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CONTRACT MCS/2015

IN-SERVICE SUPPORT FOR SHIPS PROTECTIVE SYSTEMS

STATEMENT OF SUPPORT REQUIREMENT

Approvals and Document History

Approvals

Written by:	[redacted] (Project Engineer). [redacted]	30 Nov 16
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Contents

Activity 4 – Post Design and Technical Services (Non-Core).

Acronyms, Abbreviations, and Definitions

AQAP	Allied Quality Assurance Procedure.
CM	Configuration Management.
CONDO	Contractors Deployed on Operations.
COSHH	Control of Substances Hazardous to Health.
CSA	Communications & Situational Awareness.
DEFCON	Defence Condition.
DEF FORM	Defence Form.
Def Stan	Defence Standard.
DE&S	Defence Equipment & Support.
DLF	Defence Logistics Framework.
DO	Design Organisation.
DRACAS	Data Recording and Corrective Action System.
EEE	Electrical, Electronic, Electromechanical.
ETD	Electronic Technical Documentation.
FMECA	Failure Modes Effects and Criticality Analysis.
FSU	Forward Support Unit.
HS&EP	Health, Safety & Environmental Protection.
HSIS	Hazardous Stores Information System.
iaw	in accordance with.
IMC	Inventory Management Code.
IPC	Illustrated Parts Catalogue.
JSP	Joint Service Publication.
LSC	Logistic Support Committee.
MCMV	Mine Counter Measures Vessel.
MCS	Maritime Combat Systems.
MNE	Mine Neutralisation Equipment.
MoD	Ministry of Defence.
NATO	North Atlantic Treaty Organisation.
NSN	NATO Stock Number.
OMP	Obsolescence Management Plan.
OPDEF	Operational Defect.
PDS	Post Design Services.
PHS&T	Packaging, Handling, Storage & Transport.
PM	Project Manager.
PMP	Project Management Plan.
PSEP	Project Safety & Environmental Panel.
PSS	Product, Service, or System.

PT	Project Team.
QA	Quality Assurance.
QM	Quality Management.
QMS	Quality Management System.
QP	Quality Plan.
RCM	Reliability Centred Maintenance.
ROMP	Risk, Opportunities Management Plan.
RN	Royal Navy.
S&TE	Support & Test Equipment.
SC	Security Clearance.
SCCB	Software Change Control Board.
SDA	System Design Authority.
SDS	Safety Data Sheet.
SE	Support Equipment.
SEMP	Safety & Environmental Management Plan.
SoSR	Statement of Support Requirement.
SPS	Ships Protective Systems.
SQEP	Suitably Qualified & Experienced Personnel.
SRMH	Single Role Mine Hunter.
SS&E	Ship System & Equipment.
SSC	Software Support Case.
SSP	Software Support Plan.
TAA	Technical Assistance Agreement.
TAF	Task Authorisation Form.
TD	Technical Documentation.
TDMP	Technical Documentation Management Plan.
TME	Test & Measurement Equipment.
TS	Technical Services.
T23	Duke Class Frigate.
T45	Daring Class Destroyer
UEW	Underwater Electronic Warfare
UK	United Kingdom.
UKNCB	United Kingdom National Codification Bureau.

Introduction

1. **Scope of Support Requirement.** The aim of this Statement of Support Requirement (SoSR) is to confirm the scope of support requirements for the in-service support contract for the following Ships Protective Systems (SPS), Fleet Area Code LC, only:

a. Cathodic Protection. This includes the following:

(1) Impressed Current Systems.

(2) Sacrificial Anodes.

b. Degaussing Control.

c. Shaft Grounding. This comprises the following:

(1) Active systems [redacted]

(2) Passive systems [redacted]

2. The contract will provide the following in-service support elements:

a. System Design Authority Management.

b. Project Management.

c. Quality Management.

d. Risk Management.

e. Health, Safety & Environmental Management.

f. Obsolescence Management.

g. Configuration Management.

h. Software Support.

i. Supply Support.

j. Equipment Upkeep Management.

k. Post Design Services.

l. Technical Support.

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4. The project to produce the contract was authorised on behalf of [redacted] by [redacted] on 7 Jul 16.

Activity 1 – Service Management (Core)

5. **Scope of Activity.** Service Management defines the core operational framework under which the Contractor is best able to monitor and optimise the Services provided to the Authority, and ensure that they meet the Authority's requirements.

6. **Design Organisation.** The Design Organisation (DO) is the authoritative body that is established to carry out the design management of equipment/systems through life. The DO is responsible for ensuring the design is maintained to preserve the original intent of the designer within defined materiel state and operating parameters that it defines, to deliver its capability safely. For this contract, the DO shall be the Authority and the Contractor.

7. **Authority Management.** [redacted] will be responsible for the day to day management of the contract on behalf of the Authority.

