard Log
<b>3.4 - Technical Support</b>						
3.4.1	<b>System Design</b>	The Contractor shall:  a. Act as the Design Authority for the SSSB system excluding the Link 11 Data Processor  b. Provide the authority with operation and maintenance manuals for SSSB.  c. To provide the Authority with updated documents when any amendment or change to the system takes place	Safe Custody and Maintenance of Reference Documentation in accordance with Contractors own internal processes.  An amendment is any change to the system hardware and software that will affect the functionality or maintenance of the system.	Review and update if required the SSSB system specification handbook.  Review and update if required the operation and maintenance manuals for SSSB	Provide the reviewed and updated document(s) to the authority within 1 month of contract award.  Updated documents shall be provided to the Authority within 1 month of any change to the system specification.  As required for the duration of the Contract	Upon completion to the satisfaction of the Authority's Project Manager

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
3.4.2	Documentation	<p>The Contractor shall:</p> <p>a. Be responsible for maintaining the master copies of documentation for the SSSB system, both hardware and software excluding the Link 11 Data Link processor. The master material shall be made available when required for amendment or any other actions</p> <p>b. Maintain a complete record of all drawings held and a cross reference between stores reference, NATO Stock Numbers (NSN) and Drawing numbers</p> <p>c. Raise and promulgate amendments to documents as and when required</p> <p>d. Maintain a record of manufacturing changes and authorised modifications to such documents as are affected</p> <p>e. Hold a set of reproducible documents for equipment for which the Contractor is responsible. These will define the design and build state of the equipment supplied</p>	<p>The documentation shall include preventative maintenance requirements for periodic electrical and safety checks/tests associated with the system in accordance to the latest Electrical Safety regulations applicable at the time of system delivery and installation</p> <p>Note that the checks/tests may be conducted by the Authority (or a representative of the Authority)</p> <p>The Contractor shall ensure that all necessary safety warnings and cautions have been included in all the Technical publications and training material</p> <p>The Operation, Administration and Maintenance documentation shall be delivered in PDF Format following Air Publication (AP) guidelines. The documentation will follow the AP coding system and be labelled with AP numbers</p> <p>The Authority will undertake uploading to Tech Docs On-Line (TDOL).</p>	<p>To be updated upon any change to the equipment or support activities</p>	<p>Provide evidence of the documents to the Authority within 1 month of contract award.</p> <p>To be reviewed annually via the QPM</p> <p>As required for the duration of the Contract</p>	<p>Upon completion to the satisfaction of the Authority's Project Manager</p>

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
		<p>f. Be responsible for ensuring the contents of relevant publications are complete and correct in all respects with regard to equipment modifications and changes to the security and safety aspects where appropriate</p> <p>The precise conditions for the provision of the above will be agreed by the Authority and the Contractor</p>				
<b>3.5 – Service Support</b>						
3.5.1	<b>Fault Reporting and Investigation</b>	<p>The contractor shall provide a suitable process for fault reporting and investigations 0800-1700 Monday to Friday (excluding Public and Bank Holidays)</p> <p>Excludes pre agreed Christmas / New Year shutdown period(s)</p>	<p>The contractor is to be available by telephone and email during any fault investigation</p>	<p>Maintain a Fault Reporting and Investigation System to include:</p> <ul style="list-style-type: none"> <li>• Contact details</li> <li>• Unique Identification number for each fault investigation</li> <li>• Initial response to all faults to be provided within one working day</li> </ul>	<p>As required for the duration of the Contract. The fault investigation reports shall be included in the QPR and the investigation reviewed at the QPM</p>	<p>Upon completion to the satisfaction of the Authority's Project Manager</p>

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
				<ul style="list-style-type: none"> <li>• Fault investigation report where required to be provided within 10 working days</li> <li>• Date fault investigation was raised and closed</li> </ul>		
3.5.2	<b>Obsolescence Management</b>	<p>The Contractor shall:</p> <p>Produce a plan, identify and monitor the areas of the equipment for obsolescence. Items identified as obsolete or becoming obsolete are to be notified to the Authority at the QPM</p> <p>The contractor is to inform the Authority of alternative items that may be available to overcome obsolescence issues.</p> <p>Replacement of obsolete items will be subject to an agreed Task Authorisation Form (TAF)</p>		<p>Obsolescence Management Plan in MS Office format(s)</p> <p>Inform Authority of any item obsolescence issues. Obsolescence to be reported in the QPM</p>	<p>As required for the duration of the Contract</p> <p>The Obsolescence Management Plan shall be provided within 2 months of contract award, a draft copy to be provided with Tender response</p> <p>Obsolescence issues to be monitored as an Agenda Item at the QPM.</p>	<p>Authority approval of the Obsolescence Management Plan and as part of the meeting minutes and Action Log from the QPM</p>
3.5.5	<b>SSSB Software Support</b>	The Contractor shall:	Detail patching schedule and method for installing patches	Post software update report in MS Office	As required for the duration of the Contract	Upon completion to the satisfaction of the

