

SOR Line Item number	SOR Line Item requirement	09/01/2015	12/01/2015	03/01/2016	06/01/2016	09/01/2016	12/01/2016	03/01/2017	06/01/2017	09/01/2017	12/01/2017	03/01/2018	06/01/2018	09/01/2018
1.3.2.(i)	Organise, attend and provide secretariat and administrative support to the PFWG Weekly Meetingswhich shall be held in respect of each week during the Term no later than 2 BDs after the end of that week.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.2.(ii)	No later than 1 BD before each PFWG Weekly Meeting, provide the Required PFWG Weekly MI.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.2.(iii)	Issue minutes of the PFWG Weekly Meeting within 1 BD of the meeting	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.2.(iv)	Organise, attend and provide secretariat and administrative support to the PFWG Monthly Meetingswhich shall be held in respect of each month during the Term no later than 5 BDs after the required PFWG Monthly MI.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.2.(v)	No later than 7 BDs after the end of the month, produce the Required PFWG Monthly MI.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.2.(vi)	Issue minutes of the PFWG Monthly Meeting within 3 BDs of the meeting.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.2.(vii)	Organise, attend and provide secretariat and administrative support to the PFWG Annual Meetingswhich shall be held in respect of each year during the Term no later than 2 BDs after issue of the Required PFWG Annual MI.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.2.(viii)	No later than 7 BD after the end of the year, produce the Required PFWG Annual MI.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.2.(ix)	Issue minutes of the PFWG Annual Meeting within 1 BD of the meeting.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.3	Deliver the Daily Dashboard for each day to the Authority at 0800 on that day.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.4.1.1.(i)	Produce and maintain the Service Delivery Plan, review with the Authority at least annually, and deliver an agreed updated version by 31 March each year.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.4.1.1.(ii)	Produce a revised Service Delivery Plan within 20 BDs of any change agreed with the Authority.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.4.1.1 i - xvii	The Service Delivery Plan shall Include: i The strategic approach and plan for delivery of the Services, including; • the Strategic Objectives, including the contractual milestones • the HR strategy • the property & infrastructure strategy • the information systems strategy. ii standard operating procedures for Service Delivery, including: • integration services, including interoperability with the defence support chain • storage services • distribution services • commodity supply services iii asset management plan, including: service asset and configuration management plan in accordance the principles of through life management iv property management plan v HR plan vi quality management plan vii safety management plan viii environmental management plan ix risks, issues and opportunities management plan x security management plan that satisfies the security requirements set out in Schedule 30 (Security) xi information systems services management plan xii management information plan in accordance with Schedule 11 (Specified MI) xiii business continuity and disaster recovery plan xiv total support force plan xv benefits realisation plan xvi exit plan in accordance with Schedule 17 (Exit) xvii corporate social responsibility (CSR) plan The Transition Plan is to be separately identified and these are to be aligned to the Chapters in the finalised SDP.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.4.1.2.(i)	Deliver the Services in accordance with the Service Delivery Plan. This includes:	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.4.1.2. (ii)	Providing access for and every reasonable assistance to the Authority at zero (0)Business Days' notice to test the delivery of the Services in accordance with the Schedule 30.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.4.1.2.(iii)	Providing access for and every reasonable assistance to the Authority at five (5) Business Days' notice to audit the delivery of the Services in accordance with the SDP.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.4.1.2.(iv)	Reporting within 4 hours all: • actual, attempted or suspected breaches of security • environmental incidents • risks that have materialised together with mitigation or contingency action • health and safety incidents • occurrences of issues that are potentially harmful to the reputation of the Authority or DP	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.4.1.2.(v)	Implementing business continuity and disaster recovery plans to restore: (i) Immediate Demands within 24 hours of interruption. (ii) Priority Demands within 7 days of interruption. (iii) Routine Demands and all other affected Services within 14 days of interruption.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.4.1.2.(vi)	Maintain accreditation by the Military Aviation Authority for technical services	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.4.2.1	Provide complete, accurate and up to date Data and Management Information, including in accordance with the Service Delivery Plan and Schedule 11 (Specified MI), to allow the Authority to manage the Agreement at all times.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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1.6.1.1 (i)	Process all Immediate Demands for AMM and Commodities in accordance with the SPS, and ensure that each such Demand: (a) is met in full; (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	95.00%	95.00%	95.00%	95.00%	95.00%	95.57%	96.51%	97.31%	98.02%	99.07%	99.44%	99.50%	99.50%
