



[Master Equipment] In-Service Support

Statement of Requirements

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Referenced Documentation – Indicative list of documentation which should be adhered to whilst executing the services of this contract

Document Reference No:	Document Title
AQAP 2110	Edition D Version 1 (dated June 2016) NATO Quality Assurance Requirements for Design, Development and Production
AQAP 2105	Edition C Version 1 (dated January 2019) NATO Requirements for Quality Plans
AQAP 2210	Edition B Version 1 (dated August 2022) NATO Supplementary Software Quality Assurance Requirement to AQAP-2110 or AQAP-2310.
BR1313	Edition 15/11 (Dated November 2015) Maintenance Management in Surface Ships
CIAP Process	Change Impact Assessment Process
DEFCON	Refer to Terms and Conditions document for a list of the DEFCONS that apply to this contract. The DEFCON in the Terms and Conditions takes precedence.
DEF STAN 00-035 - Part 4	Environmental Handbook for Defence Materiel, Natural Environments - Issue 6 Dated 14th December 2023
DEF STAN 00-051 – Part 1	Environmental Management Requirements for Defence Systems – Requirements Issue 2 dated 28 Nov 2021
DEF STAN 00-051 – Part 2	Environmental Management Requirements for Defence Systems – Guidance Issue 2 dated 28 Nov 2021
DEF STAN 00-055	Requirements for Safety of Programmable Elements (PE) In Defence Equipment: - Issue 4 dated 29 April 2016
DEF STAN 00-056 – Part 1	Safety Management Requirements for Defence Systems - Requirements and Guidance Issue 8 dated 14 Nov 2023
DEF STAN 00-056 – Part 2	Safety Management Requirements for Defence Systems - Guidance on Establishing a Means of Complying with Part 1 Issue 6 dated 14 Nov 2023
DEF STAN 02-041	Requirements for Configuration Management of Surface Ships – Issue 4 Dated 14 May 2020
DEF STAN 05-057	Configuration Management of Defence Material – Issue 8 Dated 28 March 2022.
DEF STAN 05-061	Quality Assurance Procedural Requirements Part 1: Concessions – Issue 7 Dated 28 Nov 2021
DEF STAN 05-061	Contractor Working Parties – Part 4 Issue 4 Dated 28 Nov 2021

Document Reference No:	Document Title
DEF STAN 05-099	Managing Government Furnished Equipment in Industry – Part 1 Issue 1 dated 14 July 2017
DEF STAN 05-129	Contractors on Deployed Operations (CONDO) Processes and Requirements – Issue 5 Dated 30 Jun 13.
DEF STAN 05-135	Avoidance of Counterfeit Materiel – Issue 1 Avoidance of Counterfeit Materiel – Issue 2 Dated July 2019
DEF STAN 05-138	Cyber Security for Defence Suppliers Issue 3 Dated 28 June 2021
DEF STAN 81-041 - Part 1	Packaging of Defence Materiel - Introduction to Defence Packaging Requirements Issue 10 dated 22 Feb 2022
DEF STAN 81-041 - Part 2	Packaging of Defence Materiel – Design Issue 10 Dated 28 June 2022
DEF STAN 81-041 - Part 3	Packaging of Defence Materiel - Environmental Testing Issue 7 Dated 28 March 2023
DEF STAN 81-041 - Part 4	Packaging of Defence Materiel - Service Packaging Instruction Sheet (SPIS) Issue 10 Dated 28 Sept 2023
DEF STAN 81-041 - Part 5	Packaging of Defence Materiel - Packaging Processes Issue 10 dated 28 Sept 2023
DEF STAN 81-041 - Part 6	Part 6 Packaging of Defence Materiel - Package Marking Issue 11 dated 6 Sept 2023
DEF STAN 00-600 – Part 1	Integrated Logistics Support requirements for MOD projects - Integrated Logistics Support (ILS) Requirements Issue 4 Dated 26 May 2022
DEF STAN 00-600 – Part 2	Integrated Logistics Support requirements for MOD projects - MOD Requirements for a Supportability Case Issue 2 dated 14 Aug 2023
DEF STAN 00-600 – Part 3	Integrated Logistic Support Requirements for MOD projects - Logistic Information Requirements Issue 2 dated 28 Sept 2020
BS EN IEC 62402	Obsolescence Management dated 31 Jul 2019
ISO 9001:20015	Quality Management System dated Sept 2015
MCS SEMP	Communications and Situational Awareness Safety and Environmental Management Plan

1 GENERAL DESCRIPTION

1.1 Introduction

This document sets out the Statement of Requirement (SOR) for [Master Equipment] in-service support contract (ISS). The Equipments managed are [Master Equipment] fitted to XXX.

The requirements contained in this document are to apply as and when called forth by the options applied to the ISS contract.

This SOR document defines the Authority's requirements for Equipment support activities globally which are necessary to deliver the required Availability by the Authority, to the agreed Capability level, for all equipment within the defined scope detailed in this SOR, during Fleet Time and Non-Fleet Time where specified.

This SOR describes the support services and management activities needed to provide Equipment Availability and Capability for the [Master Equipment].

The Contractor shall manage all items involved in the provision of the in-scope Equipment's – Government Furnished Assets (GFA) and Articles - under Single Item Ownership (SIO).

2 STATEMENT OF REQUIREMENT SCOPE

This SOR defines the support services requirements for [Master Equipment] which the Contractor shall deliver to the Authority.

