



Ministry
of Defence

STATEMENT OF REQUIREMENT FOR PARACHUTE EQUIPMENT SUPPORT CONTRACT

Reference: C17CSAEPT/04/08/13 dated 8th Dec 2016

C17CSAE Project Team

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CONTENTS

| Subject | page |
|--|---------|
| Definitions | 3 |
| Abbreviations | 3 |
| Requirement – Maintenance & Facilities | 5 |
| Requirement – Airworthiness & Safety | 7 |
| Requirement - Quality | 10 |
| Requirement – Government Furnished Equipment | 10 |
| Requirement – Asset & Logistic Management | 10 |
| Requirement – Spares Management | 13 |
| Requirement – Liaison Accommodation | 13 |
| Requirement – Training | 13 |
| Requirement – Support Services | 14 |
| Requirement – Reviews & Reporting | 14 |
| Requirement – Capability Implementation | 14 |
| Equipment List | Annex A |
| Maintenance Capacity | Annex B |
| MAA Regulatory Articles | Annex C |
| Management Information (MI) and Key Performance Indicators (KPI) | Annex D |
| Conditioning of Equipment | Annex E |

DEFINITIONS

| Expression | Definition |
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| Maintenance | All activities required to ensure Parachute Equipment is in a safe and 'ready to use' condition. This includes but is not limited to washing, drying, hanging, inspection, repair, incorporation of modifications and Special Instructions (Technical), fumigation and packing |

ABBREVIATIONS

| ABBREVIATION | FULL DESCRIPTION |
|--------------|---|
| AAD | Automatic Activation Device |
| ADE | Airborne Delivery Equipment [cargo parachutes] |
| AFE | Airborne Forces Equipment [personnel-carrying parachutes] |
| AP | Air Publication |
| BT | Blue Track range of parachutes (80, 380, 533) |
| CAMO | Continuing Airworthiness Management Organisation |
| CYPRES | Cybernetic Parachute Release System |
| DO | Design Organisation |
| GFE | Government Furnished Equipment |
| KPI | Key Performance Indicator |
| LLP | Low Level Parachute |
| LLRP | Low Level Reserve Parachute |
| MA | Material Accounting |
| MAA | Military Airworthiness Authority |
| MALDROP | Malfunctioned Air Drop |
| MI | Management Information |
| MIS | Management Information System |
| MJDI | Management of Joint Deployed Inventory |
| PAC | Parachute Allocation Committee |

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| ABBREVIATION | FULL DESCRIPTION |
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| PES | Parachute Engineering Squadron |
| PLC | Parachute Logistics Cell based at RAF Brize Norton |
| PLP | Parachutist Life Preserver |
| PT | C17CSAE Project Team |
| PTC | Parachute Transportation Cell |
| QAR | MoD Quality Assurance Representative |
| RA | Regulatory Article |
| RTI | Routine Technical Inspection |
| SA | Secondary Accounting |
| SMS | Safety Management System |
| SOW | Statement of Work |
| SI | Servicing Instruction |
| SQEP | Suitably Qualified and Experienced Personnel |
| STF | Special Trial Fit |
| STI | Special Technical Instruction |
| UAA | Unit Application Administer |
| UTI | Urgent Technical Instruction |
| VITAL | Visibility in Transit Asset Logging |

