

Contractual Responsibilities

ID	Requirements Text	MoP
1	Security Management	
1.1	The Contractor shall manage Security Operating Procedures (SyOps) based on the ILT-D/UK-deployable ILT-D SyOpS as agreed by the Authority.	<p>The Contractor shall:</p> <ul style="list-style-type: none"> - Ensure all staff using ILT-D facilities (Contractor personnel, Units etc) are familiar with SyOps and that it is followed at all times. - Appoint a Security Officer for each ILT-D site to be responsible for all security matters pertinent to the security of ILT-D. - Be security cleared in accordance with the Authority endorsed ILT-D/UK-deployable ILT-D Risk Management Accreditation Documents (RMAD) or Security Case(s) and SyOps where Security Clearance is required the Authority is to act as sponsor for the vetting application. The Contractor shall maintain the RMAD or Security Case(s) in conjunction with the MoD. - Ensure that all personnel employed by the Contractor or Sub-Contractors that are based at, or are a frequent visitor to the sites, to have as a minimum Security Clearance (SC) in order to obtain an unescorted pass, contractors with only Baseline Personnel Security Standard (BPSS) will need to be escorted at all times whilst on site. - Ensure that personnel employed by the Contractor or Sub-Contractors, display the pass issued at all times whilst on site. <p>First issue of the updated RMAD's or Security Case(s) shall be available one (1) month prior to CA to all parties. Thereafter, the RMAD's or Security Case(s) shall be updated and available to all parties within ten (10) business days of any significant changes or any significant milestones along with an updated version of the SyOps.</p>
1.2	The Contractor shall comply with MoD's Cyber Security risk requirements for the contract.	The Contractor shall complete a Supplier Assurance Questionnaire (SAQ) (CD 4) and obtain a Defence Cyber Protection Partnership (DCPP) result (included with CD 4) which shall be provided along with the bid. If required depending upon the DCPP result the Contractor shall complete a Cyber Implementation Plan (CIP) along with the above submission for CD 4.
1.3	The Contractor shall deliver a Security Management Plan (CD 3) which shall detail aspects of security management that they will deliver.	First issue of the document shall be after one (1) month of Contract Start date to the APM. The APM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months. Thereafter, the Contractor shall deliver to the APM within ten (10) business days of any significant changes or any significant milestones, an updated version of the document.
2	Reporting And Documentation	

2.1	<p>The Contractor's Reliability Reporting shall be defined as: Equipment issued for a ILT-D event in accordance with this SOR which is able to perform as required without failure, for a given time interval, under given conditions, i.e. remains fully operational throughout the ILT-D Event and is able to complete it.</p> <p>The Contractor's ILT-D Event shall:</p> <ul style="list-style-type: none"> - Have a stated Start Time and End Time as specified by the Authority Representative. - Comprise a number of Days, where the number of Days shall equal the number of Days between the Start Time and End Time of a ILT-D Event. <p>For each ILT-D Event, booked Equipment which is deemed to be Reliable, shall be issued by the Contractor:</p> <ul style="list-style-type: none"> - To each individual being trained who requires booked Equipment and the individual shall be referred to as Instrumented Player; and / or - For each vehicle which requires booked Equipment and the vehicle shall be referred to as Instrumented Vehicle. - The Total Instrumented Players and Total Instrumented Vehicles for a ILT-D Event shall be calculated as the aggregate of the Total Instrumented Players on each day of that ILT-D Event plus the Total Instrumented Vehicles on each day of that ILT-D Event. 	<p>The Contractor's Reliability shall be measured for:</p> <ul style="list-style-type: none"> - For each Equipment Group for each Day of a ILT-D Event. - By reference to the number of Instrumented Losses calculated in accordance with section 5, ID 2.3 below of this Schedule on each Day of the ILT-D Event, from the Start Time to the End Time. - Each Equipment Failure shall count as one (1) Equipment Failure.
2.2	<p>The Contractor shall calculate the number of Instrumented Losses on each Day of a ILT-D Event. Instrumented Losses will be deemed to have first occurred on the Day they are first reported.</p>	<p>This shall be the total of:</p> <ul style="list-style-type: none"> - The number of Instrumented Player Losses, being the number of Instrumented Players who suffer one (1) or more Equipment Failure(s) of Equipment booked by the Authority and issued to the Instrumented Player on each Day of a ILT-D Event or Training Phase; - The number of Instrumented Vehicle Losses, being the number of Instrumented Vehicles which suffer one (1) or more Equipment Failure(s) booked by the Authority and issued for the Instrumented Vehicle on each Day of a ILT-D Event; and - All Instrumented Players and / or Instrumented Vehicles involved in a ILT-D Event for that Day where Equipment booked by the Authority suffers one (1) or more Equipment Failures.
2.3	<p>At the end of each ILT-D Event, the Contractor shall calculate the Total Instrumented Losses for that ILT-D Event.</p>	<p>This shall be in accordance with the following formula: Total Instrumented Losses = \sum For each Day, the number of Instrumented Losses for that Day + Repeat Instrumented Losses.</p>
2.4	<p>The Contractor shall advise the Authority of the Total Instrumented Losses calculated for each ILT-D Event.</p>	<p>The Contractor shall provide this information as part of the PXR's and shall also be reported in monthly MI schedule.</p>
2.5	<p>The Contractor's Reliability performance shall be reported and delivered as part of the Appendix 1 to Annex B - Management Information requirement.</p>	<p>The Contractor shall submit Reliability reports to the Authority for all storage/training sites in accordance with the MI Schedule as per Appendix 1 to Annex B to TSSP/143 (ILT-D) to the Contract (CD 8). A cumulative list of losses shall also be discussed as part of QPM's.</p>
2.6	<p>The Contractor shall generate a Contract Work Breakdown Structure (CWBS) and Dictionary (CD 43) to ensure intended scope is captured in the contractors baseline.</p>	<p>The Contractor shall deliver first issue of Contract Work Breakdown Structure (CWBS) and Dictionary (CD 43) within one (1) month of contract start date. The Contractor shall deliver to the APM within ten (10) business days of any significant changes or any significant milestones, an updated version of the CWBS.</p>
3 Support To Meetings		