2.1 In-Service Support will include the following Services:

- Provision of maintenance spares, repairs and engineering support to the MOD and Royal Navy (RN)
- Support for training, reference, or integration facilities
- Post Design Services
- Support to the maintenance and update of Safety Documents
- Attendance at routine progress meetings
- Maintenance of records and issue of progress reports
- Defect sentencing activities
- Help desk engineering advice
- Configuration Management including maintenance of configuration control records and documentation (as listed)
- Data and analysis as required for contract performance measurement
- Obsolescence Management – identify and monitor obsolescence issues and risks, provide route map to resolution (through tasking) of obsolescence risk, ensuring compliance with Legislative Requirements
- Maintenance of the master copies of all associated Integrated Electronic Technical Manuals (IETM) and handbooks (provision of the information for the upkeep of handbooks and IETMs will be included in core)
- Technical advice and support including responding to S2022 Defect Reports
- Technical investigations as requested by the Authority (through Tasking)
- Design and production of equipment modifications
- Safe custody of master copy software and firmware (as listed)

Further details on the definition of Core and Non-Core activities are detailed in Sections 4 and 5 of this document.

2.2 Post Design Services (PDS):

A PDS facility as detailed in this SOR shall be provided by the Contractor for in-service support of the [Master Equipment].

Definitions/scope

The Contractor, with the Authority shall ensure that all Equipments remain fit in form and function for continued In Service use. The Contractor shall provide engineering services to support design changes caused by but not limited to issues such as:

- Legislation

- Safety
- Obsolescence
- Reliability
- Maintainability
- Technological Insertions

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3 CORE SUPPORT REQUIREMENTS

4.1 – Quality		
Serial No.	Requirement Heading	Core Support Requirement
4.1.1	Quality Assurance	The Contractor shall operate a Quality Management System (QMS) in accordance with AQAP 2110 (NATO Quality Assurance Requirements for Design, Development and Production) which shall be certified ISO 9001 by a certification body accredited by the United Kingdom Accreditation Service. The scope of the ISO 9001 Certificate shall include those Articles and services required by the Contract.
4.1.2	Quality Accreditation	The Contractor shall demonstrate and maintain accreditation to ISO 9001:2015, or later standard.
4.1.3	Quality Assurance	<p>The Contractor's Quality Assurance arrangement shall comply with:</p> <ul style="list-style-type: none"> (i) DEFCON 602A (Edition 06/23) Deliverable Quality Plan (ii) DEFSTAN 05-061* Quality Assurance Procedural Requirements Part 1: Concessions (iii) AQAP 2210 NATO Supplementary Software Quality Assurance Requirements; and (iv) AQAP 2105 NATO Requirements for Deliverable Quality Plans. (v) DEFSTAN 05-61* (Part 4) Contractor Working Parties – Part 4 (vi) DEFSTAN 05-135* Avoidance of Counterfeit Materiel <p>*Refer to “Referenced Documentation” section for latest DEF STAN issue number and date.</p> <p>The updated Quality Management Plan (QMP) shall be forwarded to the [Master Equipment] Operations Manager (OM), for acceptance by the Government Quality Assurance Representative (GQAR). Once accepted the final QMP shall be formally incorporated into the Contract by a Contract Amendment issued by the Commercial Branch of the Authority.</p>
4.1.1	Quality Management	The Contractor shall provide a Quality Management Service in accordance with their Quality Management Plan.

4.1 – Quality		
Serial No.	Requirement Heading	Core Support Requirement
		<p>The Contractor shall carry out the work to the requirements of ISO9001:2015, or later, as applicable. All materials and components employed in the repair of these equipments shall be appropriate for the task.</p> <p>Unless otherwise directed in the Contract, the Contractor shall retain the Quality Control/Inspection Records or such of those records as may be agreed by the GQAR for a period of XXX years from completion of all work under the Contract and shall make them accessible to the Authority on request. Exceptionally, when requested by the Contractor, earlier disposal may be authorised in writing by the GQAR. At the end of the retention period the Contractor shall seek advice from the GQAR regarding the disposal/continued retention of the Quality Control/Inspection Records, and the Contractor shall not dispose of such records without the written authority of the GQAR.</p> <p>The Contractor shall monitor and analyse all changes to the systems, documentation, regulations, technical bulletins (section 4.5.10) and standards applicable to the Contractor supplied products and is to carry out impact assessments for these changes. These impact statements are to be presented to the Authority alongside changes as part of the formal documentation to support the change.</p>
4.1.2	Process maps	<p>The Contractor shall provide their internal process maps, detailing the technical development processes and stages that are used to introduce efficiency improvements and modification to the existing systems and variants.</p> <p>The status of all OPDEFs and S2022s going through these stages will be discussed at the Quarterly Performance Meetings.</p>
4.1.3	Quality Audits	<p>Quality Audits will be undertaken by the Authority's QAR or their authorised representative as and when required. The quality assurance representative(s) (QAR) for the Authority is as defined in the Contract.</p>
4.1.4	Quality Assurance	<p>The Contractor shall be responsible for maintaining the quality of the work being performed under this Contract, for the provision of inspection and test facilities and the performance of Quality Assurance essential to demonstrate to the Authority, by demonstration or objective documentary evidence, full conformance to the requirements set out in the SOR and its Appendices prior to presenting or delivering any Service to the Authority.</p>