8. **Roles and Responsibilities of the Contractor.** The Contractor shall be the Systems Design Authority (SDA) responsible for the SPS detailed at paragraph 1, fitted to the RN platforms detailed at paragraph 3. Duties shall include, but not be limited to:

a. The Contractor shall be fully responsible for all aspects of the Contract including management of all work resulting from Activities 1 to 4. The Contractor shall establish and maintain the necessary technical experience and resources to define, conduct, place and manage sub-contracts covering any of the 4 Activities.

b. The Contractor shall nominate and maintain a permanent Project Manager (PM), who shall be in place by the date of contract award, and be responsible for the conduct of business for the duration of the contract. The PM must be suitably senior in the management organisation of the Contractor, hold appropriate delegations and authority to ensure Key Performance Indicators are met.

c. The Contractor shall identify from within its organisation key Finance, Commercial, Inventory Management, Safety, Technical and Quality Assurance (QA) personnel to act as Subject Matter Experts and to support and expedite the range of activities specified in this SoSR. The Contractor shall identify this team of Suitably Qualified and Experienced Personnel (SQEP) and describe their respective specialist areas, roles, level of Security Clearance (SC), qualifications and experience. The key individuals shall include Single Points of Contact for technical and inventory support that will also be responsible for the progressing of orders during the normal working day.

d. When requested by the Authority, the Contractor shall attend and provide secretarial services for meetings.

e. As SDA, the Contractor shall be responsible for all work carried out on the SPS, and applicable training aids, software, and Support and Test Equipment (S&TE), which is provided under sub-contracts by any sub-system Design Authority, or design parent to any other sub-contractor, undertaking design duties.

f. The Contractor shall be responsible for the planning, arranging, and monitoring any design development work on the SPS, and applicable training aids, software, and S&TE, including the definition and control of interfaces with other ship systems.

g. The Contractor shall undertake the maintenance of Technical Data Packs for each SPS, and applicable training aids, software, and S&TE. The Contractor shall be responsible for holding and maintaining drawings and related technical documents and publications.

h. Subject to the ownership of Intellectual Property Rights the Contractor shall maintain a Master Record Index and full sets of master drawings for the SPS, and applicable training aids, software, and S&TE. The Contractor shall make arrangements with other Industry Partners involved with the SPS, to maintain and supply drawings as required.

i. When requested by the Authority, the Contractor shall supply copies of SPS drawings in accordance with (iaw) Defence Condition (DEFCON) 19, (Free User, Maintenance and Supply of Drawings).

9. **Security.** The Contractor shall maintain a register showing the SC level of SQEP supporting the SPS. The Contractor shall have in place procedures to maintain the appropriate levels of SC for personnel and have suitable, secure facilities to store Government data.

10. **Project Management Plan.** The Contractor shall deliver a Project Management Plan (PMP) to the Authority for approval within 3 months of the date of contract award. The PMP shall incorporate all Activities in this SoSR, and shall reflect a three-year rolling programme of work. The Contractor shall produce and maintain documented processes and procedures within the PMP for the management of each Activity, including all subcontract and delivery procedures covering the SPS.

11. The PMP shall be a ‘live’ document, updated by the Contractor as necessary throughout the duration of the contract; particularly prior to each progress meeting, to show proposals and details of all activities necessary to meet the requirements of the contract. The PMP shall also include details of how it is intended to implement, maintain and review transition from the Authority’s current contractual arrangements, in order to ensure there is no loss of service.

12. **Quality Management.** Quality Management (QM) is the process of ensuring that all the activities necessary to deliver a product that meets the customer's requirements are planned, and are carried out effectively and efficiently. QM is focused on product/service quality, and the means to achieve it. QM uses quality assurance and the control of processes, as well as products/services, to achieve consistent quality. The Contractor shall implement a Quality Management System (QMS) that meets at least the requirements of BS EN ISO 9001:2008 (Quality Management), and be able to demonstrate control of the processes. QA requirements are as follows:

a. Allied Quality Assurance Procedure (AQAP) 2110 Edition 3, North Atlantic Treaty Organisation (NATO) Quality Assurance Requirements for Design, Development and Production. Certificates of Conformity shall be provided iaw DEFCON 627, (Quality Assurance – Requirement for a Certificate of Conformity).

b. AQAP 2210, Edition 1, NATO Supplementary Software Quality Assurance Requirements to AQAP 2110 shall apply.

c. **Quality Plan.** A Deliverable Quality Plan (QP) is required in accordance with DEFCON 602A, (Deliverable Quality Plan) and AQAP 2105, NATO Requirements for Deliverable Quality Plans Edition 2. The Contractor shall implement and maintain a contract specific QP iaw the requirements of AQAP 2105.

d. Unless otherwise notified, the QP shall be delivered to the Authority's Quality Focal Point, (see Box 7 of Defence Form (DEF FORM) 111), within 3 months of contract award. The agreed contract QP may be subject to Government Quality Assurance Representative Surveillance activity to ensure compliance with agreed contract requirements.

e. **Concessions.** Concessions shall be managed iaw Def Stan 05-061, Part 1, (Quality Assurance Procedural Requirements – Concessions).

f. **Contractor Working Parties.** Any Contractor Working Parties shall be provided iaw Def Stan 05-061, Part 4, (Quality Assurance Procedural Requirements – Contractor Working Parties).

g. **Safety Critical Items.** Safety Critical Items shall be subject to independent inspection iaw Def Stan 05-061, Part 9, (Quality Assurance Procedural Requirements – Independent Inspection Requirements for Safety Critical Items).

h. **The Avoidance of Counterfeit Materiel.** The spread of counterfeit materiel has increased across all industries and the globalisation of the supply chain has resulted in an increased probability that counterfeit materiel may enter the Defence Supply Chain; seriously impacting on the performance of Defence equipment in terms of safety and reliability. There is a risk that all materiel procured by the MoD might contain elements that have been subject to counterfeit activity. This may include equipment, parts, components, products, raw materiel or software associated with a product or service procured by the MoD. The most common counterfeit parts are Electrical, Electronic and Electro-mechanical parts (EEE parts).