3.1	The Contractor shall manage meetings and the Contractor shall review and provide input to the Authority on all calling notices and agendas and agree with the Authority all meeting attendees.	<p>The Contractor shall:</p> <ul style="list-style-type: none"> - Support up to four (4) QPMs per contract year and shall provide secretarial support for recording as well as ensuring an appropriate level of attendance. - Support technical service meetings as required and shall provide secretarial support for recording as well as ensuring an appropriate level of attendance. - Produce and distribute minutes of previous meetings within ten (10) business days of the meeting whereby the Authority shall review and approve. - Produce a consolidated site report as part of the QPM slide pack for all storage/training sites. The consolidated site report shall contain Equipment availability, Maintenance periods, Hitting Training KPI's, Performance statements for Usage, System issuance, repair orders, Trends, New equipment, Quality, Training/Cadres, etc. for all the training held at various locations.
4 Risk Management		
4.1	The Contractor shall manage the risks and opportunities to project delivery by implementing and following a Risk Management Plan (RMP) (CD 10) which conforms to Association of Project Management standards (or equivalent). This will be shared with the Authority for information.	The Contractor shall deliver the initial draft of the RMP (CD 10) with the bid. First formal release of the RMP (CD 10) shall be within one (1) month of Contract start date. Thereafter, the Contractor shall deliver to the Authority within ten (10) business days of any significant changes or any significant milestones, an updated version of the RMP.
4.2	The Contractor shall manage the risks by producing and maintaining a risk register (CD 11). The Contractor will ensure the risk register is International Standards Organisation (ISO) 31000:2018 (or equivalent) compliant; identifying probability and impact of each risk and inputted into Active Risk Manager (or equivalent risk management tool).	The Contractor shall deliver the initial draft of the Risk Register (CD 11) with the bid. First formal release of the Risk Register (CD 11) shall be within one (1) month of Contract start date. Thereafter, the Contractor shall deliver to the APM within ten (10) business days of any significant changes or any significant milestones, an updated version of the Risk Register.
4.3	The Contractor shall manage the risks by conducting monthly internal reviews of all risks, issues and opportunities.	The Contractor shall also provide the Authority with an update of the top ten (10) risks to the project at Progress Review Meetings and annual Project Review Meeting.
4.4	The Contractor shall manage any additional risks derived due to changes to training requirement or for PDS taskings such as transportation, storage, security, customs, etc. shall be added to the risk register along with associated performance, time and cost impacts.	The Contractor shall deliver updated risk register to the APM within ten (10) business days of any such event.
5 Management Activities		
5.1	The Contractor shall conduct the transition of services from the current DFVES Contract (TSSP/123) to this ILT-D contract (TSSP/143).	The Contractor shall ensure the transition from one contract to another shall be seamless and shall not pose any risk for the delivery of training as required by the Authority.
5.2	The Contractor shall submit MI reports.	<p>The Contractor shall submit reports in accordance with Appendix 1 to Annex B to TSSP/143 (ILT-D) (Management Information) (CD 8) including but not limited to as mentioned below:</p> <ul style="list-style-type: none"> - Risk Register - Management Information Report - Utilisation Report - Post Training Report - Reliability Report - PDS Activities Tracking Report - Site Availability Report - Usage Report and Graphs - Incentive, KPI & AM&N Claims Report - Obsolescence Management Report - Rectification Plan - Incident Repair Order Form
5.3	The Contractor shall collate IR's from all in-service ILT-D and ancillary equipment and analyse such information to identify defect trends.	The Contractor shall compile such trends into a report to be included in the Management Information Report to enable their discussion in the QPM. Liability cost for incidents raised shall be sentenced in agreement with the Authority.
5.4	The Contractor shall audit the inventory of ILT-D GFE at each storage/training site.	At the start of the contract and then annually in accordance with the dates agreed by the Authority.
5.5	The Contractor shall review and update the Publications, User Guides and Instructor Manuals (CD 12).	The contractor will arrange for any updates and amendments to publications such as, user guides, instructor manuals, etc., (CD 12) to be conducted at a minimum once per contract year: the exception to this is urgent safety amendments.
5.6	The Contractor shall maintain a set of drawings for those platforms, where ILT-D ancillary location equipment has been adapted under UK Government Contracts.	The contractor will arrange for any updates and amendments to drawings, etc., (Included in CD 12) as applicable to be conducted at a minimum once per contract year: the exception to this is urgent safety amendments.
5.7	The Contractor shall provide a Help Desk with a valid dedicated software support E-mail address.	Guaranteed response required within the next working day.

5.8	The Contractor shall provide annual software updates (including urgent security patches) including all corrected defects and improvements that are initiated from the users of the products worldwide. New functionality is not automatically included in the annual updates but may be offered as PDS tasks for the Authority's consideration.	Once per Contract year.
5.9	The Contractor shall provide to the Authority T&S Rates Card in accordance with Annex G to TSSP/143 (ILT-D) of the Terms and Conditions, for the additional support not captured in this SOR. For example; installation outside of core requirement, or fault analysis.	Rates card provided for entire contract duration including option years.
5.10	The Contractor shall give quick support and fault analysis for the equipment delivering training.	The Contractor shall maintain an updated reference platform of the delivered configuration to be able to give quick support and fault analysis.
5.11	The Contractor will support AARs for ILT-D Events requested by the Authority using relevant technology.	The Contractor will support AARs by utilising the latest and compatible AAR software and Operating Systems. When the software and Operating Systems become available for future versions, upgrade and setup shall be offered in the annual upgrade, at no extra charge.
6 Safety & Environmental Management		
6.1	The Contractor shall be responsible for ensuring compliance with all statutory legislation.	This shall include arranging any necessary approvals or certification from the competent authorities and providing such documents to the Authority in a timely manner.
6.2	The Contractor shall develop a Safety and Environmental Management System (SEMS) to enable the direction and control of the activities necessary to meet Safety and Environmental requirements, sustainable procurement and policy objectives.	The Contractor's SEMS shall incorporate the Authority's Project Orientated Safety Management System (POSMS) and the Project Oriented Environmental Management System (POEMS) which are used to identify, design out and manage safety and environmental compliance at all stages of the Concept, Assessment, Design, Manufacture, In-Service, Disposal (CADMID) cycle.
6.3	The Contractor shall comply with the Authority's Safety and Environmental Management Plan (SEMP), as per Appendix 4 to Annex A to TSSP/143 (ILT-D) to the Contract.	This shall be used to set out and record the safety management arrangements for the SEMS.
6.4	The Contractor shall deliver Safety and Environmental Management Plan (CD 2) which shall detail aspects of safety and environment to confirm adherence to the regulations as required by the contract.	First issue of the document shall be after one (1) month of Contract Start date to the APM. The APM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months. Thereafter, the Contractor shall deliver to the APM within ten (10) business days of any significant changes or any significant milestones, an updated version of the document.
6.5	The Contractor shall support environmental and safety panels and working groups associated with the contract and its outputs and deliverables.	<p>The Contractor shall support:</p> <ul style="list-style-type: none"> - The Authority's Project Safety and Environmental Panels (PSEP) with appropriate Subject Matter Experts (SMEs) on not more than two (2) occasions per annum; - Safety and Environmental Working Groups (SEWG) required to support the Safety and Environmental process and approvals. <p>The Contractor shall facilitate and provide status reports at each PSEP which includes those personnel with Safety Management responsibilities and other stakeholders with relevant specific knowledge or Subject Matter Expertise. This committee shall manage Hazard Identification, Sentencing and Risk Assessment.</p>
6.6	The Contractor shall support the Authority's Safety and Environmental Case to confirm that the system is safe; that Safety and Environmental risks have been reduced to 'As Low As Reasonably Practicable' (ALARP) or Best Practicable Environmental Option (BPEO) and that all the necessary arrangements are in place, including limitations if necessary, to ensure the proper and safe operation and support of the system on its introduction into service.	The Contractor shall ensure that the methodology for achieving ALARP and BPEO is clearly documented in their outputs and that all ALARP statements presented are evidence based and commensurate to the level of risk posed, as agreed with the Authority.
6.7	<p>The Contractor shall develop and deliver a Safety and Environmental Case Report (SECR) Part 2 (CD 13) along with Safety Case (CD 14) that demonstrates all the project's systems are safe, fit for use and have been developed in accordance with the latest issues of DEFSTAN 00-35, DEFSTAN 00-056, DEFSTAN 00-051 and DEFSTAN 00-055, Defence Standards Authority (DSA)-02-Defence Land Safety Regulator (DLSR)-Land Systems Safety Regulator (LSSR) and DSA-03-DLSR-LSSR (Land System Safety and Environmental Protection) or equivalents.</p> <p>The Safety Case (CD 14) shall include consideration of environmental issues (i.e. inclusion of Material Safety Data Sheets etc.), a BPEO assessment, Environmental Features Matrix, Environmental Impact Assessment and POEMS assessment for sustainable procurement.</p>	First issue of the documents shall be after one (1) month of Contract Start date to the APM. The APM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months. Thereafter, the Contractor shall deliver to the APM within ten (10) business days of any significant changes or any significant milestones, an updated version of the documents.