4.2 – Personnel			
Serial No	Requirement Heading	Core Support Requirement	
4.2.1	SME / SQEP	<p>The Contractor shall have SME/SQEP personnel to:</p> <ul style="list-style-type: none"> • Undertake all elements of the CORE activities. • Attend platform and shore-based Equipment installations (including Reference Sets) for fault diagnosis, repair activity, setting to work, system grooming and testing. • Provide remote support for Operational Sea Training (OST) • Assist Base and Ships Staff when requested by the Operations Manager. 	
4.2.2	CONDO SQEP	<p>The Contractor shall ensure Contractor SQEP personnel are available to assist in overseas repairs to ensure the requirement is met.</p> <p>Where the Contractor is required to send its personnel/contractors to locations outside the UK and the Contractor is to submit any reasonable additional costs. Where Sub-Contractors (Third Party) are required to support the systems in deployed areas then the Contractor is responsible for managing this process and ensuring that all personnel are to be ready to deploy in accordance with:</p> <ul style="list-style-type: none"> • DEF STAN 05-129* Contractors on Deployed Operations (CONDO) Processes and Requirements • DEFCON 697 Contractors on deployed Operations. <p>In addition, the Contractor shall: -</p> <ul style="list-style-type: none"> • Ensure all SQEP personnel hold current in date certificates as per DEFCON 697. • Ensure Contractor SQEP personnel are available to assist in overseas repairs. • Appoint a Contractor's Deployed CONDO Manager (CDCM) details shall be provided to the OM along with the Terms of reference for the post. 	

4.2 – Personnel			
Serial No	Requirement Heading	Core Support Requirement	
		<ul style="list-style-type: none"> Ensure all CONDO personnel are to hold current medical certificate, ID cards and hold the correct security clearances in accordance with DEF STAN 05-129* (Contractors on Deployed Operations (CONDO) Processes and Requirements throughout the contract period. <p>*Refer to “Referenced Documentation” section for latest DEF STAN issue number and date.</p>	
4.2.3	SQEP Records	The Contractor shall make available records of levels of qualifications, training and experience for all Contractor employed SME/SQEP personnel involved with the delivery of the Contract, as required.	

4.3 – Management			
Serial No	Requirement Heading	Core Support Requirement	
4.3.1	General	<p>Management shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"> • Liaison with the Authority's Operation Manager (OM) The abbreviation "OM" in this SOR shall be deemed to cover any personnel authorised by the Authority to liaise with the Contractor under this Contract. • Managing the In-Service Support team. • Preparing work packages. • Allocating resources. • Managing sub-contractors. • Monitoring performance against KPIs. • Technical direction of all activities. • Providing Performance/Progress Reports. 	
4.3.2	Focal Points	<p>The Contractor shall:</p> <ul style="list-style-type: none"> • Nominate a suitably experienced Programme Manager to oversee all activities included in this SOR. • Produce a Project Management Plan to cover all activities which shall be agreed with the respective OM. The OM shall be the focal points for all Design Services. 	
4.3.3	Performance of Design Services	The Contractor shall be responsible for the delivery of effective performance of Design Services, quality, cost effective solutions, effective performance, and timely delivery of all management support.	
4.3.4	Configuration Management	<p>The Contractor shall create and maintain a Configuration Management System in accordance with: -</p> <ul style="list-style-type: none"> • DEF STAN 05-057* - Configuration Management of Defence Material 	

4.3 – Management			
Serial No	Requirement Heading	Core Support Requirement	
		<ul style="list-style-type: none"> DEF STAN 02-041* - Requirements for Configuration Management of Surface Ships DEFCON 627 “Requirement for Certificate of Conformity (Edition 12/10). <p>*Refer to “Referenced Documentation” section for latest DEF STAN issue number and date.</p>	
4.3.5	Configuration Management of documentation	Configuration management shall also include maintenance of system drawings (as mutually agreed between the Authority and Contractor), specifications (for proprietary articles), handbook amendments, equipment codification, installation information and the input to Authority’s data packs. The Contractor shall be responsible for maintaining its Configuration Control of all documentation, down to LRU level, ensuring it is up to date to reflect the latest approved drawing build standard.	
4.3.6	Configuration Management of equipment	The Contractor shall maintain a Configuration Status Record of the equipment fitted at its facility and will update and re-issue it after any Major Configuration Change, in this situation, Major Change would be defined as any form, fit or function change to a top-level product that results in a new part number being allocated.	
4.3.8	Risk Management	<p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Work with the Authority to identify and manage the risks associated with the in-service support of the equipments, in accordance with the Contractor’s Risk Management Plan. 2. Ensure a copy of the Risks Register is included in the Monthly Progress Report including mitigations, route to resolution and regular progress updates. 	

4.4 – Safety & Environmental

Serial No.	Requirement Heading	Core Support requirement
4.4.1	Safety Management	<p>The Contractor shall apply proactive Safety Management throughout the duration of the Contract including all the equipment within the bounds of this Contract. The wider issues of managing safety shall be considered by the Contractor in accordance with:</p> <ul style="list-style-type: none"> • DEF STAN 00-056* (Safety Management Requirements for Defence Systems) Part 1 and 2 • Project Orientated Environmental Management System (POEMS) • DEF STAN 00-051* (Part 1 and 2) • Project Orientated Safety Management System (POSMS) • Safety and Environmental Management Plan (SEMP) • DEF STAN 00-055* Safety Management of Software <p>*Refer to “Referenced Documentation” section for latest DEF STAN issue number and date.</p>
4.4.2	Safety Management System	<p>The Contractor shall provide and operate a Safety & Environmental Management Plan in accordance with DEFSTAN 00-056* Safety Management Requirements for Defence Systems.</p> <p>*Refer to “Referenced Documentation” section for latest DEF STAN issue number and date.</p>
4.4.3	Safety & Environmental Risk	<p>The Contractor shall advise the Authority of any issues from its operation of the Contract with the potential to impact on the Authority’s Safety and Environmental Risk Assessments for all in scope Equipment in the form of a Product Alert (formally referenced as Safety Issue Advice Notice). The Product alert will need to provide details of the issue to the Authority.</p> <p>These will be noted in a Product Alert / Technical Bulletin database managed by the Authority and the resolution route will be detailed in Impact Assessments, provided by the Contractor.</p> <p>The resolution of safety issues identified by the Contractor’s Safety Management monitoring service may generate further work outside the scope of the Core Service.</p> <p>The Authority may initiate further work outside the scope of the Contractor’s Safety Management monitoring service. Where additional work is required, such activities shall be subject to a Non-Core support activity.</p>