In particular, hard to find, obsolete EEE parts may be subject to counterfeit activity. Specialist steel products (such as fasteners, chain and valves); fuels and medicines are examples of other vulnerable sectors of the market.

i. To avoid risk to life and risk to operational effectiveness; anyone involved in the purchase and supply process must be able to show that they have applied due diligence and care to prevent counterfeit materiel entering or re-entering the Defence Supply Chain. The Contractor shall comply with Def Stan 05-135 (Avoidance of Counterfeit Materiel).

j. **EXCLUSION:** [redacted] If a request to support this type of materiel is received; the Contractor shall inform the Authority immediately.

13. **Risk Management.** IEC 62198:2014 (Managing Risk in Projects - Application Guidelines) shall be used to provide a framework for implementing a proactive Risk Management strategy and the production of a Risk, Opportunities Management Plan (ROMP).

14. **Risk, Opportunities Management Plan.** The Contractor shall deliver, implement and maintain a ROMP. The ROMP shall describe how risks will be managed during the term of the contract. The ROMP will detail the top-level approach to be taken for risk management, through all aspects of the conduct of the contract. The ROMP shall be delivered to the Authority for approval within 3 months of the date of contract award.

15. **Risk Register.** The Risk Register is a repository for capturing and recording risks and associated information. The Contractor shall deliver a Risk Register that includes all joint Authority/Contractor risks, and updates to risks that impact upon the scope of the contract.

16. **Health, Safety and Environmental Protection Management.** Health, Safety and Environmental Protection (HS&EP) is concerned with preventing harm to people and the environment. The Contractor shall carry out safety and environmental management iaw the following:

a. Def Stan 00-056 Part 1, (Safety Management Requirements for Defence Systems).

b. Def Stan 00-055 Part 1, (Requirements for Safety of Programmable Elements in Defence Systems).

c. The requirements of the Secretary of State for Defence Policy Statement and its amplification in any Defence Safety Authority publications. The Policy Statement is the Defence policy for complying with HS&EP requirements, and applies to all Defence activities and personnel.

17. **Safety and Environmental Management Plan.** A Safety and Environmental Management Plan (SEMP) is a document that defines the strategy for addressing safety and environmental issues, and it documents the Project Safety Management System. In accordance with Def Stan 00-056, the Contractor shall define and implement a coherent approach to the management of all safety and environmental activities, throughout the duration of the contract and document the said approach in a SEMP. The Contractor shall provide details of ISO 14001:2015 accreditations. The Contractor shall define a SEMP as part of the tendering process, and formalise and agree the plan with the Authority at contract award. The SEMP must be agreed with the Authority before any extensive safety work is undertaken.

18. **Hazard Log.** A Hazard Log is the continually updated record of the hazards, accident sequences and accidents associated with a system. The purpose of the Hazard Log is to be the principal means of establishing progress on resolving risks associated with identified hazards. It provides traceability of the hazard management process to show how safety issues are being dealt with and resolved. As part of the transformation programme, Cassandra (a Hazard Log Management tool) has been mandated for all new DE&S projects. When tasked by the Authority under Activity 4, the Contractor shall review the SPS Hazard Logs and, where required, convert them to Cassandra Hazard Logs.

19. **Project Safety and Environmental Panel.** The Project Safety and Environment Panel (PSEP) provides a forum for monitoring and co-ordinating all safety management and risk reduction activities associated with the project; to ensure effective levels of safety and provide an appraisal of the Safety Case. The biannual In-Service PSEP meeting will be held at MoD sites, on dates that will comply with the requirements of the MCS SEMP. The Authority shall Chair the PSEP meeting and the Contractor shall provide secretarial services.

20. **Safety and Environmental Case.** A Safety and Environmental Case is a structured argument, supported by a body of evidence that provides a compelling, comprehensible and valid case that a system is safe for a given application in a given environment. A Safety and Environmental Case Report is a report that summarises the arguments and evidence of the Safety Case, and documents progress against the Safety Programme. The Contractor shall assist the Authority with reviewing and updating the current SPS Safety and Environmental Cases, and then maintaining them thereafter. When tasked by the Authority under Activity 4, (usually every three years, or following a major change to the system), the Contractor shall produce Safety and Environmental Case Reports. The Contractor shall provide access to records, including sub-contractor records; to enable a MoD appointed Independent Safety Auditor to carry out safety audits and other assessment activities to satisfy MoD safety requirements.