6.8	<p>The Contractor shall support the Authority to develop and maintain a Hazard Log, to be issued to the Authority's Project Manager.</p> <p>The Contractor shall identify the tools and techniques that will be used to identify hazards and mitigations.</p>	<p>This shall be managed within the eCassandra software and shall include:</p> <ul style="list-style-type: none"> - The safety and environmental risks associated with the system and encompass all information obtained from PSEP meetings, it will be the central control and reference document for assessing the safety characteristics of the system and it will provide traceability of the hazard management process; - The associated mitigations (controls) with their implementation status, action plan, (if they have not been implemented) accident, probability and environmental selection; - Hazards associated to the specific components or generic across the project.
6.9	The Contractor shall support the Authority to produce a SECR and supporting body of evidence, in accordance with DEFSTAN 00-056 DEFSTAN 00-051 and DEFSTAN 00-055 or equivalents, which provides justifiable confidence that the Safety and Environmental Case is comprehensive and that the expected progress is being made on planned mitigation activities.	The Contractor shall deliver the first formal release to the Authority within one (1) month of Contract Start Date. The Authority has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. Thereafter, the Contractor shall deliver to the Authority within ten (10) business days of any significant changes or any significant milestones, an updated version of the SECR.
6.10	During the life of the Contract, the Contractor shall support the Authority's activities in maintaining and supporting the Part 3 (operation and support) SECR.	The Contractor shall, when requested, attend Safety and Environmental working groups/committees/panels and provide such information as necessary to ensure the continued ALARP status of the system.
6.11	The Authority reserves the right to, at any point in the Contract, appoint an Independent Safety Auditor with the full scope and rights defined in DEFSTAN 00-051, DEFSTAN 00-056 and DEFSTAN 00-055 or equivalents.	The Contractor shall support the audits conducted by the Independent Safety Auditor at any point in the contract.
7 Services		
7.1	The Contractor shall fully participate in the process of continuous, regular, and diligent monitoring and advise how the delivery of the service can be improved.	For any significant changes or improvements, feedback shall be provided to the APM as detailed in Box 2 of the DEFFORM 111 or designated Authority representative within 24 hrs.
7.2	The Contractor shall allow the Authority to carry out relevant checks/inspections to ensure adherence to other support regulations by external agencies, i.e., fire, health, and safety, etc. Where possible the Contractor will be given advance notice of such requirements.	The Contractor shall support the checks/inspections conducted by the Independent or external agencies at any point in the contract.
7.3	The Contractor shall ensure that they provide appropriate levels of staffing to provide the services required within the contract.	The Contractor shall ensure that all staff are Suitably Qualified and Experienced Personnel (SQEP) to provide the services required.
7.4	The Contractor shall establish a Logistics Management Information System (LMIS) database (CD 1) to hold various data including, but not limited to, administrative information, a repair and maintenance log and stores.	The Contractor shall deliver the initial draft data to the APM within one (1) month after Contract start date. The APM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months. Thereafter, the Contractor shall deliver to the APM within ten (10) business days of any significant changes or any significant milestones, an updated version of the LMIS.
8 Fire Procedures		
8.1	The Contractor shall comply with all local fire regulations at all locations where the Contractor operates as part of this contract, this shall include the point of training delivery, storage locations of the equipment, etc.	The Contractor shall comply with local fire regulations and any health and safety regulations such as the Health and Safety at Work Act 1974 in UK, including emergency evacuation procedures called by the Authority.
8.2	The Contractor shall be responsible for ensuring that where regulations require fire extinguishers, suitable fire extinguishers are always provided across the Contractor controlled sites and maintained to the appropriate standards as detailed in the UK Regulatory Reform (Fire Safety) Order2005.	The Contractor shall be responsible for ensuring that fire safety equipment certification is undertaken by the relevant MoD fire officer for all fire extinguishers provided under the Contract or supplied by the MoD for use in ILT-D facilities in accordance with local regulations.
9 Performance		
9.1	The Contractor shall measure performance in accordance with KPIs at Annex B to the Contract.	The Contractor shall submit reports to the Authority in accordance with the MI Schedule as per Appendix 1 to Annex B to TSSP/143 (ILT-D) to the Contract.
10 Integrated Logistic Support (ILS) (Incl. Obsolescence Management)		
10.1	The ILS section should be read in conjunction with the Authority's ILS Plan.	The Contractor shall demonstrate their commitment to, understanding of, and approach to ILS through their response to the SOR and the ILSP (CD 7). Draft ILSP shall be issued to the APM within 1 (one) month after Contract start date. The APM has the right to return with comments within 30 (thirty) business days. In response, the Contractor shall uplift and deliver a final issue of the document within 20 (twenty) business days, with first formal release within 4 months.

10.2	ILS Meetings/Reviews - ILS Reviews/Meetings shall be included as part of the ILT-D Project Reviews and an agenda item at the QPM. These reviews shall address both ILS management/technical issues.	The scope of ILS Reviews/Meetings shall include, but not necessarily be limited to, system availability, reliability, testability, maintainability and supportability characteristics, support policy, maintenance planning, support and test equipment, training and training support, manpower and personnel, technical documentation, supply support, facilities, Packaging, Handling, Storage & Transportation (PHS&T), Human Factors Integration (HFI) and support-related aspects of ITEAP.
10.3	Assurance, Evaluation and Acceptance	The Contractor shall ensure that all Logistic and Support is in place and ready for the Logistic Support Date (LSD) or Contract Start Date (as applicable), activities to provide assurance that the system(s) is supportable, including all the necessary operational and support documentation, tools and test equipment and covers all ILS elements including but not limited to inventory analysis, stock staking, spares, STTE and operation and maintenance documentation.
10.4	Spares Modelling Requirements:	
10.4.1	Spare Parts documentation shall be required for all new additional spares, not for existing Spares.	The Contractor shall provide this documentation for new additional spares at the start of the contract if known, if not it shall be provided as and when a new spare has been identified.
10.4.2	The Contractor shall demonstrate, by the use of system modelling (including the use of Excel), that the proposed spares support solution meets the stated platform Availability requirements as per Annex B to contract TSSP/143 (ILT-D) - Key Performance Indicators for the duration of the Contract and provide a measure of confidence in the modelling results.	The Contractor shall include within the monthly reports that the spares modelling meets Availability requirements are met as per KPI's of the contract.
10.4.3	The Contractor shall facilitate the Authority's assessment of Support Solution Envelope (SSE) compliance.	<p>The Contractor shall make available full details of the following within four (4) weeks of start of the contract and provide updated documents if there have been any modifications:</p> <ul style="list-style-type: none"> - Modelling tools used (e.g. Excel); - Description of the source information for the model; - Contractor derived data; - Assumptions; and - Results. <p>Including modelling methodology and the results of any sensitivity analysis performed during the derivation of the proposed spares support solutions.</p> <p>The Contractor will provide appropriate data and reporting to enable the Authority to assure the SSE compliance.</p>
10.5	Availability, Reliability, Maintainability and Testability	
10.5.1	The Contractor shall use DEFSTAN 00-049 (or equivalent), as the first source of Reliability and Maintainability (R&M) definitions and terminology.	The Contractor shall update all relevant documentation accordingly within twenty-eight (28) days of start of the contract.
10.5.2	<p>The Contractor shall review the R&M requirements, and, if necessary, shall recommend to the Authority any changes to this which allow for potential trade-offs providing performance enhancements and/or cost reductions in acquisition or In-Service Support.</p> <p>The R&M case (CD 15) must be reviewed and updated regularly. The R&M case as a minimum (but not limited to) must be reviewed and updated following significant changes such as:</p> <ul style="list-style-type: none"> - The system is modified; - There are changes in how or where the system is used; - There are changes in the R&M requirements; - There is deviation between actual performance and design intention; etc. 	<p>The Contractor shall deliver the first draft to the MILSM after one (1) month of Contract Start Date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes or any significant milestones, an updated version of the R&M Case (CD 15).</p>
10.5.3	The Contractor shall generate and deliver to the Authority a R&M Case Report or equivalent (CD 16) in compliance with DEFSTAN 00-42 Part 3 through the use of DFWES in-service R&M Reports that includes the design, engineering data/information and analysis for R&M, as defined in Key Performance Indicators (Annex B to TSSP/143 (ILT-D)) to the Ministry Of Defence Integrated Logistics Support Manager (MILSM) for review and comment post CA.	<p>The Contractor shall deliver the first draft to the MILSM after one (1) month of Contract Start Date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes or any significant milestones, an updated version of the R&M Case Report (CD 16). R&M Case Reports shall be delivered at the same meeting as the QPM. After Contract Start; all existing and future R&M data is to be recorded in the Logistics Information Repository (LIR) using the Defence Share Environment (DSE). The Contractor shall utilise the Authority's failure definitions as defined in the Initial R&M Case Report (Annex B to Contract to TSSP/143 (ILT-D)).</p>