4.4 – Safety & Environmental

Serial No.	Requirement Heading	Core Support requirement	
		Refer to Section 4.5.10 for further information on Technical Bulletins.	
4.4.4	Maintain Design Change Safety and Environmental requirements	<p>The Contractor shall inform the Authority of any risk arising from a modification, which will have an impact on the overall Safety & Environmental Case and / or Safety Appraisal. The classifications of such risks are described in the Safety Management Plan.</p> <p>Notification of the Risk should include options and potential mitigations for consideration by the Authority. These should be based on Contractors SQEP to enable assessment by the Authority to consider the action required. Inform the authority of any additional controls etc.</p> <p>Def Stan 00-035 (Environmental Handbook for Defence Materiel, Natural Environments) Part 4; 18 Sept 16. This only applies to new equipment. Previous standards apply to all legacy equipment.</p>	
4.4.5	Maintenance Policy	The Contractor shall not implement any changes to the equipments maintenance policy that have the potential to impact on Safety and/or Environmental risks without the explicit agreement of the Authority.	
4.4.6	Hazard Identification	<p>The Contractor shall provide SQEP and information to support the hazard identification and classification processes as detailed in DEF-STAN 00-056* Safety Management Requirements for Defence Systems Part 1 and 2.</p> <p>*Refer to “Referenced Documentation” section for latest DEF STAN issue number and date.</p>	
4.4.7	Hazard Log Tool	The Contractor shall provide SQEP and information for the provision of data for the Authority to enter information into the Authority’s Hazard Log Tool (e-cassandra).	

4.4 – Safety & Environmental

Serial No.	Requirement Heading	Core Support requirement
4.4.1	Safety & Environmental Case	<p>The Contractor shall provide SQEP for the provision of data for input Annual Safety Reviews of the effectiveness of Safety & Environmental Case Control Measures for the in-scope Equipment and Systems for which it is responsible, to ensure risks to users are identified and communicated to the Authority via Safety & Environmental Case Reports.</p> <p>The Authority shall in turn ensure they are maintained to As Low as Reasonably Practicable (ALARP). This shall be detailed in the Safety and Environmental Management Plan as per DEF-STAN 00-56* Safety Management Requirements for Defence Systems.</p> <p>Identified safety concerns shall be reviewed at a minimum in the annual Safety Review Meetings and periodic PSEC between the Contractor and Authority. The Contractor and Authority will ensure the required SQEP attend these sessions.</p> <p>The Contractor shall raise and present any emerging issues to the Authority without delay to enable the issue to be assessed and agree what immediate action is required.</p> <p>If the issue is deemed High Risk the Authority will advise whether a PSEC is required and will issue the invite/agenda accordingly.</p> <p>*Refer to “Referenced Documentation” section for latest DEF STAN issue number and date.</p> <p>Equipment covered by this contract, will be reviewed in accordance with: -</p> <ul style="list-style-type: none"> • DEF STAN 00-056* (Safety Management Requirements for Defence Systems) Part 1 and 2 • DEF STAN 00-051* (Part 1 and 2) • DEF STAN 00-055* Safety Management of Software • CSA Safety and Environmental Management Plan - Defence Maritime Regulator (DMR) DSA 02 <p>SECR should be created in accordance with above. Also Refer to section 4.7.3</p> <p>The Contractor shall confirm and manage the equipment risks to continue to be ALARP via the annual safety review meeting within meeting documentation on an annual basis or when there is a design change (as part of a TAF).</p> <p>*Refer to “Referenced Documentation” section for latest DEF STAN issue number and date.</p>

4.4 – Safety & Environmental

Serial No.	Requirement Heading	Core Support requirement
4.4.2	Hazard ID	<p>The Contractor will perform a Hazard Identification (ID) for Master Equipment in line with the following: -</p> <ul style="list-style-type: none"> • Ships OC Leaflet 5 • DEF STAN 00-056* (Safety Management Requirements for Defence Systems) Part 1 and 2 • DEF STAN 00-051* (Part 1 and 2) • DEF STAN 00-055* Safety Management of Software <p>*Refer to “Referenced Documentation” section for latest DEF STAN issue number and date.</p>
4.4.3	Safety Integrity Levels (SIL)	<p>The Contractor shall ensure that where extant Safety Integrity Levels (SIL) requirements are applicable to maintain Safety, they shall be implemented and maintained to the required level with the appropriate level of certification. This will be detailed within the Safety and Environmental Management Plan.</p> <p>Where the SIL statement applies this should be incorporated with the SECR on instruction from the Authority.</p> <p>No SIL is required for the legacy equipment.</p> <p>If in the future a SIL is required, this would be managed via Tasking.</p>
4.4.4	Environmental Impact Screen and Scoping Study	<p>The Contractor shall undertake an Environmental Impact Screen and Scoping Study for all in scope Equipment.</p> <p>For new equipment design changes, as agreed with the Authority.</p> <p>Excludes legacy equipment.</p>
4.4.5	Hazardous Materials Database	<p>The Contractor shall produce and maintain a Hazardous Materials Database for all in scope Equipment. This shall be down to LRU level and NSN identified. Material Safety Data sheets and Control of substances Hazardous to health assessments shall be provided to the authority for each item identified. This shall be detailed in the SEMP.</p>