REQUIREMENTS

| SOR REF | REQUIREMENT | THRESHOLD ACCEPTANCE |
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| 1 | MAINTENANCE & FACILITIES | |
| 1.1 | Main UK Facility | |
| 1.1.1 | The Contractor shall operate a comprehensive Parachute Support Facility for the maintenance of Parachute Equipment at SoR Annex A Table 1. The facility shall be manned, equipped and managed to deliver the range and scale of Parachute Equipment as directed by the Authority. | <p>1. Maintenance facility shall meet the quality, training, and maintenance standards as per AP 108C-0005-1.</p> <p>2. Facilities to meet general requirements of AP 108C-0005-1 regarding:</p> <ul style="list-style-type: none"> a) Cleanliness, space, light, tables, tools, temperature, humidity. b) The special requirements of the authorised packing instructions and of the contract. c) Facility to be fully operational within 6 months of Contract Award <p>3. The list of Parachute Equipment, contained at SoR Annex A Table 1, is to be maintained to the minimum standards laid down in DAP101P-0001-2R1 Edition 2, Issue 7 (the 2R1) and the associated Air Publication listed in SoR Annex A table 1. All parachutes to be maintained to depths A, B and C level of maintenance.</p> |
| 1.1.2 | The Contractor shall embody all Special Instructions (Technical) issued by the Authority; Special Technical Instructions; Servicing Instructions; Urgent Technical Instructions; Routine Technical Instructions | 1. The scope, duration and timing of the Special Instructions (Technical) in accordance with the acceptance criteria as issued by the Authority on the SI(T) |
| 1.1.3 | The Contractor shall deliver the Parachute Equipment Types and Volumes as directed by the Authority. The monthly demand requirement shall be determined by the Authority using the Parachute Equipment Repair Times detailed at SoR Annex B table 1. | 1. The Contractor shall maintain and deliver a mix of Parachute Equipment Types equivalent to the monthly Guaranteed Demand Level detailed at SoR Annex B Table 2. |
| 1.1.4. | The Contractor shall be able to deliver Parachute Equipment Volumes up to 20% above the Guaranteed Demand Levels detailed at SoR Annex B table 2 | 1. The Contractor shall be able to deliver Parachute Equipment Volumes up to 20% above the Guaranteed Demand Levels detailed at SoR Annex B table 2. |
| 1.1.5 | The monthly demand tasking shall be promulgated by the Authority in 2 tranches | <p>1. The Contractor shall manage variability and interact with the Authority to deliver the 'twice per month' tasking tranches which shall be within the capacity requirements of SoR 1.1.4.</p> <p>2. Maintenance and subsequent delivery of Parachute Equipment shall commence no later</p> |

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| | | <p>than 14 days after receipt of first tasking tranche.</p> <p>3. Maintenance and subsequent delivery of Parachute Equipment shall commence no later than 16 days after receipt of second tasking tranche.</p> |
| 1.1.5.1 | The monthly demand tasking could be amended by the Authority post task Authorisation to cater for changes in circumstances. | 1. The Contractor shall manage variability and interact with the Authority to deliver amended tasking which shall be within the capacity requirements of SoR 1.1.4. |
| 1.1.6 | The Guaranteed Demand Level at SoR Annex B table 2 shall be subject to 6 monthly reviews by the Authority, where a variation of up to +10/-5% could be applied. | 1. The Guaranteed Demand Level at SoR Annex B table 2 shall be subject to 6 monthly reviews by the Authority, where a variation of up to +10/-5% could be applied, setting a revised ' Guaranteed Demand Level' baseline. |
| 1.1.7 | The Contractor shall provide a Priority capability for Parachute Equipment, invoked solely by the PT | 1. Batch sizes of 50 to 100 parachutes to be collected from MoD UK Location, Maintained and Delivered to MoD UK Location, as directed by the Authority, within 24 hours. |
| 1.1.7.1 | Priority demands shall supersede all other demands which will be placed on hold for the duration of the Priority period. | <p>1. The Contractor shall be able to maintain a priority service for up to 100 Parachute Equipment in one day.</p> <p>2. The Contractor shall be able to maintain a priority service for up to 2500 Parachute Equipment per annum</p> |
| 1.1.8 | The Contractor shall undertake bay acceptance of new Parachute Equipment procurements listed at SoR Annex A table 1 | <p>1. Maximum of 700 parachutes per annum in accordance with DAP101P-0001-2R1 Edition 2, Issue 7.</p> <p>2. New parachutes checked and records created (including on IT systems, when available) within 30 days of receipt from supplier.</p> <p>3. Certificate of Conformity to be forwarded to the Authority within 10 days of completion of acceptance checks.</p> |
| 1.1.9 | The Contractor shall ensure that Parachute Equipment is packed in a manner suitable for transportation within UK and overseas | <p>1. For GB Mainland parachute Equipment shall be individually packed in clear polythene bags and secured using plastic banding material.</p> <p>2. For Overseas transportation, including by military transport aircraft, Parachute Equipment shall be packed in containers suitable for air transport and loading on pallets (1.2m2).</p> |
| 1.1.10 | The Contractor shall provide class A storage facility for Government owned Parachute Equipment iaw general requirements of AP 108C-0005-1 | <p>1. Capacity to store up to 20,000 parachutes.</p> <p>2. All Parachute Equipment shall be stored in appropriate temperature, humidity and pest</p> |