21. **Hazardous Stores/Dangerous Goods.** The MoD has to comply with national and international legislation for the provision and management of safety information. Within Defence, Joint Service Publication (JSP) 515 (Hazardous Stores Information System (HSIS)) is the single source for direction and guidance on the provision of safety information used for assessing and reducing the risk presented when handling, storing, distributing, and disposing of NATO codified hazardous substances, mixtures, and articles/equipment containing such chemicals. Specific safety information, including Safety Data Sheets (SDS), for codified hazardous items is available on HSIS for MoD users.

If the safety information is not available on HSIS; the item is non-compliant and must not be handled, stored or distributed until the safety information is acquired by the Authority and sent for upload to HSIS. When requested by the Authority; the Contractor shall provide SDS and any other safety information concerning Articles covered by the contract. When supplying hazardous items, the Contractor shall comply with DEFCON 68 (Supply of Data for Hazardous Articles, Materiels and Substances). This shall also apply to any Articles supplied by the Contractor.

22. [redacted]

23. **Reliability Centred Maintenance.** There will be a requirement for Reliability Centred Maintenance (RCM) reviews to be undertaken throughout the duration of the contract. RCM reviews will meet the requirements of Def Stan 00-045 (Using Reliability Centred Maintenance to Manage Engineering Failures).

24. A review will be initiated by the Authority as a task under Activity 4. The RCM elements that may be covered under Activity 4 will include, but not be limited to:

a. Failure Modes Effects and Criticality Analysis (FMECA).

b. Data Recording and Corrective Action System (DRACAS) implementation. This will include the investigation and analysis of OPDEFs and Reports of Shortcoming in Materiel, Design, or Support (Form S2022).

c. Maintenance/maintainability initial assessments in accordance with RCM and Unit Maintenance Management System methodology.

d. Reviewing and updating of Job Information Cards.

25. **Obsolescence Management.** Obsolescence management is an integral part of design, development, production and in-service support, in order to minimise the financial burden to the delivery team, and availability impacts of obsolescence on the Front Line Command throughout the product lifecycle. IEC 62402:2007 (Obsolescence Management – Application Guide) shall be used to provide a framework for implementing a proactive Obsolescence Management strategy and the production of an Obsolescence Management Plan. Obsolescence management has two main elements that need to be considered:

a. Managing the obsolescence risk to a project.

b. Managing the mitigation of Obsolescence Concerns and resolution of Obsolescence Issues.

26. The Contractor shall implement a proactive Obsolescence Management strategy iaw IEC 62402:2007.

27. **Obsolescence Management Plan.** An Obsolescence Management Plan (OMP) details the activities that a project takes to identify and mitigate the effects of obsolescence to ensure that obsolescence has no detrimental impact to availability or capability of the equipment or service. In accordance with IEC 62402:2007, the Contractor shall develop, and submit as part of its proposal an OMP. The OMP shall detail all of the activities that the Contractor will undertake to identify and mitigate Obsolescence Concerns and to identify and resolve Obsolescence Issues. The activities detailed within the OMP shall cover all of the SPS within the scope of this SoSR. The Contractor shall ensure, and be able to demonstrate, that any mitigation of Obsolescence Concerns, or resolution of Obsolescence Issues, are implemented for the most cost effective through life solution, regardless of contract duration.

28. **Obsolescence Monitoring.** The type and depth of monitoring and who will undertake the monitoring will depend on the SPS asset or spare, and will be managed by the DO. It is impractical and not economically viable to record and monitor every individual component for obsolescence. Therefore, where obsolescence monitoring is identified as a mitigation activity, eg where the component is deemed safety and/or mission critical, the Authority will agree the following with the Contractor:

a. The level at which the monitoring will be conducted (Assembly, Line Replacement/Repair Unit, component etc.).

b. Who will actually carry out the monitoring.

c. How the monitoring will be conducted (tool, process etc.).

d. How the results will be collated and communicated (means & frequency).

29. [redacted]

a. [redacted]

b. [redacted]

c. [redacted]

d. [redacted]

e. [redacted]

30. **Configuration Management.** The Contractor shall establish, document and maintain a Configuration Management (CM) system compliant with Def Stan 05-057, (Configuration Management of Defence Materiel), which defines the configuration control processes to be followed throughout the duration of the contract. Supplementary CM Def Stans are as follows:

a. Def Stan 02-028, (Configuration Management [redacted] In-Service Support).

b. Def Stan 02-038, (Requirements for the Preparation, Identification and Management of Datum Pack Drawings and Photographs for [redacted]

c. Def Stan 02-041, (Requirements for Configuration Management [redacted]

31. To comply with Def Stan 02-250 (Maritime Support Management), the Contractor shall maintain the Ship System and Equipment Lists (SS&E List), for the SPS within the scope of this SoSR. For SPS where an SS&E List does not already exist; the Contractor shall produce an initial SS&E List and maintain it for the duration of the contract. The Contractor shall use the SS&E lists to carry out an Obsolescence Survey, to identify any obsolete items and any potential obsolescence concerns, and report these to the Authority.

32. CM shall also include maintenance of system drawings, specifications (for proprietary and non-proprietary articles), Books of Reference, Illustrated Parts Catalogues (IPC), Spare Gear Lists, other technical publications, and amendments, equipment codification, installation information and the Authority's data packs. The Contractor shall be responsible for maintaining configuration control of all the relevant system documentation for each vessel, ensuring that it is up-to-date and reflects the latest approved drawing build standard. Where shortfalls/deficiencies are identified, the Authority will raise remedial tasks under Activity 4.