4.4 – Safety & Environmental			
Serial No.	Requirement Heading	Core Support requirement	
4.4.6	Annual Safety Review Meetings	In accordance with SOR Section 4.7.6	
4.4.7	PSEC/SECR Review Meetings	In accordance with SOR Section 4.7.7	

4.5 – Documentation

Serial No.	Requirement Heading	Core Support Requirement
4.5.1	Retain, Maintain & Issue Service Documentation	<p>The Contractor shall Retain, Review, Maintain and Issue as required all Master Documentation relating to equipment covered by the Contract, including the following:</p> <ul style="list-style-type: none"> • Contract Maintained Documentation (management plans) – impacted by a change request • Security Documentation – to support the Authority’s security accreditation (Refer to section 4.7.9) • Ranging and scaling data for new equipment (e.g. for use in E Lists) • Defect information e.g. S2022 and OPDEFs including Data Recording and Corrective Action System (DRACAS) implementation. • Build Standard Records in accordance with DEF STAN 05-057* Configuration Management of Defence Material • Correction of errors identified based on the original publication would be covered under CORE, where the update relates to the operation, maintenance, and technical date of the [Master Equipment]. • Book of Reference for each [Master Equipment]. BR amendments resulting from changes / updates initiated by the Authority will be managed via Tasking. • As required, an S2022(A) would be issued in the interim for any immediate changes pending updates to the BR which need to be communicated to SS. The Contractor shall provide support to ensure the correct guidance and messaging is contained. <p>*Refer to “Referenced Documentation” section for latest DEF STAN issue number and date.</p>
4.5.2	Document Format	<p>The Contractor shall provide the Authority with electronic data in the following formats (or compatible) as and when requested/ as per the contractual deliverables.</p> <ul style="list-style-type: none"> • Text, Spreadsheet, Database & Presentations in MS Office in the required format. • Hazard Log (eCassandra) updates provided to the Authority in accordance with Ships OC Leaflet 5 • SEMP • Risk Register • Engineering and Drawing Data in TIF/PDF format

4.5 – Documentation

Serial No.	Requirement Heading	Core Support Requirement
4.5.3	Hazard Log	The Contractor shall contribute to and participate in the review of Hazard Logs for all equipments covered by this Contract, during the annual safety review meetings and the formal Project Safety and Environmental Committee (PSEC).
4.5.4	Document Accommodation	<p>The Contractor shall be responsible for providing safe, dry, and secure storage for the custody of all Contractor held documentation, drawings, etc.</p> <p>The Contractor shall keep an insurance 'fire' copy of all documentation at a site geographically remote from where the working masters are stored.</p>
4.5.5	Drawings	<p>The Contractor shall retain and maintain all design drawings. This includes all master drawings relating to all in-scope equipment. Documentation shall include but not be limited to the following:</p> <ul style="list-style-type: none"> • Electrical, Mechanical and Installation Drawings • Drawing Lists <p>The Contractor shall ensure that the OM has access to the latest drawing and specifications.</p>
4.5.6	Design Changes Updates and Modifications	The Contractor shall provide updated support documentation resulting from the introduction of design changes, Engineering Change Notice (ECN's) and modifications to the systems. The extent and quality of the records to be produced and maintained will be discussed and agreed with the OM in advance and shall be supplied in accordance with IEC 62402:31 JULY 2019.
4.5.7	NATO Codification Documentation	<p>The Contractor shall provide all necessary information and documentation in order to facilitate NATO Codification, where required, and shall supply all documentation required to carry out applications for NATO codification to the agreed level of Line Replaceable Units (LRUs), as well as amendments to equipment support manuals.</p> <p>LRUs are defined as essential support items that may be removed and replaced at Operator/Crew/Unit-Crew or First Line maintenance levels to restore the end item to an operationally ready condition.</p> <p>Codification shall be undertaken by the Contractor on behalf of the Authority, as mutually agreed.</p>

4.5 – Documentation

Serial No.	Requirement Heading	Core Support Requirement
4.5.8	Documentation Review	<p>The Contractor shall review and provide comments to documents within XX business days of receipt unless otherwise agreed with the Authority.</p> <p>This includes but is not limited to Cyber Risk Assessment, RMADS, SyOPS etc.</p>
4.5.9	Technical Bulletins	<p>The Contractor shall provide a Technical Bulletin using the template provided by the Authority. These should be recorded on an Excel Tracker by the Contractor for potential inclusion/consideration within the SECR.</p> <p>A technical Bulletin contains any info for the [Master Equipment] that impacts the following (including system changes):</p> <ol style="list-style-type: none"> 1. How system performs 2. How it operates 3. How it is used / functions 4. How items are disposed off 5. Obsolescence NSNs / New NSNs 6. Technical Changes and Recalls 7. Safety Issues <p>A Technical Bulletin is required for any changes to the equipment the Authority should be notified of. This must be done using the standard template to enable tracking, should it need to be referred to in the future. The Authority will track and assign a reference number.</p> <p>A summary of these changes should be provided to the Authority within XX weeks of receiving the request.</p>
4.5.10	Book of Reference	<p>The Contractor is responsible for maintaining the master version of the Book of Reference documents for each [Master Equipment]. The Contractor and Authority will agree any updates required. The Contractor will provide the Authority with the updated version of the BRs following any agreed change. The Authority will arrange publication via AllanWebb.</p> <p>Tasking will <u>not</u> be required for addressing any [Master Equipment] specific BR corrections or errors in the original master files produced and maintained by the Contractor. The Contractor is responsible for maintaining the master version of the BRs for the sections of the BR the Contractor are responsible for.</p>