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| | | monitored environments in accordance with specific requirements for Airborne Equipment: DAP 108A-0007-1. |
| 1.2 | USA Facility | |
| 1.2.1 | The Contractor shall provide and operate a parachute support facility in West Coast USA, to support Parachute Exercises, operated and managed to the same standards as the UK facility detailed in AP 108C-0005-1 or USA equivalent whichever is more strict. | <p>1. Maintenance facility shall meet the quality, training, and maintenance standards as per AP 108C-0005-1.</p> <p>2. Facilities to meet general requirements of AP 108C-0005-1 regarding:</p> <p>a) Cleanliness, space, light, tables, tools, temperature, humidity.</p> <p>b) the special requirements of the authorised packing instructions and of the contract.</p> <p>c) Facility to be fully operational within 6 months of Contract Award</p> <p>3. The list of Parachute Equipment, contained at SoR Annex A tables 2 and 3, is to be maintained to the minimum standards laid down in DAP101P-0001-2R1 Edition 2, Issue 7 (the 2R1) and the associated Air Publication listed at SoR Annex A table 1. All Parachute Equipment is to be maintained to depths A, B and C level of maintenance.</p> <p>4. USA Facility shall comply with all local environmental legislation.</p> |
| 1.2.2 | The Contractor shall deliver the Parachute Equipment Types and Volumes within the USA Facility as directed by the Authority as part of the Guaranteed Demand Level. | 1. The Contractor shall maintain Parachute Equipment equivalent to 2200 x BT80, 1600 x BT380, 800 x LPS per annum (including reserves), capped at 1,500 man-hours in any one month. |
| 1.2.3 | The Contractor shall provide class A storage facility for additional Government owned equipment in accordance with requirements of AP 108C-0005-1 at the USA facility | 1. In addition to the maintenance and storage of Parachute Equipment, the USA Facility shall be able to store an additional 30 x 1.2M ² pallets of Parachuting Equipment. This equipment is to include but not limited to that listed at SoR Annex A table 3. |
| 1.2.4 | The Contractor shall provide a separate area, at the USA Facility, suitable for Maintenance of Parachute Equipment to be undertaken by military personnel | <p>1. The USA Facility shall provide quantity 20 benches (3 ft by 8 ft) and 1,000 square feet of additional floor space for maintenance of Parachuting Equipment to be undertaken by UK Military personnel.</p> <p>2. Access to the storage and additional floor space to be granted to military personnel at any time during exercises or during normal working hours prior to exercises.</p> |
| 2 | AIRWORTHINESS & SAFETY | |
| 2.1 | The Contractor shall operate an | 1. An acceptable Safety Management System in |

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| | <p>effective Safety Management System (SMS). The SMS shall include:</p> <ul style="list-style-type: none"> • Safety Policy and Objectives • Safety Risk Management • Safety Assurance • Safety Promotion • | <p>place at Contract Award and employed throughout the contract.</p> |
| 2.2 | <p>The safety target for the Maintenance of the Parachute Equipment listed at SoR Annex A table 1 shall be zero failures per descent.</p> <p>This target shall not be degraded by Storage or Transportation whilst under the control of the Contractor.</p> | <p>1. There shall be zero Operational/Training Incidents/Accidents that can be attributed to the Maintenance, Storage or Transportation of the Parachute Equipment conducted by the Contractor</p> |
| 2.3 | <p>The Contractor shall comply with appropriate Military Airworthiness Authority (MAA) Regulatory Articles (RA)</p> <p>The Contractor shall comply with Common and Approved Maintenance Organisations Regulations within the MAA RA 4000 series (i.e. not the Military Maintenance Organisation aspects)</p> | <p>1. Compliance with all MAA Regulatory Articles Listed at SoR Annex C</p> <p>2. Maximum use of Acceptable Means of Compliance contained within each Regulatory Article</p> |
| 2.3.1 | <p>The Contractor shall appoint an Accountable Manager for Maintenance who has authority for ensuring all maintenance is carried out to the standards required.</p> <p>The Accountable Manager (Maintenance) shall :</p> <ul style="list-style-type: none"> • Ensure that sufficient resources are available to accomplish the maintenance • Establish & promote the Safety And Quality Policy • Have an understanding of the relevant Regulatory Articles | <p>1. Appointment of suitable Accountable Manager iaw MAA RA 4806</p> |
| 2.3.2 | <p>The Contractor shall employ Suitably Qualified and Experienced staff with a process to train individuals, assess their competence levels and authorise specific Maintenance tasks</p> | <p>1. Procedure for Competence Assessment & Authorisation iaw MAA RA 4806</p> |
| 2.3.3 | <p>The Contractor shall ensure that all staff with specific responsibilities for certifying that the Parachute Equipment is serviceable are suitably Qualified and Experienced to undertake these duties.</p> | <p>1. Procedure for Certifying Staff iaw MAA RA 4807</p> |