10.5.4	An In-Service Review will be conducted with the Contractor to prove the R&M requirement metrics are being met as required for the contract.	At the first QPM after CA that will include activities / evidence to verify that the ILT-D system meets the R&M requirements. Thereafter, conducted yearly at the QPM or as required following a significant change.
10.6	Maintenance Planning:	
10.6.1	<p>Under CLS arrangements (Level 1, 2, 3 & 4) the Contractor will be responsible for maintenance and support tasks based on CLS Contract(s) and the equipment warranties. The Contractor shall deliver Maintenance Plan (CD 31) which shall identify, maintain through life and provide any safety or legislation requirements that ILT-D needs to comply with and how they impact the design, maintenance or support. This may be included in the ILSP (CD 7). This document shall also detail:</p> <ul style="list-style-type: none"> - Contractor's responsibilities such as: preparation of equipment for use, operation, cleaning and preparation for out of use period, reporting (incidents, damage, etc.), preventive maintenance - routine checks and services, corrective maintenance - diagnosis of loss of function / performance, swapping designated 'spared' items, etc. - identify, document and provide the skills, training, documentation, tools, facilities, information, etc. to undertake maintenance. - document and provide a preventative maintenance schedule covering all equipment. <p>The Contractor shall avoid maintenance activities incurring specialist resources; where design could overcome the need for this support.</p>	<p>The Contractor shall deliver the Maintenance Plan to the MILSM for review and comment one (1) month from contract start date, this may be included in the ILSP (CD 7). The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. The Maintenance Plan will be reviewed and updated at each QPM for any changes identified during the course of the contract.</p> <p>The Contractor will deliver maintenance activities in accordance with the agreed Maintenance Plan (CD 31), unless discussed and agreed with the MILSM.</p> <p>Where the Contractor identifies maintenance activity that is out of scope or requires specialist resources, they shall resolve by engaging with the Authority through a PDS task as mentioned in Section 6, ID 1.</p>
10.6.2	The Contractor shall deliver Maintenance Log (CD 32) which shall document maintenance activities carried out on the equipment as described in the Maintenance Plan. This may be included in the ILSP (CD 7).	The Contractor shall deliver to the Authority at the QPM or within ten (10) business days of any significant changes, an updated version of the documents to the Project Manager or designated representative.
10.6.3	The Contractor shall identify within the In-Service Support Plan (ISSP) how they will update and maintain Configuration Control (CC) after undertaking any activities; the Configuration Management Plan (CD 6) should detail this process.	The Contractor shall deliver to the Authority within ten (10) business days of any significant changes, an updated version of the documents to the Project Manager or designated representative.
10.7	Technical Information and Technical Documentation:	
10.7.1	<p>The Contractor shall generate, maintain and deliver through life a Technical Information and Technical Documentation Management Plan (TDMP) (CD 9) in accordance with Product Description ILS PD 2001-01 Technical Documentation (in accordance with Appendix 2 to Annex A - ILS Product Description Templates).</p> <p>The Contractor shall also define how Configuration Management (CM) and CC of documents is to be managed within the document.</p> <p>The Contractor shall provide and maintain all design and analysis material for the project.</p>	<p>This TDMP (CD 9) may be included in the ISSP and forwarded to the MILSM for review and comment within one (1) month of contract start date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes or any significant milestones, an updated version of the TDMP (CD 9).</p> <p>The Contractor is required to provide and retain all design and analysis material throughout the lifespan of the project plus five (5) years after OSD.</p>
10.7.2	<p>The Contractor shall deliver to the Authority Technical Documentation for Levels 1-4 that shall enable the Authority to declare LSD. The document shall include but not be limited to:</p> <ul style="list-style-type: none"> - Operator role information; - Maintainer role information; and - Parts List. 	<p>The Contractor is required to produce the ILT-D Technical Publications for L1-L4 at contract start and maintain thereafter. User Manuals & Operating Instruction are provided on delivery of equipment and L2-L4 Technical Publications to be made available to MOD for audit and assurance throughout the life of the project.</p> <p>The Contractor shall deliver the ILT-D Technical Documentation to the Authority within five (5) business days of CA and after any significant changes with documentation uploaded to Defence Share (a cloud-based repository to be made accessible to the Contractor by the Authority post CA).</p>
10.8	Supply Support:	

10.8.1	<p>The Contractor shall deliver to the Authority the following documentation to enable Supply Support activities:</p> <ul style="list-style-type: none"> - Illustrated Parts List / Catalogue; - Provisioning schedules; and - Manufacturers' recommendation spares list. <p>The Illustrated Parts List / Catalogue shall at a minimum have:</p> <ul style="list-style-type: none"> - a picture of each main assembled Part; - a picture of each items which make up the main assembled Part; and - a list for each item, named and with the manufacturer's number. 	<p>This may be included in the ILSP, to the MILSM for review and comment within one (1) month of contract start date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes, an updated version of the documents.</p> <p>This may be included within the Supply Support Plan (SSP) (CD 17).</p>
10.8.2	<p>The Contractor shall provide a Supply Support Plan (SSP) (CD 17) in accordance with Product Descriptions ILS PD 3002-01 Supply Support Plan and ILS PD 3001-01 Supply Support Strategy (in accordance with Appendix 2 to Annex A - ILS Product Description Templates).</p> <p>The Contractor shall define, implement and manage in the SSP how the necessary spares will be made available throughout the life of the system to meet the support policy. This is to address both security of supply and component obsolescence issues. Ranging and scaling of spares shall take account of common and consumable items.</p>	<p>This may be included in the ILSP, to the MILSM for review and comment within one (1) month of contract start date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes, an updated version of the SSP (CD 17).</p>
10.8.3	<p>The Contractor shall identify and justify the recommended spares and produce a rationalised listing including an indicative price list at Contract Start Date (CD 18). This shall then be documented in a Supply Support Report (CD 20) to be delivered at the QPM.</p> <p>The Contractor shall make the Authority aware of any special supply matters that the Contractor considers necessary, for example, but not limited to Hazardous Material. This may be included in the Supply Support Report (CD 20).</p> <p>The Contractor shall document in the Supply Support Report (CD 20) unique in-store maintenance instructions for all spares, along with measurements and dimensions when packaged. Covering items stored by the Contractor and customer/user.</p>	<p>This may be included in the ILSP, to the MILSM for review and comment within one (1) month of contract start date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes, an updated version of the Recommended Spares and Price List (CD 18).</p>
10.8.4	<p>The Contractor shall comply with the relevant DEFCONs in the Contract TSSP/143 (ILT-D) to ensure Supply Support activities are considered when modifications to the system require new spares.</p> <p>The Contractor shall ensure that if any ILT-D assets are required by the Authority to enter the Joint Supply Chain (JSC) they are packed, labelled, marked correctly and any Hazard and Safety Data sheets are provided in accordance with the relevant DEFCONs in the Contract TSSP/143 (ILT-D).</p>	<p>This may be included in the ILSP, to the MILSM for review and comment at CA or as required during the duration of the contract.</p>
10.8.5	<p>The Contractor shall ensure that any items of the ILT-D system that will be lodging on Management of the Joint Deployed Inventory (MJDI) and other MoD asset management activities shall be NATO codified in accordance with Product Description ILS PD 3004-01 NATO Codification (in accordance with Appendix 2 to Annex A - ILS Product Description Templates).</p>	<p>It is expected that ILT-D will come into service with no NSN's as SAAB hold's and manages all ILT-D stock on its own Inventory Management System, i.e. no ILT-D items held on MJDI, etc. Should there be a requirement in the future for ILT-D Items to be held on MJDI, MOD will raise a specific PDS Tasking for codification.</p> <p>Contractor shall provide codification details and NATO Stock Numbers for items that will be lodging on MJDI or other MoD asset management systems to the Authority (CD 19). The Contractor shall provide codification for systems (new or existing) which are affected by any future modifications changes. The Contractor shall comply with relevant DEFCONs as per the Conditions of Contract TSSP/143 (ILT-D) and shall undertake codification through UKNCB and this shall be documented in the Supply Support Report (CD 20). The Codification Report including DEFCON 117 data shall be delivered as requested in PDS Tasking/Item 20 of Tab 7.1.</p>
10.8.6	<p>The Contractor shall provide an Asset Register through life for all GFE.</p>	<p>Asset Register to be made available to the Authority at CA and on demand. The Contractor shall deliver to the Authority within ten (10) business days of any significant changes, an updated version of the Asset Register. All equipment that will be individually logged on the Asset Register must be serialised. What information is required to be held in the Asset Register shall be negotiated.</p>