4.6 – Reporting			
Serial No.	Requirement Heading	Core Support Requirement	
4.6.1	Product Alert	If the Contractor becomes aware of any event that has affected, or could affect, equipment safety, availability, or performance, or otherwise affect the delivery of the Service detailed in this SOR, it shall prepare and deliver a Product Alert notice. Following submission of a Product Alert notice, the Contractor shall deliver and maintain an associated Work Around Plan. The Product Alert should be issued as quickly as possible providing an overview of the issue and plans to resolve.	
4.6.2	Project Management Plan (PMP)	<p>The Contractor shall: -</p> <ol style="list-style-type: none"> 1. Update the Project Management Plan (PMP) within XX months of contract placement (includes Contract Extension). 2. Review and update the PMP on an annual basis during the life of the contract to reflect Contractor changes (resource/structure). 3. Provide the latest version of the PMP within no longer than XX weeks of a request from the Authority during the contract term. <p>The PMP shall be in a format agreed with the Authority, and shall cover summaries of the following, with appropriate references, as a minimum:</p> <ul style="list-style-type: none"> • Suitable Qualified and experienced personnel (SQEP) recruitment, skills and training • Project requirements and scope • Assumptions, dependencies, exclusions and constraints • Identification and Management of Stakeholders • Risk, including risk register • Project Organisation, including role descriptions, terms of reference and authority levels • Sub-Contractor Management • Schedule, including key activities and resources 	

4.6 – Reporting			
Serial No.	Requirement Heading	Core Support Requirement	
		<p>The Contractor shall update and retain the documents listed below on Contract placement.</p> <p>Upon request by the Authority, the latest updated/approved version shall be provided within no longer than XX weeks from the date of request during the remainder of the contract:</p> <ul style="list-style-type: none"> • Continuous improvement planning • Quality Management Plan • Software Management Plan • Obsolescence Management Plan • Technology Refresh Plan • Safety & Environmental Plan • Configuration Management Plan 	

4.6 – Reporting			
Serial No.	Requirement Heading	Core Support Requirement	
4.6.3	Quality Management Plan (could be incorporated into the Project Management Plan)	<p>The Contractor shall prepare, deliver and maintain a Quality Management Plan iaw AQAP 2105 and DEFCON 602A. The Quality Plan shall incorporate all Hardware and Software quality requirements iaw AQAP 2210 and shall cover the following requirements as a minimum:</p> <ul style="list-style-type: none"> • Detail of scope of accreditation. • Details of the organisation and relevant interfaces. • List of applicable standards, specifications, QA/QC documentation and certification records. • List of all processes and procedures relevant to the contract. • Specific arrangements for providing assurance of the satisfactory quality of supplies from Suppliers and Sub-suppliers and the measures to be adopted to ensure compliance. • Schedule of internal audits. • Arrangements for concessions, non-conformances and variations. • Resource allocation showing planned resource types for all planned activities. • Recovery Plan – for Subcontractor defaults 	
4.6.4	Software Management Plan (could be incorporated into the Project Management Plan)	<p>The Contractor shall develop and maintain a Software Management Plan detailing how all Software will be managed, including:</p> <ul style="list-style-type: none"> • Modification. • Updates/Refreshes (including Windows Security and Patches refer to section 4.9.6) • Repairs/Bug Fixes. • Configuration Management. • Verification and Testing. 	

4.6 – Reporting			
Serial No.	Requirement Heading	Core Support Requirement	
		<ul style="list-style-type: none"> Audits. Distribution and reporting of software updates. 	
4.6.5	Obsolescence Management Plan	<p>The Contractor shall produce and maintain an Obsolescence Management Plan (OMP) compliant with BS EN IEC 62402: Obsolescence Management dated 31 Jul 2019 for equipment covered by this contract.</p> <p>Obsolescence shall include both Hardware and Software.</p>	
4.6.6	Safety & Environmental Management Plan (Could be incorporated into the Management Plan)	<p>The Contractor shall ensure the Safety and Environmental Management Plans (MCS SEMP, including Safety & Environmental Case Reports) are current and maintained at all times, ensuring all safety related issues are dealt with within the timelines stated as per BR1313. Any disputes or mitigating circumstances must be discussed and agreed with the Authority.</p>	
4.6.7	Configuration Management Plan (Could be incorporated into the Management Plan)	<p>The Contractor shall maintain the configuration of contract documentation and update when changes occur. Changes to these documents shall be agreed with the Authority. This will be detailed in the Configuration Management Plan.</p>	
4.6.8	Technology Refresh Plan (Could be incorporated into the Management Plan)	<p>The Contractor shall provide a Technology Refresh Plan for emergent requirements. Updates should consider and minimise issues with:</p> <ul style="list-style-type: none"> Technology/component obsolescence 	