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| 2.3.4 | The Contractor shall employ a system to adequately plan the availability of all personnel, tools, equipment, material, technical information and facilities to ensure the safe completion of the maintenance work. | 1. Process for Maintenance Planning iaw MAA RA 4811 |
| 2.3.5 | The Contractor shall record all details of maintenance work carried out. The Contractor shall retain a copy of all detailed maintenance records | 1. Maintenance work to be recorded and retained iaw MAA RA 4813 |
| 2.3.5.1 | The Contractor shall maintain a record of life consumed of every lifed component | 1. Life Information to be recorded and retained iaw MAA RA and 4204(1) & Manual of Maintenance & Airworthiness Process (MAP-01) Ch 5.3.1.8 2. Parachute Equipment Life to be managed iaw AP101P-0001-2R1 - RAF Support Authority General Orders and Special Instructions |
| 2.3.6 | The Contractor shall report to the Authority any condition of the Parachute Equipment that has resulted or may result in an unsafe condition that is a hazard to Air Safety. | 1. All Occurrences that may represent a hazard to Safety to be reported to the Authority within 2 hours of identification |
| 2.3.6.1 | The Contractor shall employ an internal Occurrence Reporting system to collect and evaluate such Reports | 1. Procedure for Occurrence Reporting iaw MAA RA 4814 |
| 2.3.7 | The Contractor shall retain Safety Related Documents in a tracked and auditable manner. | 1. Process for tracking and auditing Safety Related Documents iaw MAA RA 4813 and to deliver intent of MAA RA 1225 |
| 2.3.8 | The Contractor shall retain Significant Safety Documents including Equipment Maintenance Records for a minimum period of 5 years beyond the out of service date or Equipment life expiry date, whichever occurs earlier. | 1. Record Retention system iaw MAA RA 4813 and MAA RA 1225 |
| 2.4 | The Contractor shall maintain Engineering Maintenance Records and Safety Data Information on any Electronic Record Management System introduced by the Authority. | 1. Existing Engineering data to be migrated, without corruption, to any new ERMS as Parachute Equipment transits through maintenance cycle. 2. Engineering data to be transferred to the Authority in Portable Document Format (PDF) within 14 days of request. |
| 2.5 | The Contractor shall quarantine parachutes which have been subjected to Automatic Activation Device (AAD) activation, subject to F760 investigation or for any other reason as directed by the Authority. | 1. Parachutes to be quarantined in accordance with SoR Annex E and Defstan 05-99. |