10.8.7	The Contractor shall identify and provide initial stocks to meet the Availability, R&M targets, for Levels 1 4 prior to LSD or Contract Start Date (as applicable). The Contractor shall also determine and ensure sufficient Spares and Consumables are available at all times such that any ongoing or future training requirements are met.	Initial Stocks list to be documented in the Supply Support Report (CD 20) (in accordance with the relevant DEFCONs in the Contract TSSP/143 (ILT-D)).
10.8.8	The contractor shall develop a Supply Support Report (SSR) (CD 20) to demonstrate that the Supply Support to ILT-D is being managed in accordance with the Supply Support Plan (CD 17).	The Contractor shall deliver the first formal release to the MILSM within one (1) month of Contract Start Date. This may be included in the ILSP, the MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes or any significant milestones, an updated version of the SSR (CD 20).
10.8.9	The Contractor shall develop a Surge to Support Plan to meet the Surge requirements in the event that a major contingency will be necessary. This must encompass not only Technical Support, availability of spares, replacement assemblies and subassemblies but also additional training for maintainers and trainers. The Surge to Support Plan shall be documented in the SSR (CD 20). The Contractor shall provide an initial stocks list to be documented in the SSR.	The Contractor shall deliver the first formal release to the MILSM within one (1) month of Contract Start Date. This may be included in the ILSP, the MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes or any significant milestones, an updated version of the Surge to Support Plan within SSR (CD 20).
10.8.10	The Contractor shall identify and document and provide to the Authority Spares Storage Data (CD 33) for all Spares, their measurements, dimensions, and quantities of denomination when packed, to be included in the SSR.	The Contractor shall deliver the first formal release to the MILSM at the QPM and update the document at every QPM thereafter.
10.8.11	The Contractor shall maintain inventory metrics and provide evidence and analysis to the Authority through life in accordance with Annex B to TSSP/143 (ILT-D) to the Contract.	To be delivered at the QPM.
10.8.12	The Contractor shall coordinate with Staff Officer Level 2 (SO2) SIM CELL who shall be responsible for deciding the prioritisation of which user group is allocated how many kits, with the exception of the two user groups who own their ILT-D equipment separately (CTCRM and SCHINF).	The Contractor shall coordinate with the SO2 SIM CELL on monthly basis or as required by the training requirements. Should the requirement for kits exceed availability, the Contractor shall raise this with the Authority and explore options to satisfy the additional requirement.
10.9	Support & Test Equipment (S&TE)	
10.9.1	The Contractor shall identify and provide a list to the MoD ILS Manager (MILSM) of any Support and Test Equipment, to include STTE and produce any calibration certification for the equipment.	First instance to be reported at LSD or Contract Start Date (as applicable) and any further calibration tests within ten (10) business days of calibration (in accordance with the relevant DEFCONs in the Contract TSSP/143 (ILT-D)).
10.9.2	The Contractor shall create and deliver the S&TE Plan (CD 50) .	The Contractor shall deliver the initial draft S&TE Plan (CD 50) to the MILSM within one (1) month after Contract start date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months. The Contractor shall issue an updated version of the S&TE Plan (CD 50) within ten (10) business days of any significant changes.
10.10	Software Support:	
10.10.1	The Contractor shall provide a Software Support Plan, in accordance with content and format of the Product Description ILS PD 0005-03 – Software Support Plan (CD 21) (in accordance with Appendix 2 to Annex A - ILS Product Description Templates). This may be included in the ILSP.	The Contractor shall deliver the initial draft Software Support (CD 21) Plan to the APM within one (1) month after Contract start date. The APM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months. The Contractor shall issue an updated version of the Software Support Plan within ten (10) business days of any significant changes.
10.10.2	The Contractor shall define, document and deliver to the Authority all planning, and costing associated with software as part of through-life management planning and included as part of the Whole Life Cost strategy.	The Contractor shall deliver to the Authority within ten (10) business days of any significant changes, an updated version of the software costings.