4.6 – Reporting			
Serial No.	Requirement Heading	Core Support Requirement	
		<ul style="list-style-type: none"> • Software/Firmware Bug Repair • OPDEFs • System development • Secure by Design <p>The plan is to be presented at the Quarterly Progress Review meeting for discussion and agreement with the Authority before implementation.</p>	
4.6.9	Produce Evidence for Reporting	The Contractor shall ensure supporting evidence is available for all reports and will be able to provide the base data to support the evidence upon request by the Authority.	
4.6.10	Monthly Progress Report	The Contractor shall submit a monthly Progress Report in accordance with DEFCON 604.	
4.6.11	Quarterly Report	The Quarterly Progress Report (every third Monthly Progress Report) should contain the same information as per the Monthly Performance Report with additional information provided in accordance with DEFCON 604.	
4.6.12	Annual Report	<p>The contractor shall produce an Annual Report containing an overview of the preceding year, issues for action and forecast of activity for the following year.</p> <p>The annual report shall be reviewed with the Authority during the fourth/annual QPM.</p> <p>The content and format of the report shall be agreed between the Authority and the Contractor to ensure all required information is provided. The content of this report may evolve during the duration of this contract.</p>	

4.6 – Reporting			
Serial No.	Requirement Heading	Core Support Requirement	
4.6.13	Record of Costs	The Contractor shall maintain accurate records on costs within the Contract to enable the Authority to carry out financial management and budgeting. These records will be used to compile a report that shall be incorporated into the meeting schedule.	
4.6.14	Generic Meeting Minutes and Actions	<p>The Contractor shall produce meeting minutes with agreed actions and issue for OM Approval following each meeting adhoc facilitated by the Contractor within 5 business days of the meeting date.</p> <p>Excludes the following where minutes and actions should be provided as specified.: -</p> <ul style="list-style-type: none"> • Annual Safety Review Meeting (section 4.7.5) • PSEC (section 4.7.6) • QPM (section 4.7.4) <p>This excludes weekly progress meetings where the Authority will capture updates within the Action Tracker.</p>	
4.6.15	Helpdesk Records	The Contractor shall retain and maintain all Helpdesk records via support database, and make them available to the Authority, upon request. This information will also feed into the Monthly Progress Report.	
4.6.16	Waterfront Reporting	<p>The Contractor shall provide a detailed summary of the waterfront services provided in the form of a HC / Platform visit report. Refer to Health Check section 4.17.1 and 4.17.2.</p> <p>This should include a high-level email summary following the visit pending delivery of the full HC Report (Refer to section 4.17)</p>	
4.6.17	GFE – Government Funded Equipment	<p>The Contractor shall provide the OM with an updated copy of the GFE Register on a quarterly basis (Jan, Apr, July and October). Refer to section 4.13.6.</p> <p>The Contractor shall ensure the GFE equipment is accurately recorded and maintained to support any auditing requests made by the Authority, no later than four weeks from the date requested.</p>	

4.7 – Meetings			
Serial No.	Requirement Heading	Core Support Requirement	
4.7.1	Contract Start Up Meeting	A Contract start-up meeting shall be held by the Contractor within 1 month of the date of Contract commencement at DE&S Abbey Wood. Attendance at the meeting shall be from all parties concerned with the Contract. The required attendees shall be confirmed to the Contractor by the Authority's Commercial Officer (ACO) no later than 10 business days prior to the date of the start-up meeting.	
4.7.2	Weekly Progress Review/update meetings	<p>The Contractor shall ensure both Project Manager and Engineering support are available to join a weekly Project meeting via MS Teams, estimated duration maximum 1 hour per week for maximum 45 occurrences.</p> <p>This meeting will be an opportunity for progress updates and to discuss any emerging issues and agree priorities.</p>	
4.7.3	Inventory Review Meetings for Survey and Repairs	<p>The Contractor shall attend a fortnightly Inventory Review meeting held via MS Teams. It is estimated circa 20 meetings will be held per year.</p> <p>The purpose of this session is to review progress of all open Survey and Repair Orders, to ensure progress is on track and to manage and agree any exceptions.</p> <p>The Contractor shall maintain and update a Survey and Repairs tracker in MS Excel, as agreed with the Authority. This tracker will provide the Authority with regular progress updates along with order information and status.</p> <p>The Contractor will provide a copy of the updated tracker within two business days following the review session.</p>	
4.7.4	Quarterly Progress Meeting (QPM)	<p>Progress meetings shall be held on a quarterly basis from the date of Contract placement (includes contract extension date). The Quarterly Progress Meetings (QPMs) shall be held at either DE&S Abbey Wood or Virtual Meetings using MS TEAMS.</p> <p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Ensure adequate and appropriate representation at these meetings including the PM, Engineers and Commercial. 2. Provide administrative duties, including a Record of Decisions and Actions / Minutes from the meeting within the timescales below. 3. Issue the minutes and actions no later than 10 business days following the meeting. 	