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| 3 | QUALITY | |
| 3.1 | The Contractor shall operate an effective Quality Management System | 1. Quality Management System certification to ISO-9001 or suitable alternative, with the appropriate scope to deliver Maintenance of Parachute Equipment, issued by a Nationally Accredited Certification Body. |
| 3.2 | The Contractor shall obtain and maintain ISO9001 certification | 1. ISO 9001:2008 or ISO 9001:2015 Certification to be obtained in advance of service commencement |
| 3.3 | The Contractor shall obtain and maintain ISO 9001:2015 certification | 1. ISO 9001:2015 certification to be obtained by December 2018 and to be maintained throughout the life of the contract. |
| 3.4 | The Contractor shall provide a Quality Plan iaw AQAP 2105 | 1. ITT Deliverable - Draft Quality Plan 2. Quality Plan iaw AQAP 2105 to be delivered within 3 months of Contract Award |
| 4 | GOVERNMENT FURNISHED EQUIPMENT | |
| 4.1 | The Contractor shall provision all commercially available equipment including tooling, hoists, cranes, fixtures required to maintain the Parachute Equipment. | 1. Identification of all GFE with minimum dependency on the Authority. |
| 4.2 | The Contractor shall safeguard and maintain all Government Furnished Equipment (GFE). | 1. All GFE to be managed iaw Defstan 05-99. |
| 5 | ASSET & LOGISTIC MANAGEMENT | |
| 5.1 | The Contractor shall provide a receipts and issues service for Parachute Equipment. | 1. The Contractor shall provide a facility for the issue and receipt of Parachute Equipment at any time during normal working hours (0800 - 1700) on weekdays (Monday - Friday). 2. The Contractor shall provide a facility for the issue and receipt of Parachute Equipment outside of normal working hours subject to a minimum of 5 hours' notice. |
| 5.2 | Upon the introduction of the Management of Joint Inventory (MJDI) and Visibility In Transit Asset Logging (VITAL) systems, the Contractor shall ensure accurate and timely visibility of all assets, their material condition and their location is communicated via these systems. | 1. 100% data accuracy |
| 5.2.1 | The Contractor shall manage receipts, issues, discrepancies, status changes, location changes, data updates, conversions of material condition, write- | 1. MJDI application to be updated within 4 hours of activity. 2. VITAL application to be updated within 4 hours |

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| | offs (initiation of process), write-ons of assets on the MJDI system and asset tracking on the VITAL system. In addition the Contractor shall undertake Unit Application Administration and Secondary Accounting on the MJDI system. | of activity |
| 5.2.2 | The Contractor shall maintain the real-time condition of the Parachute Equipment on the MJDI system | <ol style="list-style-type: none"> 1. In accordance with SoR Annex E - Conditioning of Equipment. 2. 100% of Parachute Equipment certified as A1 condition within 4 working hours of completion of maintenance |
| 5.2.3 | The Contractor shall provide suitable accommodation and infrastructure to facilitate the introduction of the Management of Joint Deployed Inventory (MJDI) Local system at Contractors premises | <ol style="list-style-type: none"> 1. Sufficient and suitable space to be made available for the use of 6 MJDI terminals, printers and accessories, including Broadband connections, in a restricted area; to be available prior to MJDI Installation at Contractors UK premises |
| 5.2.4 | The Contractor shall employ sufficient Suitably Qualified and Experienced Personnel (SQEP) to effectively utilise the MJDI system. | <ol style="list-style-type: none"> 1. The Contractor MJDI SQEP shall have at least two personnel that have previous training on MJDI Unit Application Administrator (UAA) with a minimum of 3 years' experience on MJDI Material Accounting. 2. The Contractor MJDI SQEP shall have at least two personnel that have previous training on MJDI Material Accounting (MA). 3. The Contractor MJDI SQEP shall have at least two personnel that have previous training on MJDI Secondary Accounting (SA). 4. All MJDI operatives shall be sufficiently experienced to receive formal training in the VITAL application by the Authority. 5. All MJDI operatives shall have Security Clearance (SC). 6. All staff to be available prior to MJDI installation at Contractors UK premises. |
| 5.3 | The Contractor shall transport Parachute Equipment in both directions between the Contractors Maintenance Facility and Service users. Transportation shall include general husbandry of wet cargo parachutes, loading and unloading of Parachute Equipment. | <ol style="list-style-type: none"> 1. Suitable transportation system with sufficient pallets, cages and other equipment to transport the Parachute Equipment. 2. Husbandry of wet parachutes as per DAP101P-0001-2R1 Edition 2, Issue 7 |