33. **Inventory Planning.** Whenever possible, the Authority will send its forward inventory plan to the Contractor. This will assist the Contractor to plan support activities against the Authority's anticipated future requirements. The inventory plan is not a commitment by the Authority, and provides no guarantee as to the likely level of throughput to be ordered under the contract.

34. **Software Support.** It is MoD policy that the support of software shall be afforded full consideration throughout the equipment lifecycle. Software may provide a wide variety of functions at various levels within a system's physical structure. Therefore, all software will require appropriate through-life support, in order to sustain the operational effectiveness of the host system. There are no MoD mandated requirements associated with software management. However, failure to address software support issues will impact on lifecycle costs, performance, availability, maintainability and possible overall system safety. Support usually relies upon the provision of a software warranty for the correction of software faults. Software adaptations and enhancements are often required to sustain capability. As and when the necessity arises; the Authority shall task the Contractor under Activity 4, to facilitate the through-life corrective changes (if no warranty exists), adaptations and enhancements of software products.

35. **Software Support Plan.** The Software Support Plan (SSP) should detail how software support will be delivered in its totality, based on the following functions:

a. Query Evaluation.

b. Change Control.

c. Software Modification.

d. Data Support.

e. Product Assurance.

f. Software Operations Support.

36. The SSP also documents the software support agreements with the Contractor. A Software Support Case (SSC) should provide evidence of how the contractor has met the requirements of the SSP. As the contract progresses, the SSP and SSC should provide confidence that support planning is being carried out effectively and the support solution is maturing according to the plan. The Contractor shall produce the SSP and SCC and be delivered by the Contractor to the Authority for approval within 3 months of the date of contract award.

37. **Software Change Control Board.** The SCCB provides the management structure for exercising control over changes to software contained within a system. The frequency of SCCB meetings will be dependent on the need for change. The Authority will convene the SCCB meetings on an 'as and when required' basis; as a task under Activity 4. The Authority shall Chair the meeting and the Contractor shall provide secretarial services.

38. **Technical Assistance Agreements.** A Technical Assistance Agreement (TAA) is a key agreement established with Suppliers/Original Equipment Manufacturers to supplement and support service delivery. TAAs are individually tailored to fit the Contractor's needs and are governed around principles, philosophy and value statement(s) mutually agreed between the parties. TAAs or similar arrangements are to ensure that:

a. Safety aspects of the equipment and its operation are maintained.

b. Modification data will be kept up to date.

c. Current performance and reliability criteria are maintained and/or improved.

d. Advice on repair and maintenance of the equipment is provided.

39. The Contractor shall ensure that TAAs are established and maintained throughout the duration of the contract.

40. **Technical Support.** The Contractor shall provide any necessary technical support to ensure the continued and safe operation of the SPS covered under this SoSR by maintaining SQEP who shall:

a. Be available via telephone during core working hours on business days, as defined in DEFCON 501 (Definitions and Interpretations), to provide engineering support and advice for Authority staff, for the SPS within the scope of the SoSR.

b. With the assistance of Ships and Forward Support Unit (FSU) staff, diagnose and rectify any defect or problems which can be rectified in situ on the equipment, and give informed advice to Ships staff on the safe operation of the SPS.

c. The Contractor shall implement and maintain a Technical Support Register and log all technical support requests from the Authority, Ships and FSU staff received by the Contractor.

d. Support problems/issues that require more time and resources, and cannot be resolved by telephone, will be transferred to Technical Services under Activity 4.

41. **Technical Documentation.** Technical Documentation (TD) is defined as the information necessary to operate, maintain, repair, support and dispose of equipment throughout its life. It is MoD policy that:

a. TD shall be produced as Electronic Technical Documentation (ETD) and will be available for all equipment to provide technical support from the first usage, allowing it to be operated, managed, maintained and disposed of effectively, efficiently and safely. There are two options for delivery of ETD which are set out in order of precedence below:

(1) Interactive Electronic Technical Publications (IETPs).

(2) Portable Document Format (PDF).

b. The output shall be available as close to the point of use as possible.

c. TD is to be kept up to date and relevant throughout its life in accordance with the associated Technical Documentation Management Plan (TDMP).

d. TD is to be delivered in a structured, coherent and appropriate format accessible to all users, including support contractors, MoD authorities, establishments and deployed units throughout the world.

42. The Contractor shall manage the SPS TD iaw the policies and processes detailed in the Defence Logistics Framework (DLF), and Def Stan 02-250 Part 5, (Maritime Support Management - Documentation for Type A and Type B Support).

43. **Technical Documentation Management Plan.** The TDMP shall explain the general procedures, terms, and conditions governing the planning, selection, preparation, and delivery of TD required for the maintenance, operation, and training support of the SPS. The Contractor shall initiate and maintain a SPS TDMP iaw the TD policies and processes detailed in the DLF. The TDMP shall be delivered by the Contractor to the Authority for approval within 3 months of the date of contract award.