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
		<p>Maintain the existing software as applicable to the SSSB system. Ensure the software is patched as and when updates are released and in line with the security accreditation requirements, RMADS and SyOps</p> <p>This is limited to Windows and Antivirus and critical failures to existing software</p>	<p>on to the system. Identify method for patch testing prior to installation.</p>	<p>format to be provided to the Authority detailing the changes to software introduced by the patch.</p> <p>Update SSSB software documentation as necessary</p>	<p>Required as a result of a change to the system software version and addition of new features.</p>	<p>Authority's Project Manager</p>
3.5.6	<b>SSSB Hardware</b>	<p>The contractor shall:</p> <p>Maintain the existing hardware as applicable to SSSB equipment or when necessary and agreed with the Authority with appropriate equipment that is supportable for the duration of the contract</p> <p>Make any suitable recommendations should SSSB equipment be considered not fit for purpose if or when necessary with appropriate equipment that is supportable for the duration of the contract.</p> <p>Replacement of items considered not fit for purpose or where system changes are required will be subject to an</p>	<p>Fault diagnosis, solution, repair and replacement</p>	<p>Any maintenance activities to be included in the QPR and reviewed at the QPM</p> <p>.</p>	<p>As required for the duration of the Contract</p> <p>As required as a result of any faults occurring to the system</p>	<p>Upon completion to the satisfaction of the Authority's Project Manager</p>

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
		agreed Task Authorisation Form (TAF)				
3.5.7	<b>Spares Management</b>	<p>The Contractor shall:</p> <ul style="list-style-type: none"> <li>a. Provide the Authority with a list of all spare items held for SSSB and to include the identification of critical spares. Indicate the lead times for procuring replacement items.</li> <li>b. Implement a configuration control system that conforms to Def Stan 05-57 including associated documentation.</li> <li>c. Supply up to date information on the price of system components to the Authority on request for stock accounting purposes.</li> <li>d. Maintain the pool of spares at their own storage facilities within suitable environmentally controlled conditions and stored in suitable packaging</li> </ul>	<p>Def Stan 00-600</p> <p>Def Stan 05-057</p>	<p>Maintain a list of all the spare items held for SSSB with documentation in MS Office format.</p> <p>Provide the Authority with up to date information on the price of system components.</p> <p>Provide the authority with updated documentation.</p> <p>Include changes in the Quarterly Progress Report and in QPM minutes.</p>	<p>Provide the Authority with the information on the Configuration control system that is used.</p> <p>Reviewed at Quarterly Progress meetings.</p>	<p>Authority approval of the list of all spare items held for SSSB</p>

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
		<ul style="list-style-type: none"> <li>e. The Contractor shall inform the Authority of any special storage requirements for spares.</li> <li>f. Treat any spares held at contractor's facility as Government Furnished Assets (GFA) &amp; protect them as such.</li> <li>g. Electrostatic discharge or magnetically sensitive items shall be identified on packaging and suitably protected in accordance with the terms of the contract.</li> <li>h. Identify items that exceed a one-man lift</li> </ul>				
3.5.8	<b>Repairs</b>	<ul style="list-style-type: none"> <li>a. The Contractor shall manage all items for repair.</li> <li>b. The Contractor shall undertake a survey of all items returned for repair.</li> <li>c. Each survey request arising from the user shall be accompanied by an Equipment Fault Report (EFR). The EFR documentation shall contain the following</li> </ul>		<p>Completed Survey Report including ROM costs for repair or confirmation that item is considered Beyond Economic Repair (BER) to be provided within 20 working days.</p> <p>Where a survey is identified which merits a more in-depth investigation, the Contractor shall notify</p>	As required for the duration of the Contract	Upon acceptance of the Survey Report completed to the satisfaction of the Authority's Project Manager