10.10.3	<p>The Contractor shall ensure a comprehensive review is undertaken for initial identification of through-life software change needs, obsolescence and associated software support requirements and a report generated. This shall be reported through a Software Analysis Report (CD 46).</p> <p>The Contractor shall continue to carry out analysis to identify factors affecting the development, purchase and operation of software and associated hardware and this is to be reported to the Authority.</p> <p>The Contractor shall provide all relevant updates on agreed time periods and the required media to maintain the GFE.</p>	<p>The Contractor shall deliver the initial draft Software Analysis Report (CD 46) to the MILSM within one (1) month after Contract start date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months and shall be reviewed at subsequent QPM's.</p> <p>The Contractor shall issue an updated version of the Software Analysis Report (CD 46) within ten (10) business days of any significant changes.</p>
10.10.4	<p>The Contractor shall ensure that software and its associated hardware considerations are included in the Configuration Management Plan (CD 6) and Obsolescence Management Plan (OMP) (CD 26) where required, this may be included in the ILSP (CD 7).</p>	<p>The Contractor shall deliver the initial draft CM Plan (CD 6) and OMP (CD 26) to the MILSM within one (1) month after Contract start date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months.</p> <p>The Contractor shall deliver to the MILSM within ten (10) business days of any significant changes, an updated version of the documents to the Project Manager or designated representative.</p>
10.11	Packaging, Handling, Storage and Transportation (PHS&T):	
10.11.1	<p>The Contractor shall produce a PHS&T Plan (CD 22), may be included in the ISSP, developed from the MoD Element Plans, which shall cover all aspects of both the CLS and Authority needs including Specialist Handling List.</p>	<p>The Contractor shall deliver the initial draft PHS&T Plan (CD 22) to the APM within one (1) month after Contract start date., which shall include commitment to be compliance with DEFCON 129 and DEFSTAN 81-041 parts 1 to 6 or equivalents there of. The APM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months.</p> <p>The Contractor shall issue an updated version of the PHS&T Plan within ten (10) business days of any significant changes.</p>
10.11.2	<p>The Contractor shall produce a Import & Export Management Plan (CD 5), may be included in the ILSP, which shall cover all aspects of both Import and Export Management to deliver the contract.</p>	<p>The Contractor shall deliver the initial draft Import & Export Management Plan (CD 5) to the APM within one (1) month after Contract start date. The APM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months.</p> <p>The Contractor shall issue an updated version of the Import & Export Management Plan (CD 5) within ten (10) business days of any significant changes.</p>
10.12	Human Factors Integration (HFI)	
10.12.1	<p>The Contractor shall comply with DEFSTAN 00-251 (HFI for Defence Systems) (or equivalent).</p>	<p>The Contractor shall deliver to the Authority an initial HFI Plan (CD 42) in line with the clause Sec 5; ID 14.1 below.</p>
10.13	In-Service Support	
10.13.1	<p>The Contractor shall comply with relevant Defence Standards to deliver the ILS requirements of the project.</p>	<p>The Contractor shall comply with DEFSTAN 00-600 Parts 1,2,3 (Integrated Logistic Support Requirements for MoD Projects) (or equivalent) and the Defence Logistics Framework.</p>
10.13.2	<p>The Contractor shall provide an ISSP (CD 23). The plan shall integrate all activities to be undertaken across all ILS Elements, identify all responsibilities (Contractor, Authority and any 3rd party), processes and KPI/Metric reporting. This may be included in ILSP (CD 7). The ISSP shall also define the Risk Management approach and processes.</p> <p>The plan shall be at an appropriate level of detail to enable those stakeholders who will be required to implement the plan (both the Authority and Contractor staff) to do so on a day-to-day basis.</p> <p>The Contractor shall describe in the ISSP the Contractors point of contact for support arrangements during ILT-D Event, identifying the steps to be taken to resolve issues.</p>	<p>The Contractor shall deliver the first formal release of ISSP (CD 23) to the MILSM within one (1) month of Contract Start Date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months.</p> <p>The Contractor shall deliver to the Authority within ten (10) business days of any significant changes, an updated version of the ISSP (in accordance with the relevant DEFCONs in the Contract TSSP/143 (ILT-D)).</p> <p>The Contractor shall demonstrate that the support activities have been considered within the Risk Management Plan (CD 10).</p>

10.13.3	This ILS reporting as a minimum, shall identify planned and actual progress of ILS activities, ILS issues to be resolved and future progress towards meeting ILS project requirements. Shall also define risks, issues and opportunities and mitigation actions.	The Contractor shall report on ILS on a quarterly basis (per contract year) to the MILSM in the same meeting as the QPM.
10.13.4	The Contractors Integrated Logistics Support Manager (CILSM) shall maintain an effective relationship with the Authority. Close liaison, meetings and discussion with appropriate SMEs for both operation and maintenance topics is encouraged during the development of support elements in accordance with ILS PD 0004-01 Integrated Logistic Support Element Plans (tech pubs, spares, etc).	Contractor shall make requests for these activities shall be made in the first instance to the MILSM who will facilitate them wherever possible.
10.13.5	The Contractor shall provide assistance to the MILSM in proving support assurance; in the periodic generation/update of the MoD Support Solution Development Tool throughout the life of the Contract.	Contractor shall support the MILSM when these requests are made as required.
10.13.6	The Contractor shall comply with the Incident Sentencing Committee (ISC) flow chart in accordance with Annex Q to TSSP/143 (ILT-D), chaired by the Authority, with representatives from the Contractor and SMEs as needed at the QPM.	The ISC will confirm mission failure types and rationale and will agree the related amount of downtime. The Contractor shall detail how they will gather, manage, analyse and present the data and information necessary to enable the ISC to determine and agree the Operational Availability achieved by each system. Terms of Reference and definitions detailed in the initial R&M Case.
10.13.7	The Contractor shall provide data to the Authority in a format that can be used on the MoD Information Technology software packages through the life of the Contract. The Authority shall inform the Contractor of IT software package changes within a minimum of one-hundred-and-eighty (180) days.	As a minimum data shall be provided in a MS Office compatible format.
10.13.8	The Contractor shall include R&M reviews in design/technical reviews and ILS meetings.	As a minimum at the QPM's.
10.13.9	The Contractor shall identify any requirements on the Authority for the provision of CLS Supply Support activities.	The Contractor shall liaise with the MILSM and/or Operations Manager as required.
10.13.10	The Contractor shall inform the Authority of a requirement for more information or material which may impede the delivery of the capability or its support when they identify such a need.	within five (5) business days post identification of the requirement.
10.13.11	The Contractor shall be diligent in avoidance of Counterfeit Material (or equivalent).	The Contractor shall comply with DEFSTAN 05-135 – Avoidance of Counterfeit Material (or equivalent).
10.14	In-Service Monitoring of Logistic Performance:	
10.14.1	<p>The Contractor shall provide an In-Service Monitoring of Logistic Performance (ISMLP) plan (CD 24). It may be included in the ISSP.</p> <p>The ISMLP shall cover as a minimum but not limited to:</p> <ul style="list-style-type: none"> - identify what data is being gathered and why. - identify analysis processes and the location of all data, which shall be made available to the Authority. - identify the process for analysing current data against predicted data. - identify how the support solution may be developed based upon the data gathered and analysed, etc. <p>The Contractor shall undertake ISMLP activities throughout the life of the project.</p> <p>The Contractor shall integrate all data and activities for In-Service Monitoring with the R&M activities. The ISMLP activities shall also be integrated with the In-Service Support (ISS) activities.</p> <p>The Contractor shall integrate ISMLP activities with LogIP activities, making use of the Authority's Defence Share application to ensure all stakeholders have access to one data source.</p>	The Contractor shall deliver the first formal release to the MILSM within one (1) month of Contract Start Date. This may be included in the ILSP, the MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes or any significant milestones, an updated version of the ISMLP (CD 24).
10.14.2	The Contractor shall ensure all data is maintained and integrated within a CM and CC environment.	The process for data integrity shall be described within the CM Plan (CD 6).