44. **Decision and Communications Structure.** The Contractor shall produce a Communications Plan detailing the method of recording discussions and decisions between the Contractor and the Authority. The Communications Plan shall be submitted to the Authority for approval within 3 months of the date of contract award. The Contractor shall maintain this document throughout the duration of the contract.

45. **Performance Management.** Performance management is a critical activity that will be used to evaluate the Contractor's performance and assist in determining the appropriate level of any performance fee. It will also generate information used by the Authority to monitor and maintain the availability of SPS and equipments. Therefore, timely and accurate performance management information will be critical in supporting the outputs under the contract.

46. **Performance and Financial Reporting.** To enable the Contractor and the Authority to monitor both performance and financial activity, the Contractor shall provide a monthly progress report. The report shall be submitted to the Authority within 10 working days after the end of each month covering the preceding calendar month. The report shall be issued in an electronic format for use with Microsoft Office Suite applications.

47. **Project Review Meetings.** A joint Project Review meeting covering performance and financial matters will be held between the Contractor and the Authority at monthly intervals for the initial twelve months of the contract and at quarterly intervals thereafter. The first meeting will be classed as the Contract Initiation Meeting. The Project Review meeting will be chaired by the Authority and secretarial services provided by the Contractor. The meetings will be held at the Contractor's premises and MoD sites on an alternate basis, unless mutually agreed otherwise.

48. **Annual Strategic Review.** A Strategic Review will be held at the Contractor's premises to review progress through the first year of the contract (then annually thereafter) and agree the priorities and objectives for the following two years. The Contractor's overall performance against each Activity shall be reviewed, and anticipated future requirements under each Activity shall be discussed. The Authority shall Chair the meeting and the Contractor shall provide secretarial services.

49. **In-Service Logistic Support Committee.** The biannual In-Service Logistic Support Committee (LSC) meeting will be held at MoD sites. The purpose of the LSC meeting is to inform the Sponsor and User of the performance of the SPS and support solutions. The Authority will convene the LSC meetings as a task under Activity 4. The Authority shall Chair the meeting and provide secretarial services.

Activity 2 – Supply Support (Non-Core)

50. **Supply Support Activities.** The Supply Support activities are as follows:

a. **NATO Codification.** It is MoD policy that all items held within the Defence Inventory are to be codified, by the allocation of a unique NSN iaw NATO and UK National Codification Bureau (UKNCB) procedures. Technical data is required for all items specified in this contract and those not already in the NATO Codification System. The Contractor shall dispatch the data or arrange for dispatch of the data from sub-contractors or suppliers on request from the Authority. The Contractor shall provide, or arrange to provide, updated information regarding modifications; design or drawing changes to all items specified in this SoSR iaw Def Stan 02-250 Part 3, (Maritime Support Management – Codification), and DEFCON 117 (Supply of Information for NATO Codification and Defence Inventory Introduction).

b. **Re-Provisioning.** Re-Provisioning is the routine process of re-stocking items that have been consumed. Spares replenishment will be required to maintain the availability of the SPS equipment through life and orders need to be placed taking into account the procurement lead time of the items concerned. Different categories of spares will be managed in different ways, e.g. items classified as 'mission essential', repairables or capital spares will require proactive management, whereas consumable items will require routine re-provisioning.

c. **Documentation.** The main supply support document is the IPC. The IPC details the items and NSNs required to support the relevant SPS equipment. This information enables the maintainer to identify and demand the correct spare parts.

51. **Scope of Activity.**

a. 'Supply Support' means the manufacture, procurement, or the supply of Articles.

b. ‘Articles’ means new permanent capital and consumable spare parts, or components. All supplied Articles shall comply with Def Stan 02-250 Part 0, (Maritime Support Management - General Information for Type A and Type B Support). Submarine Articles shall also comply with Def Stan 02-884, (Submarine Enterprise Standard Quality Requirements).

52. **Single Item Ownership.** It is UK Defence policy that each item of supply is owned on behalf of Defence by a single owner. The primary principle upon which convergence towards a Single Defence Inventory is predicated is that each item is to have a unique NSN, a single (PT) owner and be hosted on only one Base Inventory System. When there is a requirement to introduce a new item to the Defence Inventory, or register a new interest in a current item; the Contractor shall comply with the Single Item Owner policies and processes detailed in the DLF.

53. **Support and Test Equipment.** S&TE is all equipment (mobile or fixed) required to support the operation and maintenance of a product. S&TE comprises the following elements:

a. **Test and Measurement Equipment.** Test and Measurement Equipment (TME) introduced for MoD requirements is defined as the range of items which are utilised to provide an indication of system, equipment or component serviceability and/or evaluate the ability of the system or equipment to meet precisely defined performance or measurement standards. TME may be of mechanical or electrical design and functionality. The Contractor shall manage and calibrate TME iaw The Management of Test and Measurement Equipment Handbook.

b. **Support Equipment.** Support Equipment (SE) covers a vast range of items from basic tools to complex ISO containerised workshops. SE can be classed as:

(1) Project Specific, ie provided to support a specific Product, Service, or System (PSS).

(2) Non-Project Specific, ie provided to support a number of PSS.

c. SE can also be classed as:

(1) General, ie identical items used to support many PSS.

