

ANNEX A TO ORDER FORM OF CALL-OFF CONTRACT 702651450

STATEMENT OF REQUIREMENTS FOR THE PROVISION OF SPARES/PARTS SUPPORT FOR JEWOSC HARDWARE

1. BACKGROUND TO THE CONTRACTING AUTHORITY

- 1.1 Air Platform Systems (APS) Delivery Team (DT) in Defence Equipment & Support (DE&S) is responsible for the in-service support of hardware and software at the Air Warfare Centre, of which the Joint Electronic Warfare Operational Support Centre (JEWOSC) is a part.

2. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 2.1 The requirement is for the ongoing provision by the Supplier of spares and parts for hardware in use across the network estate, in order to provide cover in the event of equipment failure. Any hardware that has been connected cannot be returned to the Supplier due to the nature and classification of the environment.

3. SCOPE OF REQUIREMENT

- 3.1 The Supplier shall provide spares and parts support on a 9-5, Next Business Day (NBD) delivery timescale.
- 3.2 Support shall include a Comprehensive Data Media Retention (CDMR) policy, as any hardware that has failed cannot be returned.
- 3.3 The Supplier shall also provide technical support to the Buyer in the identification of faulty components.
- 3.4 The Authority is seeking the provision of this support for a period of 2 (two) years from 7th April 2022 to 31st March 2024, with an option to extend for a further year to 31st March 2025.

4. THE REQUIREMENT

- 4.1 The hardware items covered by the Contract are listed in Annexes A.1 to A.3 to this Annex. The Supplier shall support these items as demanded by the Buyer. Support shall meet the following minimum requirements:
- 4.1.1 Available from 9am – 5pm Monday to Friday
 - 4.1.2 Any requested spares/parts shall be delivered to the requestor Next Business Day.
 - 4.1.3 The Supplier shall have a Comprehensive Data Media Retention policy.
 - 4.1.4 All the hardware specified in Annexes A.1 to A.3 to this Annex shall be supported.
 - 4.1.5 Pricing shall be supplied for all the hardware specified in Annexes A.1 to A.3 to this Annex.
- 4.2 The Buyer may remove or add hardware items and request Firm Prices from the Supplier for the support of new items.
- 4.3 Removals from the Call-Off Contract by the Buyer shall be subject to a 30-day notice period. A Variation Form shall be agreed between the Supplier and the Buyer removing the item and amending the associated Firm Price for that item. The paid amount for the item shall be credited by the Supplier to the Buyer, unless the Buyer authorises the use of the credit for additional items. Any credit shall be calculated on

a pro-rata basis, with the credit period commencing on the day after the end of the 30-day notice period. Any unused credit shall be repaid to the Buyer via CP&F on request.

5. REPORTING

5.1 The Supplier shall provide a monthly performance report, the format and content of which shall be agreed with the Buyer. The information may typically comprise the following:

5.1.1 Details of requests raised (including date and time)

5.1.2 Priority allocated and status (open/closed)

5.1.3 Turnaround time for each request

5.1.4 Trends

6. CONTINUOUS IMPROVEMENT

6.1 The Supplier shall continually improve the way in which the required services are to be delivered throughout the Contract duration.

6.2 The Supplier shall present new ways of working to the Buyer during the duration of the Contract. They may be implemented in consultation with the Authority.

6.3 Changes to the way in which the services are to be delivered must be brought to the Buyer's attention and agreed prior to any changes being implemented.

7. QUALITY

7.1 For the purposes of this Contract, the Supplier and key Subcontractor shall maintain their Quality Management Systems (QMS) in accordance with ISO 9001:2015 for the duration of the Contract. In the event of the Supplier's, or key Subcontractor's, ISO certification lapsing, the Supplier shall inform the Buyer immediately and confirm the steps being taken to achieve re-certification.

8. STAFF AND CUSTOMER SERVICE

8.1 The Supplier shall ensure that it has sufficient resources to provide the agreed service for the duration of the Contract. A Helpdesk number will be provided to the Authority and will be manned during the times stated in paragraph 4 above.

9. SERVICE LEVELS AND PERFORMANCE

9.1 The Authority will measure the quality of the Supplier's delivery against the following service levels/KPIs:

KPI/SLA	Service Area	KPI/SLA description	Target
KPI		Delivery to JEWOSC of any spares required	Next Business Day
KPI		Support availability	9-5 Mon to Fri

10. LOCATION

10.1 The location for delivery will be JEWOSC CIS, RAF Waddington, Lincoln LN5 9WA.