1.6.1.1 (ii)	Process all Priority Demands for AMM and Commodities in accordance with the SPS, and ensure that each such Demand: (a) is met in full; (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	95.00%	95.00%	95.00%	95.00%	95.00%	95.57%	96.51%	97.00%	97.30%	97.70%	97.80%	98.00%	98.00%
1.6.1.1 (iii)	Process all Routine Demands for AMM and Commodities in accordance with the SPS, and ensure that each such Demand: (a) is met in full; (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	95.00%	95.00%	95.00%	95.00%	95.00%	95.57%	96.51%	97.00%	97.30%	97.70%	97.80%	98.00%	98.00%
1.6.1.1.(iv)	In respect of all Immediate, Priority and Routine Demands for AMM and Commodities to ensure that there are no Instances of Individual Supply outside personal scale and Entitlement.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.6.1.2 (i)	Deliver, in accordance with the SOR Line Item Requirement and the performance criteria set out in the Request, all on Request Services that are specified by the Authorised Demander as "Immediate"	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%
1.6.1.2 (ii)	Deliver, in accordance with the SOR Line Item Requirement and the performance criteria set out in the Request, all on Request Services that are specified by the Authorised Demander as "Priority"	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%
1.6.1.2 (iii)	Deliver, in accordance with the SOR Line Item Requirement and the performance criteria set out in the Request, all on Request Services that are specified by the Authorised Demander as "Routine"	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%
1.6.2.1 (i)	Operate the reverse support chain for all "Immediate" Returns of AMM and Commodities, in accordance with the SPS, and ensure that all Returns: (a) are receipted in full, (b) are fully comply with all relevant quality requirements and the Codes and Standards, (c) are delivered on time, and (d) are delivered to the correct location. This comprises all stages from collection from the Authorised Demander up to receipt at the destination.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 93%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 93%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 93%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 93%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 95%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 95%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 95%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 95%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 97%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 97%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 97%. Collections of items in the required quantity 100%. Container availability 100%.	Collections of stock ex works, depot and units to nominated stock reception area by required date on time 97%. Collections of items in the required quantity 100%. Container availability 100%.	99.50%
1.6.2.1 (ii)	Operate the reverse support chain for all "Priority" Returns of AMM and Commodities, in accordance with the SPS, and ensure that all Returns: (a) are receipted in full, (b) are fully comply with all relevant quality requirements and the Codes and Standards, (c) are delivered on time, and (d) are delivered to the correct location. This comprises all stages from collection from the Authorised Demander up to receipt at the destination.	93.00%	93.00%	93.00%	93.00%	95.00%	95.00%	95.00%	95.00%	97.00%	97.00%	97.00%	97.00%	98.00%
1.6.2.1 (iii)	Operate the reverse support chain for all "Routine" Returns of AMM and Commodities, in accordance with the SPS, and ensure that all Returns: (a) are receipted in full, (b) are fully comply with all relevant quality requirements and the Codes and Standards, (c) are delivered on time, and (d) are delivered to the correct location. This comprises all stages from collection from the Authorised Demander up to receipt at the destination.	93.00%	93.00%	93.00%	93.00%	95.00%	95.00%	95.00%	95.00%	97.00%	97.00%	97.00%	97.00%	98.00%
1.6.3.1 (i)	Ensure that for each UIN all Immediate Demands for AMM and Commodities are processed in accordance with the SPS, and that for each UIN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and that for each such Demand an acknowledged receipt by is obtained from the Authorised Demander.	N/A	N/A	N/A	N/A	95.00%	95.57%	96.51%	97.31%	98.02%	99.07%	99.44%	99.50%	99.50%
1.6.3.1 (ii)	Ensure that for each UIN all Priority and Routine Demands for AMM and Commodities are processed in accordance with the SPS, and that for each UIN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and that for each such Demand an acknowledged receipt by is obtained from the Authorised Demander.	N/A	N/A	N/A	N/A	95.00%	95.57%	96.51%	97.00%	97.30%	97.70%	97.80%	98.00%	98.00%

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1.6.4.1 (i)	Ensure that in respect of each NSN for AMM and Commodities all Immediate Demands are processed in accordance with the SPS, and ensure that for each such NSN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and. This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	N/A	N/A	N/A	N/A	95.00%	95.57%	96.51%	97.31%	98.02%	99.07%	99.44%	99.50%	99.50%