(2) Special, ie an item used to support a specific PSS.

d. It is MoD Policy to use General SE over Special SE wherever possible to provide a “Value for Money” solution and to fully utilise the inventory. The Contractor shall manage SE iaw the policy detailed in the DLF.

e. **Calibration of S&TE.** New Articles of S&TE will be purchased under Activity 2; these will require calibration and certification before delivery to the Authority. Subsequent calibration and certification will be covered under Activity 3. Any current Articles of S&TE will be calibrated and certified under Activity 3.

54. **Accounting Classification (Supply).** This is a MoD base inventory system code that indicates the degree of stores accounting that must be applied by MoD end users to supplied Articles. The codes are as follows:

a. **C.** Consumable: This code indicates that the Article is an item, normally of low value; for which no further accounting is required after formal receipt action. The code is part of the Inventory Management Code (IMC) eg W193/C.

b. **L.** Limited: This code indicates that the Article is not subject to repair; but must be accounted for at all times. The code is part of the IMC eg W193/L.

c. **P.** Permanent: This code indicates that the Article is subject to repair, and/or due to security implications has a disposal restriction code "K". The code is part of the IMC eg W193/P.

55. The list of Articles at Annex B shows several inconsistencies with regards to the C, L, and P accounting classification codes detailed above. When tasked by the Authority under Activity 4, the Contractor shall determine which of the Articles at Annex B can definitely be repaired (Permanent), and those that are Consumable. The Authority shall determine if any of the Consumable Articles are to be classed as Limited.

56. **Supply of Stock.**

a. When demanded by the Authority, the Contractor shall be required to supply the Articles required to support the SPS within the scope of this SoSR.

b. There will be an Authority requirement to demand Articles that have a NSN, but are not on the contract. Within 10 working days of receiving such a demand; the Contractor shall offer a firm price and delivery lead time. Following agreement of the price, the Article shall be added to the contract.

c. There will be an Authority requirement to demand Articles that do not have a NSN and are not on the Contract. Within 10 working days of receiving such a demand; the Contractor shall offer a firm price and delivery lead time. NATO codification action shall be carried out by the Contractor iaw the latest UKNCB procedures. To comply with Def Stan 02-250 Part 5, the Contractor shall complete a Form 117 for the amendment of any related IPCs. Following NATO codification, the Article shall be added to the contract.

d. The Contractor may identify alternative sources for supply of Articles, but approval for use prior to order shall be obtained from the Authority. Equipments required to be maintained within Class may not have alternative items fitted unless approved by the Classification Society and the Authority.

57. **Packaging, Handling, Storage and Transport**. It is MoD policy that all Packaging, Handling, Storage and Transport (PHS&T) requirements for all items are considered so that they are packaged and labelled, stored, handled, and transported as appropriate, via the Defence Supply Chain, so that the items reach the user in a usable and acceptable state. This also applies to the Reverse Supply Chain.

a. **Packaging.** Packaging and Labelling/Marking is a fundamental requirement to ensure that the correct item progresses from the Contractor to the Authority, efficiently and iaw operational priorities. When packaging and labelling Articles; the Contractor shall comply with Def Stan 81-041 Part 1, (Packaging of Defence Material - Introduction to Defence Packaging Requirements), and DEFCON 129 Packaging (For Articles other than Munitions). Also, the Contractor shall comply with national security, general handling and packaging requirements, and the packing of dangerous goods iaw current national/international dangerous goods regulations.

b. **Handling.** The Contractor shall carry out an analysis of all handling and any special handling requirements for SPS Articles. The analysis will assist the Contractor in identifying the type, ranges, and options for handling requirements necessary to:

(1) Safely handle Articles throughout the supply chain, and reverse supply chain.

(2) Safely handle any security sensitive electronic equipment spares, software, and data.

(3) Identify any special on-board ship handling requirements.

(4) Identify any unevenly weighted packages to ensure safe handling.

(5) Safely handle electrostatic sensitive and magnetic devices.

(6) Safely handle hazardous items, such as radioactive and Control of Substances Hazardous to Health (COSHH) items.

c. **Storage.** The Contractor shall carry out an analysis of all storage requirements, including any special precautions, for SPS Articles required throughout the supply chain, and reverse supply chain; these will be compatible with MoD storage where possible. The analysis will assist the Contractor in identifying suitable conditions, methods of storage, and provide estimates of required storage space.

d. **Transport.** The Contractor shall carry out an analysis of all transportation and any special transportation requirements for SPS Articles. The analysis will assist the Contractor in developing transportation solutions that are compliant with the requirements of the Defence Supply Chain Purple Gate (see policy on DLF).

e. **Magnetic Sensitive Articles.** The Contractor shall comply with the following:

(1) Def Stan 81-130 (The Transportation, Handling, Storage and Packaging of Magnetically Sensitive Equipment). This standard provides requirements for the PHS&T of magnetically sensitive equipment for MoD use.

(2) Def Stan 02-617, (Design Guide and Requirements for Equipment to Achieve a Low Magnetic Signature). This standard provides guidance for designers and suppliers of low magnetic signature equipment for [redacted]

f. **Electrostatic Sensitive Articles.** The Contractor shall comply with Def Stan 81-035 (Packaging of Electrical and Electronic Items). Paying particular attention to:

(1) Annex G (Packaging of Electronic Panels and Equipment, Which May Contain Electrostatic Discharge Sensitive Devices). This standard provides requirements and guidance for Military Level packaging of electronic panels and equipment which may contain electrostatic discharge sensitive devices for MoD use.