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
		<p>information where applicable</p> <ul style="list-style-type: none"> <li>i. Platform Name or Registration Mark</li> <li>ii. Designation</li> <li>iii. NATO Stock Number and Description (if applicable)</li> <li>iv. Serial Number</li> <li>v. Symptom of Fault</li> <li>vi. Modification State (if applicable)</li> </ul> <p>All items returned for survey shall be kept on a Survey Log for the duration of the contract</p> <p>Following survey the Contractor shall submit a completed Survey Report including ROM price quotation for repair or confirmation that item is considered Beyond Economic Repair (BER) if the repair cost exceeds 75% of the value of the item.</p> <p>If a repair is not deemed viable then the Contractor shall issue the Authority with a firm price quotation for a replacement item</p>		<p>the Authority within 10 working days and the timeframes for responses to be agreed between the Contractor and the Authority on a case by case basis.</p> <p>If a repair is not deemed viable then the Contractor shall issue the Authority with a firm price quotation a replacement item.</p>		

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
		<p>Any repairs / replacements will be undertaken via an approved Tasking Form as detailed under Work Package 4.1.1</p> <p>Following on from the approval of a TAF by the Authority and received by the Contractor, the Contractor shall confirm the correct functioning of the item and be responsible for the collection and return of all system components</p>				

#### 4. Additional activities

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
<b>4 - Tasking</b>						
4.1.1	Tasking	<p>The Contractor shall provide;</p> <p>Ad-hoc tasking at the request of the Authority. The deliverables will be agreed via the ad-hoc tasking route on a case-by-case basis, with clear agreement between the Authority and the Contractor on the deliverable, its timing, costs and scheduling.</p>	<p>Should the Contractor be unable to deliver proposals and / or a TAF within the working days agreed then the Authority will be notified in writing ASAP with reasons</p>	<p>The Contractor shall;</p> <p>Provide a costed and scheduled TAF to the Authority within 20 working days following receipt of the TAF from the Authority.</p> <p>Where a TAF is identified which merits a more in-depth investigation, the Contractor shall notify the Authority within 10</p>	<p>As required for the duration of the Contract</p>	<p>Submission of the completed TAF to the satisfaction of the Authority's Project Manager within the timelines specified</p>

				<p>working days and the timeframes for responses to be agreed between the Contractor and the Authority on a case by case basis.</p> <p>All tasking activities carried out meet Quality Assurance criteria.</p>		
4.1.2	Emergency Call-Out Cover	Pre agreed and costed TAF to facilitate on site support for a single incident.	Pre costed completed Part A for Contractor completion of Part B within 2 working days of receipt from the Authority.	<p>Attendance at site will be within 2 days for UK mainland sites or within 3 days for UK non-mainland sites (i.e. Shetlands) from the date of the Contractors acceptance of Part B of the TAF.</p> <p>Allowance may be made for delay / cancellation due to inclement weather at non-mainland sites.</p>	As required for the duration of the Contract	Submission of the completed TAF to the satisfaction of the Authority's Project Manager within the timelines specified

## 5. Close of Contract

No	Work Package	Input Description	Guidance	Output / Deliverable	Required/Duration	Acceptance Criteria
<b>5 – Close of Contract</b>						
5.1.1	Close of Contract	<p>A Contract Close Down meeting between the Authority and the Contractor shall take place twenty (20) working days before the end of the Contract at the Authority's premises</p> <p>At Contract completion the Contractor shall forward a list of issued property still held</p> <p>Upon the acceptance and agreement by the Authority of the list of issued property prepare all items held at the Contractor's facility for collection by the Authority. All items shall be packaged in the appropriate packaging for transportation along with any required supporting documentation.</p>		<p>Contract Close Down meeting held</p> <p>At contract completion a list of issued property held provided to the Authority</p> <p>All items shall be packaged in the appropriate packaging for transportation along with any required supporting documentation within 28 working days of the Authority's acceptance of the list of issued property</p>	Close of contract	Completion to the satisfaction of the Authority's Project Manager.

## **References**

The references are provided here are for guidance only. It is incumbent on the Contractor to satisfy themselves that current Defence Standards are being adhered to

## **Defence Standards**

1. Def Stan 00-056 Parts 1&2 – Safety management Requirements for Defence Systems
2. Def Stan 05-057 – Configuration Management of Defence Material
3. Def Stan 00-600 Parts 1,2&3, ILS Requirements for MOD Projects.

## **International Standards**

4. ISO 9001 – 2000 Quality Manual, with Supplementary Requirements.
5. AQAP 2110 – NATO Quality Assurance Requirements for Design, Development and Production.
6. AQAP 2210 – NATO Supplementary Software Quality Assurance Requirements.