1.6.4.1 (ii)	Ensure that in respect of each NSN for AMM and Commodities all Priority and Routine Demands are processed in accordance with the SPS, and ensure that for each such NSN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and. This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	N/A	N/A	N/A	N/A	95.00%	95.57%	96.51%	97.00%	97.30%	97.70%	97.80%	98.00%	98.00%
2.1.1.1	Deliver an optimised storage solution ensuring that there is no deterioration or loss of items in store resulting from inappropriate storage conditions and taking account of: – safety split sites in accordance with Schedule 3 (<i>Codes and Standards</i>); – appropriate storage conditions as defined in the Product Specification for Specialised Materiel including environmental, temperature security, HAZMAT, Protectively Marked Materiel (PMM), ITAR and Attractive to Criminal and Terrorist Organisations (ACTO) requirements; – the provision of storage for bulk fuels; – the provision of storage for bulk gases, both for stock holding and at Authority sites, including portable (less than 25 litres) cryogenic vessels, in accordance with the Codes & Standards; – Segregation/Quarantine requirements.	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	100.00%
2.1.1.2 (i)	Provide storage for Contingent Stock brought together prior to deployment.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.1.1.2 (ii)	Monitor Contingent Stock Fill Status and report to the Authority on a weekly basis as part of the Weekly Performance Flash Report in accordance with Schedule 11 (Specified MI), or such shorter period as the Authority may notify as it works towards implementation of the Operational Plans.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.1.1.3 (i)	Provide environmentally controlled storage for master clothing patterns that ensures their condition is maintained, including a facility for conformance checking of production samples.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.1.1.3 (ii)	Ensure that there is no deterioration of the master clothing patterns.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.1.2.1	Schedule deliveries (including Returns and returning Loan Pool items) to the required location and ensure that appropriate arrangements are in place to receive them to ensure that at no time are there any scheduled deliveries waiting for access to any storage facility (whether owned, operated or controlled by the DP) as follows:	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.1.2.1 (i)	the Unloading of delivery vehicles shall commence within one hour of the scheduled delivery booking time; and	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%
2.1.2.1 (ii)	that Delivery vehicles shall be released within 45 minutes of the recorded materiel receipt time.	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%
2.1.3.1 (i)	Carry out the physical receipt of AMM and Commodities deliveries (including ex-works collections) and Returns in accordance with the Product Specification. Process and complete all documentation and/or electronic transactions to receipt the goods onto the system, track consignments, ensure clearance of invoices and close the Item record. Process Returns in accordance with the Codes and Standards.	99.20%	99.20%	99.20%	99.20%	99.50%	99.50%	99.50%	99.50%	99.75%	99.75%	99.75%	99.75%	99.75%
2.1.3.1 (ii)	Ensure that conforming AMM and Commodities received from trade, except those that are Priority Dues Out, are available for issue within 24 hrs.	99.20%	99.20%	99.20%	99.20%	99.50%	99.50%	99.50%	99.50%	99.75%	99.75%	99.75%	99.75%	100.0%
2.1.3.1 (iii)	Ensure that conforming AMM and Commodities received from trade that are Priority Dues Out are available for issue within 1 hour.	97.00%	97.00%	97.00%	97.00%	97.00%	97.58%	98.07%	98.50%	99.01%	99.54%	99.71%	99.99%	99.99%
2.1.3.1 (iv)	Keep all AMM and Commodities in storage conditions set out in their product specification at all times.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.1.3.1 (v)	Ensure that conforming AMM and Commodities Returns are available for issue within 5 BD (following repair if required).	96.5% in 25 BD's	96.50% in 25 BD's	96.50% in 25 BD's	96.50% in 25 BD's	94.00%	94.00%	94.00%	94.00%	96.00%	96.00%	96.00%	96.00%	98.00%
2.2.1.1 (i), (ii), (iii), (iv)	Inspect incoming AMM receipts from trade, including: (i) inspecting receipted goods as directed by the Authority (ii) inspecting and handling Specialised Materiel (iii) ensuring that there are no instances of failure with respect to storage and handling of Specialised Materiel taking immediate remedial action where relevant with Specialised Materiel as defined by the relevant process (iv) managing non-conforming receipts in accordance with the relevant Codes and Standards	90.00%	98.00%	98.00%	98.00%	99.00%	99.00%	99.00%	99.00%	99.50%	99.50%	99.50%	99.50%	100.00%
2.2.1.1(v)	Inspect incoming AMM receipts from trade, except those that are Priority Dues Out, and notify the Authority of non-conforming receipts within 5 BDs.	90.00%	98.00%	98.00%	98.00%	99.00%	99.00%	99.00%	99.00%	99.50%	99.50%	99.50%	99.50%	100.00%
2.2.1.1(vi)	Inspect incoming AMM receipts from trade and notify the Authority of non-conforming Priority Dues Out within 1 hour.	90.00%	98.00%	98.00%	98.00%	99.00%	99.00%	99.00%	99.00%	99.50%	99.50%	99.50%	99.50%	100.00%
2.2.1.2 (i)	Remedial action Notify the Authority for Priority Dues Out within 12 hours of any remedial action required to rectify non-conforming receipts If and when authorised to do so by the Authority, carry out the remedial action within the timescale agreed with the Authority.	90.00%	98.00%	98.00%	98.00%	99.00%	99.00%	99.00%	99.00%	99.50%	99.50%	99.50%	99.50%	100.00%