(2) Annex H (Packaging of Semiconductor Devices Including Electrostatic Discharge Sensitive Devices). This standard provides requirements for Military Level packaging of semiconductor devices, including electrostatic discharge sensitive items.

Activity 3 – Equipment Upkeep Management (Non-Core)

58. **Scope of Activity.**

a. 'Equipment Upkeep Management' means the provision of Repair and Technical Requirements.

b. 'Articles' means permanent spares requiring repair or refurbishment. All supplied Articles shall comply with Def Stan 02-250 Part 0. Submarine Articles shall also comply with Def Stan 02-884.

c. All Articles returned to the Contractor for repair or refurbishment shall, subject to condition on receipt, be "Stripped, Surveyed and declared Beyond Economical Repair" or "Stripped, Surveyed and Repaired". The Contractor shall deliver the Repair Survey Report to the Authority as agreed with the Authority and through the acceptance of the CP&F Purchase Order.

59. **Repair and Refurbishment of Articles.**

a. As required, unserviceable Articles will be forwarded by the Authority to the Contractor under an individual Repair Order for repair to serviceable, not new, condition, and testing as detailed in paragraph 59d.

b. The Contractor shall account for the property of the Authority as defined in DEFCON 694.

c. Modifications agreed by the Authority shall be incorporated by the Contractor at the time of the repair or refurbishment.

d. **Testing.** Where repaired Articles require testing; the order of precedence is as follows:

(1) Tests produced iaw Def Stan 00-052 (The General Requirements for Product Acceptance and Maintenance Test Specifications and Test Schedules).

(2) Original Manufacturer's Test Specification.

e. The Contractor shall inform the Authority of the following:

(1) Articles which do not have 59d (1) above and 59d (2) is utilised.

(2) Articles which do not have 59d (1) and 59d (2).

Where necessary, the Authority will raise tasks under Activity 4 to produce test specifications.

f. **Calibration.** Any calibration required shall demonstrate that the Article meets the relevant Specification.

g. **Disposal.** For Articles/materiel subject to disposal action; the Contractor shall follow the procedure detailed in DEFCON 601.

Activity 4 – Post Design and Technical Services (Non-Core)

60. **Scope of Activity.** When tasked by the Authority, the Contractor shall provide Post Design Services (PDS) and Technical Services (TS) to support system availability and contribute to mission capability.

a. The Contractor shall provide SQEP to carry out any such tasks authorised by the Authority. As far as is practicable, the Contractor should seek to ensure that the personnel deployed on a task remain the same throughout the period of that task.

b. The Contractor may be required to attend a Government Establishment and in doing so is reminded of the obligations under DEFCON 76, (Contractor's Personnel at Government Establishments), to notify the Authority of any health and safety hazards, risks associated with such hazards, and precautions which should be taken emanating from such risks, resulting from work performed at a Government Establishment under the contract. The Contractor shall be familiar with any entry restrictions, safety training, and security clearances necessary for such attendance.

61. **Post Design Services.** PDS is work undertaken to ensure that modifications and minor design alterations are properly appraised and, where approved, implemented. The PDS process is concerned with the redesign, redevelopment and engineering necessary for preserving an equipment's capabilities at the performance levels formally approved by the MoD equipment sponsor. PDS includes the SDA work necessary to maintain the design and manufacturing data and reference equipment. PDS may also be used for minor enhancements such as meeting new/safety legislation, or for reducing in-service support costs, but it is not intended that it should be used for major redesigns to meet a new requirement. The Contractor will, as tasked, be required to provide PDS.

62. **Technical Services.** There will be occasions when the service provided by Technical Support will be insufficient for some technical problems/issues that require more time and resources. Where this is the case; the Contractor will be tasked to provide TS.

63. **Task Initiation.** PDS and TS tasks will be initiated by the Authority by means of the Task Authorisation Form (TAF) at Annex F to the contract.

64. **Contractors on Deployed Operations.** The use of Contractors on Deployed Operations (CONDO) in support of the MoD is a concept of utilising contractors during operations and exercises to support and augment the capability of the UK's Armed Forces. CONDO deployments may include support to standing commitments, and both intervention and stabilisation operations.

65. The Contractor may be requested to provide direct support at a location defined as an Operations Area within the meaning and provisions of Def Stan 05-129, (Contractors on Deployed Operations (CONDO) - Processes and Requirements). The Contractor shall ensure that all service engineers have suitable up to date travel and medical documentation in order to expedite rectification of defects on vessels deployed overseas. Def Stan 05-129 details the standardised processes essential to the efficient operation of contractors deployed in support of the UK's Armed Forces. The Def Stan should be read in conjunction with JSP 567, Contractor Support to Operations Policy. DEFCON 697, (Contractors On Deployed Operations), sets out the contractual requirements in circumstances requiring the presence of the Contractor, the Contractor's employees or sub contractor's employees in an Operational Area, or other area or Permanent Joint Operating Base, designated by Permanent Joint Headquarters.