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| 5.3.1 | The Contractor shall collect parachutes from any GB mainland location as directed by the Authority or Parachute Logistics Cell. | 1. Parachutes to be collected from any GB mainland location, including Drop Zones, within 1.5 hours of the allotted time, subject to 48 hours' prior notification. |
| 5.3.2 | The Contractor shall deliver Parachute Equipment certified as A1 condition to GB Mainland Locations as directed by the Authority or Parachute Logistics Cell. | 1. Up to 1000 parachutes delivered per day within 24 hours of receipt of demand notification from the Authority. 2. Parachute Equipment to be delivered to RAF Brize Norton unless otherwise directed. 3. Emergency escape parachutes to be delivered to RAF Syerston unless otherwise directed. |
| 5.4 | The Contractor shall maintain and store Parachute Equipment in the same configuration as received, unless directed otherwise by the Authority. | 1. Parachute Equipment identified as A1 to be reconfigured within 10 days of instruction from the Authority. 2. Parachute Equipment identified as R2 shall be reconfigured as part of usual maintenance regime as defined in relevant Air Publication. |
| 5.5 | The Contractor shall report any losses, non-user damage or discrepancies to the PT. | 1. Losses, non-user damage or discrepancies reported within 2 days of becoming aware of the issue. |
| 5.6 | The Contractor shall be responsible for the initial identification and notification to the Authority of Parachute Equipment requiring disposal. | 1. Proposed Disposals to be notified in accordance with SoR Annex E and Defstan 05-99. |
| 5.7 | The Contractor shall confirm holdings of all items listed on their AinU (inventory) by conducting a physical check. | 1. Annually and at periods of Handover/takeover |
| 5.8 | The Contractor shall undertake Non-Programmed Stocktakes (Snap Checks) in order to assess the effectiveness and efficiency of cycle stocktaking. | 1. Monthly 'Snap Checks' to be undertaken by non-MJDI personnel, checking 30 items of Parachute Equipment selected at random, by serial number and location. 2. Reported to The Authority monthly as detailed at SoR Annex D. |
| 5.9 | The Contractor shall support Non Programmed Stocktakes (Snap Checks) initiated by the Authority: a. Investigative Stocktakes b. Audit Sample Stocktakes c. Handover Stocktakes | 1. Support to be identified, and in place, within 5 working days of Non-Programmed Stocktake initiation by Authority. 2. Audit Sample Stocktakes will be conducted at Quarterly intervals by the Authority, checking up to 30 items of Parachute Equipment selected by the Authority. |
| 5.10 | The Contractor shall support the 4-yearly and 8-yearly maintenance cycle | 1. Contractor shall suitably pack and arrange delivery to AAD Design Organisation for |

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| | of the Cybernetic Parachute Release System (CYPRES) Automatic Activation Device (AAD) | <p>Maintenance.</p> <p>2. Contractor shall issue AAD to Design Authority within 2 weeks of instruction by the Authority.</p> <p>3. Contractor shall issue receipts within 2 working days of receipt of any items from AAD Design Organisation.</p> |
| 6 | SPARES MANAGEMENT | |
| 6.1 | The Contractor shall manage the storage and replenishment of C and L class spares, provided by the Authority, required to maintain the Parachute Equipment. | 1. List of C & L class spares to be maintained by the Contractor. |
| 6.1.1 | The Contractor shall specify optimum holdings of C and L class spares and report consumption post maintenance | 1. Accurate information and forecasting to ensure that there are zero delays of Parachute Equipment maintenance and delivery due to MOD dependencies for spares. |
| 6.1.2 | The Contractor shall inform the Authority of any items they understand are becoming obsolescent. | 1. To be highlighted in monthly Management Information reports. |
| 6.2 | The Contractor shall supply all sundries required to maintain and deliver the Parachute Equipment | 1. Contractor shall supply cleaning facilities, wipes, oils, lubricants, polyester bags (for return and issue) etc. |
| 7 | LIAISON ACCOMMODATION | |
| 7.1 | The Contractor shall make suitable office accommodation available to the Authority within the UK facility. | 1. Private office accommodation with broadband connection within the Contractors Main Facility for a MOD liaison officer for up to two years from service commencement. |
| 8 | TRAINING | |
| 8.1 | The Contractor shall provide ab initio training to personnel nominated by the Authority. | 1. Personnel trained to maintain and pack parachutes competently in accordance with the specific APs as listed at SoR Annex A table 1. |
| | Training shall be conducted within the UK | <p>2. Ab initio training not to exceed 15 days in duration.</p> <p>3. Minimum of 5 and maximum of 15 people per course.</p> <p>4. Training to be conducted within 6 weeks of notification from Authority.</p> |
| 8.2 | The Contractor shall provide conversion training from one parachute type to another for personnel nominated by the Authority. Training shall be conducted within the UK | <p>1. Personnel trained to maintain and pack parachutes competently in accordance with the specific APs as listed at SoR Annex A table 1.</p> <p>2. Conversion training not to exceed 10 days in duration</p> |