10.14.3	<p>The Contractor shall provide a Logistic Information Management Plan (LogIP) (CD 25), may be included in the ISSP. The Contractor shall integrate LogIP activities with the ISS activities.</p> <p>The LogIP (CD 25) shall cover as a minimum but not limited to:</p> <ul style="list-style-type: none"> - provide project context to the supportability aspects and requirements; - identify and document the logistic requirements and constraints; - describe the required logistic and supportability actions, tasks, milestones rationales, risks and opportunities; - ensure that all relevant ILS elements and tasks are considered; - identify relevant organisational structures and establish responsibilities for ILS programme participants; - detail the supportability objectives for the tenderer to achieve the required levels of Availability, Reliability, Maintainability and Testability. 	<p>The Contractor shall deliver the first formal release to the MILSM within one (1) month of Contract Start Date. This may be included in the ILSP, the MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes or any significant milestones, an updated version of the LogIP (CD 25).</p>
10.15	Training & Training Equipment (T&TE)	
10.15.1	<p>The Authority shall be responsible for the training and certification of its individuals being trained. The Contractor shall support Authority's needs as required.</p> <p>The Contractor shall:</p> <ul style="list-style-type: none"> - solely be responsible for enabling the training of individuals. - deliver all operator and user guidance material to the User during training. - conduct a briefing for the training audience regarding health & safety prior to the commencement of ILT-D Events. This will require consultation / integration of appropriate site health & safety coordinators. - train the exercise controllers in the use and operation of GFE, prior to the ILT-D Event at a time agreed with the Authority. - integrate any changes to T&TE with CM and CC procedures. 	<p>The Contractor shall deliver the initial draft Training Delivery Plan (TDP) (CD 47) to the MILSM within one (1) month after Contract start date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months.</p> <p>The Contractor shall issue an updated version of the Training Delivery Plan (TDP) (CD 47) within ten (10) business days of any significant changes.</p>
10.16	Obsolescence Management (OMgt):	
10.16.1	The Contractor shall manage component obsolescence.	<p>The Contractor shall proactively identify components that will present an obsolescence issue and assess associated risk.</p>
10.16.2	<p>The Contractor shall provide a detailed approach to management of obsolescence during the Contract period for support of the ILT-D capability will be defined in the Contractor's OMP (CD 26) in accordance with:</p> <ul style="list-style-type: none"> - BS EN 62402:2019 - Obsolescence Management; - STANAG 4597 – Obsolescence Management; <p>The Contractor shall provide and maintain an OMP (CD 26), which may be included in the ISSP, that details the planned obsolescence activities to be undertaken through life, the cost of any Tech Refresh activities will be included within CLS for the duration of the Contract.</p>	<p>The Contractor's Obsolescence Management approach will comprise of a controlled set of activities that;</p> <ul style="list-style-type: none"> - Actively monitors the Articles to identify obsolescence. Any urgent, time or safety critical issues shall be declared to the APM immediately; - Generates an Obsolescence Report with a proposed solution to mitigate the issues as and when required; - Provide a costed report at the next QPM for consideration by the Authority; - Provide an annual summary to capture the obsolescence status in a format agreed with the APM; - Generate an Costed Obsolescence Report in order to maintain the system out to 31st of Mar'2029 as part of their initial proposal, considering the following conditions: <p>(a) To provide capability sustainment, meaning that replacement equipment should be limited to the minimum quantity/items needed to sustain the system. Capability enhancements will only be accepted by the Authority where they exploit functionality of an item that would be replaced in order to sustain the capability.</p> <p>(b) To provide future flexibility, the Contractor shall identify elements of the capability sustainment to which decisions can be deferred in line with the Authority's requirements without affecting the required training needs.</p> <p>The Contractor shall deliver the OM Plan to the MILSM for review and comment one (1) month from contract start date, this may be included in the ILSP (CD 7). The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months. Thereafter, the Contractor shall deliver to the MILSM within ten (10) business days of any significant changes, an updated version of the OM Plan.</p>

10.16.3	The Contractor shall identify, document and define how the relationship between ILS and OMgt is to be managed. The OMP shall be integrated with the Configuration Management Plan (CD 6) and the ISSP with the approval of the Project Manager or designated representative.	The Contractor shall clearly define and agree with the Authority and document in the OMP the responsibilities of the Contractor, Authority and other third parties. These shall be documented in the OMP.
10.16.4	The Contractor shall be responsible for the technical reporting and resolution of all OMgt issues.	The Contractor will report on OMgt at the QPM, identifying all issues and options for the decision of the Authority. However should a significant issue arise this should be raised with the Authority at the earliest opportunity.
10.16.5	The Contractor shall provide and maintain an Obsolescence Management List (OML) (CD 30) , this is a list of significant obsolete or significant candidate obsolete items, to be agreed with the Authority, this may be included in the ILSP (CD 7). This list is to be reviewed and reported on at QPM or Project meetings by the Authority and the Contractor. The Contractor shall propose both reactive and proactive methods of OMgt.	<p>The Contractor shall deliver to the Authority via MILSM within ten (10) business days of any significant changes, an updated version of the OMP and the OML.</p> <p>The Contractor will ensure that the OML is updated prior to review at the QPM.</p>
10.16.6	The Contractor shall notify the Authority (Project Manager) on identifying any Obsolescence issues or items. Where an Obsolescence issue is identified, the Contractor shall present their mitigation proposal to the Authority.	The Contractor shall provide a Cost Benefit Analysis for agreement by the Authority, where a solution requires additional cost to resolve. Where an obsolescence resolution can be demonstrated to be mutually beneficial at no increased cost the Contractor shall discuss with the Authority on a case by case basis.
10.16.7	The Contractor shall provide an Obsolescence Mitigation Plan (CD 29) when requested by the Authority, this may be included in the ILSP (CD 7).	<p>Obsolescence issues or items shall be notified within ten (10) business days.</p> <p>The Obsolescence Mitigation Plan shall define any alternative mitigation actions and propose a recommendation, timescales, impacts, etc. to be delivered within of one (1) month of issue notification.</p>
10.16.8	<p>The Contractor shall identify alternative components and introduce into all MoD designated inventory systems where:</p> <ul style="list-style-type: none"> - Alternative components may be incorporated without modification, as defined in SSCP 38, Chapter 406, Paragraph 3, amend all drawings and documentation accordingly. - Where modification is considered necessary submit proposal for design in such a form that it will enable the Authority to decide how to proceed. - Inform the Authority's Supply Chain Manager accordingly once approved. 	The Contractor shall intimate the Authority within ten (10) days of identifying alternative components.
10.17	Disposal Management Plan & Exit Management Plan:	
10.17.1	The Contractor shall conduct Exit management activities necessary to bring the Contract to a close in line with the Terms and Conditions of the Contract.	<p>This shall include but not limited to the following activities:</p> <ul style="list-style-type: none"> - Returning all GFE to the Authority and removal of non-GFE from Authority premises; - Appropriate manpower to complete necessary closure and handover tasks for each storage/training site (e.g. stock checks, equipment condition checks and rectification as appropriate); and - Completion of any outstanding reporting requirements.
10.17.2	The Contractor shall propose a disposal strategy in the ISSP (CD 27a).	This shall include identification of potential disposal issues in order to enable decisions to be made about the disposal of the system and of individual system elements when they reach the end of their service life.
10.17.3	<p>The Contractor shall provide a Disposal Management Plan (CD 27a) and Exit Management Plan (CD 27b), which may be included in the ISSP, that will be developed progressively throughlife.</p> <p>The Contractor's Disposal Management Plan (CD 27a) and Exit Management Plan (CD 27a) shall define and follow, but not limited to, the below:</p> <ul style="list-style-type: none"> - the method of dealing with consumables. - how the Contractor will support, undertake and deliver the activities of the Defence Equipment Sales Authority (DESA) items beyond economical repair are disposed of, in particular Integrated Support/IT items and any security constraints. - how any Foreign Military Sales, International Trade in Arms Regulations, Direct Commercial Sales, Proprietary or IPR impacts equipment Disposal and Exit Management. - how the Disposal activities are integrated with OMgt and collectively: Government furnished assets, equipment, facilities, information & services activities. - how items are identified and segregated as: un-issued, faulty, ready for repair or returned items. 	<p>The Contractor shall deliver the initial draft Disposal Management Plan (CD 27a) and Exit Management Plan (CD 27b) to the APM within one (1) month after Contract start date. The APM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months.</p> <p>The Contractor shall issue an updated version of the Disposal Management Plan (CD 27a) and Exit Management Plan (CD 27b) within ten (10) business days of any significant changes.</p>
10.17.4	The Contractor shall identify disposal costs for equipment throughlife of the contract.	The Contractor shall provide the MILSM with expected whole life disposal costs for all equipment valued at the date of Invitation to Negotiate (ITN) response and shall deliver to the Authority within ten (10) business days of any significant changes, an updated version of the disposal costs.