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| | | <p>3. Minimum of 5 and maximum of 15 people per course</p> <p>4. Training to be conducted within 6 weeks of notification from Authority.</p> |
| 9 | SUPPORT SERVICES | |
| 9.1 | <p>The Contractor shall provide an Asset Management and Logistic Support Service for:</p> <ul style="list-style-type: none"> • C17CSAE PT • RAF Brize Norton <p>The scope of the service includes; resolution of asset & logistic queries; expediting work; supporting the Parachute Logistics Cell to arrange the movement of Parachute Equipment through the supply chain; supporting the Parachute Logistics Cell to arrange pick-ups and deliveries; other field support activities as required.</p> | <p>1. 90% of all Tasks to be resolved or escalated within four hours.</p> <p>2. 100% of all Tasks to be resolved or escalated within two working days.</p> |
| 9.2 | <p>The Contractor shall provide a technical support service to the Authority.</p> <p>The scope of the service includes but is not limited to: support to surveillance programmes, support to investigations into incidents and technical faults, supporting the Authority in all quality occurrence investigations.</p> | <p>1. 100% of all Technical Support Tasks to be agreed within 2 working days</p> |
| 10 | REVIEWS & REPORTING | |
| 10.1 | <p>a. The Contractor shall host Regular Contract Review Meetings</p> <p>b. The Contractor shall host ad-hoc meetings at the request of the Authority.</p> <p>c. The Contractor shall provide suitable secretariat support for drafting of accurate minutes/notes</p> | <p>1. 6 Monthly Reviews to be hosted at Contractors Facility</p> <p>2. Contractor's attendees to be responsible for delivery of the contract and suitably empowered to act on behalf of the Contractor</p> <p>3. Minutes, agreed with the Authority, to be promulgated within one month of meeting dates.</p> |
| 10.2 | <p>The Contractor shall provide Standard Management Information & KPI reports.</p> | <p>1. Management information and KPI reports to be provided as detailed at SoR Annex D.</p> <p>2. Ad hoc reports to be provided on request, up to 6 per annum, and delivered within 5 working days.</p> |
| 11 | CAPABILITY IMPEMENTATION | |
| 11.1 | <p>The Contractor shall implement the UK capability elements of the Parachute Equipment Support Requirements in a controlled manner that clearly demonstrates the capability will be fit</p> | <p>1. The UK elements of the capability shall be fully operational within 6 months of Contract Award.</p> <p>2. The Contractor shall employ recognised Project Management Techniques and Controls including</p> |

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| | <p>for purpose.</p> | <p>Earned Value (Cost/Schedule Performance Indicators)</p> <p>3. The contractor shall demonstrate that the Parachute Equipment can be safely maintained and that the throughputs can be met, prior to the Capability being declared fit for purpose, in a manner acceptable to the Authority</p> |
| <p>11.2</p> | <p>The Contractor shall implement the USA capability elements of the Parachute Equipment Support Requirements in a controlled manner that clearly demonstrates the capability will be fit for purpose.</p> | <p>1. The USA elements of the capability shall be fully operational within 6 months of Contract Award.</p> <p>2. The Contractor shall employ recognised Project Management Techniques and Controls including Earned Value (Cost/Schedule Performance Indicators)</p> <p>3. The contractor shall demonstrate that the Parachute Equipment can be safely maintained and that the throughputs can be met, prior to the Capability being declared fit for purpose, in a manner acceptable to the Authority</p> |