10.17.5	The Contractor shall identify legislative requirements affecting Disposal of equipment.	First draft of the document shall be submitted with four (4) weeks of CA by the Contractor and shall update the Disposal Management Plan (CD 27a) accordingly within ten (10) business days of any significant changes, an updated version of the disposal costs.
10.17.6	The Contractor shall detail any Safety related issues to Disposal of equipment.	By informing the Authority MILSM and updating the Disposal Management Plan (CD 27a) and Exit Management Plan (CD 27b) accordingly within ten (10) business days.
10.17.7	The Contractor shall detail Disposal and Exit activities in relation to the Control of Substances Hazardous to Health.	By informing the Authority and updating the Disposal Management Plan (DMP)(CD 27a) and Exit Management Plan (CD 27b) accordingly within ten (10) business days (in accordance with the relevant DEFCONs in the Contract TSSP/143 (ILT-D)).
11 Configuration Management (CM)		
11.1	The Contractor shall produce and comply with a CM Plan (CD 6) for the ILT-D system in accordance with Defence Standard (DEFSTAN) 05-57 – “Configuration Management of Defence Materiel”, Issue No: 8 (or equivalent).	<p>The Contractor shall deliver the initial draft CM Plan (CD 6) to the MILSM within one (1) month after Contract start date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months.</p> <p>The Contractor shall deliver to the MILSM within ten (10) business days of any significant changes, an updated version of the documents to the Project Manager or designated representative.</p>
11.2	The Contractor shall provide a Software Configuration Status Record (Included in CD 6).	<p>The Software Configuration Status Record (Included in CD 6) should detail the software name, version number and release date;</p> <ul style="list-style-type: none"> - first draft within the first month of contract start date and - final version within the 4 months of contract start date. <p>The Software Configuration Status Record (Included in CD 6) shall be reviewed at least annually or after a significant change.</p>
11.3	The Contractor shall generate, provide and maintain a Configuration Identification List (CIL) (CD 34) that shall contain all ILT-D Solution Equipment that requires CM.	<p>The Contractor shall deliver the initial draft of CIL (CD 34) to the MILSM within one (1) month after Contract start date. The MILSM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months and updated as required at QPM's thereafter.</p> <p>The Contractor shall deliver to the MILSM within ten (10) business days of any significant changes, an updated version of the documents to the Project Manager or designated representative.</p>
12 Integrated Test Evaluation & Acceptance Plan (ITEAP)		
12.1	<p>The Contractor shall generate, deliver and Maintain a Test and Acceptance (T&A) Plan (CD 35).</p> <p>Current Test Plan will assure engineering documentation as defined within CD's.</p> <p>Note: ILT-D will not be evaluated against a systems requirement document and will therefore not to be measured against its ability to deliver collective training.</p>	<p>First issue shall be at CA in accordance with Annex L - Contract Data Requirements, with first formal release within one (1) month of CA. The T&A Plan will specify the detailed pre-requisites, resources and step-by-step procedures for each T&A activity.</p> <p>The T&A plan shall provide objective assurance metrics on acceptance of enduring equipment availability and enabling ILT-D Events as defined in this SOR for end to end delivery process for the training.</p>
12.2	The Contractor shall submit, in accordance with Annex L to contract - Contract Data Requirements, a partially completed version of this document, along with an associated draft Acceptance plan, outlining how they propose to meet the requirements of the Verification and Validation Requirements Matrix (VVRM).	The Contractor shall meet the milestones as defined in the Authority's ITEAP and/or Project High Level Schedule of the Contract.
13 Quality Management		

13.1	<p>The Contractor shall provide a Deliverable Quality Plan (CD 48) to the Authority for approval in accordance with DEFCON 602A – Deliverable Quality Plan (Edition 12/17) and AQAP 2105 Edition C Version 1 entitled "NATO Requirements for Deliverable Quality Plans".</p> <p>Quality Assurance Representative (QAR) - All Reference to the Governments QAR (GQAR) in the documents which form part of this Contract shall be read as referring to the Authority specified in Box 7 of the DEFFORM 111.</p>	<p>The Contractor shall deliver the initial draft Deliverable Quality Plan (CD 48) to the Authority within one (1) month after Contract start date. The Authority has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days, with first formal release within four (4) months on approval.</p> <p>Once the Deliverable Quality Plan (CD 48) has been approved by the Authority, it shall be incorporated into the Contract as an Annex. The Contractor shall be solely responsible for the accuracy, suitability and applicability of the Deliverable Quality Plan (CD 48). The Tenderer shall ensure that the processes and procedures applied to this Agreement are periodically reviewed and that any changes to the PQMP shall be subject to prior approval by the Authority.</p>
13.2	The Contractor shall maintain a Quality Management system for the successful delivery of the contract.	The Contractor shall maintain a Quality Management system in accordance with ISO9001:2015 (or suitable alternative) throughout the duration of this Contract, with an appropriate scope to meet the contractual deliverables, this shall be certificated by an United Kingdom Accreditation Services (UKAS) accredited certification body or equivalent International Accreditation Forum (IAF) member. This shall be at no additional cost to the Authority. The Contractor shall immediately notify the Authority's PM in writing if their certification status changes.
13.3	The Contractor shall comply with NATO's Quality Assurance Requirements for Design, Development and Production shall apply.	For the purposes of the Contract AQAP2110 Edition D entitled "NATO Quality Assurance Requirements for Design, Development and Production" shall apply where the Contractors Quality Management System meets the requirements of ISO 9001:2015. Certificate of Conformity shall be provided in accordance with DEFCON 627.
13.4	The Contractor shall request the Authority for any concessions required to deliver the contract.	Concessions shall be managed in accordance with Defence Standard 05-061 Part 1 entitled "Quality Assurance Procedural Requirements - Concessions Issue 7".
13.5	The Contractor shall ensure they support the Authority with Counterfeit Avoidance Management as required for the contract.	Counterfeit Avoidance Management shall be managed in accordance with Defence Standard 05-135 entitled "Avoidance of Counterfeit Materiel Issue 2".
13.6	The Contractor shall comply with Contractor Working Parties standard as required.	Contractor Working Parties shall be provided in accordance with Defence Standard 05-061 Part 4 entitled " Quality Assurance Procedural Requirements - Contractor Working Parties Issue 4".
13.7	The Contractor shall use the appropriate AQAP Standard Related document (SRD) for this contract.	For Guidance on the application and interpretation the Contractor shall use the appropriate AQAP SRD. Where Government Quality Assurance is performed against this Contract, it will be in accordance with AQAP 2070 Edition B. For the purposes of the Contract, ISO 25051:2008 Software engineering - Software Product Quality Requirements and Evaluation (SQuaRE) shall apply.
14	Engineering Management	

14.1	<p>The Contractor shall implement plans that capture and outline the management of the fundamental engineering aspects of the TES capability throughout the life of the ILT programme.</p> <p>Engineering elements covered shall be presented within an overarching Engineering plan either as content or referenced to specific standalone documentation where appropriate.</p>	<p>The Contractor shall deliver the initial draft of the following CD's to the APM within one (1) month of contract start date, with further updates shared with the Authority for information. The APM has the right to return with comments within thirty (30) business days. In response, the Contractor shall uplift and deliver a final issue of the document within twenty (20) business days. Thereafter, the Contractor shall deliver an updated version of the CD's as applicable, to the APM within ten (10) business days of any significant changes or any significant milestones.</p> <ul style="list-style-type: none"> - Build Standard (CD 36) - System Specification (CD 37) - Electromagnetic Environmental Effects Management Plan (CD 38) - Engineering Management Plan, shall include the below (CD 39): <ul style="list-style-type: none"> - Modelling and Sim Plan - SWaMP (Software Acquisition Management Plan) - Spatial Data Management Plan - Management process to implement engineering change - T&A Plan (CD 35) - Interface Management Plan (To include Interface Support Plan (ISP)/ Interface Control Document (ICD)) (CD 40) - Installation Acceptance Statement / Log (CD 41) - Human Factors Integration Plan (CD 42) <ul style="list-style-type: none"> - Including Human Factors Integration Case & Report
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