4.7 – Meetings

Serial No.	Requirement Heading	Core Support Requirement
4.7.5	Annual Progress Review Meeting (anniversary of Contract Placement)	<p>Every fourth QPM shall constitute an Annual Review Meeting and will be held Face to Face at DE&S Abbey Wood.</p> <p>The meeting will follow the standard QPM meeting structure. This can be amended subject to any emerging actions that take priority. These will be discussed and communicated with the Contractor when the agenda is communicated.</p> <p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Ensure adequate and appropriate representation at these meetings including the PM, Engineers and Commercial. 2. Provide administrative duties, including a Record of Decisions and Actions / Minutes from the meeting within the timescales below. 3. Issue the minutes and actions no later than 10 business days following the meeting.
4.7.6	Annual Safety Review Meetings (estimated three occurrences)	<p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Attend an Annual Safety Review Meeting, ensuring the appropriate safety engineering and technical expertise is in attendance. This includes safety panel, management meetings and HAZID reviews. 2. Provide a summary of items for discussion based on the Contractor's ongoing support of the equipment. This shall be provided to the Authority a minimum of 5 business days prior to the annual safety review meeting. 3. Facilitate the review and run through updates (new, amended or completed actions) to agree next steps and whether it is for (a) noting for inclusion in the SECR during the next scheduled review or (b) requires immediate action. 4. Capture the minutes, agreed actions and resolutions, and issue the draft / first version to all meeting attendees within 15 business days following the meeting. <p>Ad-hoc Safety Review sessions will be held for any new safety issues identified.</p> <p>Should a further review of comments be required, timescales shall be agreed between the Authority and Contractor.</p>
4.7.7	Project Safety and Environmental Committee (PSEC) (expected frequency)	<p>The OM will inform the Contractor when a PSEC is required and issue the invite, agenda, minutes and actions from the annual safety review meetings (as per SOR section 4.7.6).</p> <p>The Contractor shall:</p>

4.7 – Meetings

Serial No.	Requirement Heading	Core Support Requirement
	circa every three years or following a Safety incident in line with Ships OC Leaflet 5)	<ol style="list-style-type: none"> 1. Provide details of any emerging safety issues and any new items for consideration and present to the Authority. 2. Attend the PSEC with the required SQEP alongside the Authority. Expectation will be via MS Teams. 3. Provide an update to the Authority on previous actions and updates required to the SECR. This includes, but not limited to, actions from the interim annual safety review meetings since the last PSEC, LFE, hazard review and system updates. 4. Hazard log management. <p>The OM will capture and circulate the minutes and actions from the PSEC and distribute to all attendees along with an agreed timeline.</p> <p>The MOD will Update eCassandra following a Hazard Review and arrange a review meeting for the Contractor to attend to agree and support controls, mitigations and supporting documents.</p> <ul style="list-style-type: none"> • The Contractor shall update and issue the draft updated SECR in MS Word to all PSEC attendees, with the amendments agreed within the PSEC. These are to be issued within 20 business days of the PSEC meeting. <p>Updating the SECR will be costed and fulfilled via Tasking. Refer to SOR section 5.1.8</p> <ul style="list-style-type: none"> • The Authority will review and provide comments with 20 business days to the Contractor. If there are queries which require more detailed investigation the review timescales should be discussed and agreed with the Authority. <p>This activity should be incorporated under the CORE element of the Contract. Estimated one PSEC occurrence.</p>
4.7.8	Ad Hoc Performance Meetings	<p>Ad-hoc progress meetings called by the OM to address persistent performance concerns shall be held at the Authority's premises, or as otherwise advised by the OM.</p> <p>The Contractor shall provide adequate and appropriate attendance to these meetings at their own expense.</p> <p>These meetings will include but not limited to: hazard identification, obsolescence and equipment modifications and will be subject to Tasking where applicable.</p> <p>Poor performance meetings, when required, will be at no additional cost to the MOD.</p>

4.7 – Meetings

Serial No.	Requirement Heading	Core Support Requirement
4.7.9	Security Annual Review Meetings	<p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Attend annual security review meetings to ensure the equipment is secure and raise concerns for discussion. Updates to the Security documentation will be actioned by the Authority and will be issued to the Contractor for Review and Comment. The expectation these meetings will be held via Teams or alongside a scheduled QPM at DE&S Abbey Wood due to the equipment classification being discussed. 2. Provide comments/confirmation the changes are acceptable within 20 business days of receiving the document(s) from the Authority.
4.7.10	<p>Obsolescence – Quarterly Review Meeting</p> <p>Refer to Section 4.10.1</p>	<p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Organise a quarterly obsolescence review meeting to present component obsolescence concerns identified during BAU Survey and Repair work to the Authority. 2. Produce and maintain an Excel report listing the NSN and the LRU components that have been identified where there is a stock issue. <p>Meeting Forum: MS Teams</p>

4.8 – Helpdesk / Technical Support

Serial No.	Requirement Heading	Core Support Requirement
4.8.1	Technical Queries / Technical Support	<p>For all in scope Equipment, the Contractor shall be available to provide technical advice (engineering & software) to the Authority and its representatives, on in-service support issues: -</p> <p>(a) On business days, as defined in DEFCON 501.</p> <p>Business days shall be between the hours of 0830 and 1630.</p> <p>The Contractor's initial technical response shall be meaningful, informative and provide sufficient information to enable the OM and ships staff to determine the best course of action to minimise equipment downtime. The Contractor shall provide the Authority with advice, assistance, and answer to technical questions on technical and administrative details.</p> <p>An acknowledgement only email is not deemed a meaningful reply.</p> <p>When the Contractor is contacted directly by a ship's staff or relevant COM, they are to inform the OM and provide the following information as a minimum within 2 business days:</p> <ul style="list-style-type: none"> • Date and Time of contact • Unit/Vessel • Nature of defect being discussed <p>Any services more than the Helpdesk service and support, shall be considered non-Core.</p>
4.8.2	OPDEF Management	The Contractor shall provide a process for handling OPDEFs for the equipments supported under this contract and this shall be incorporated into the Management Plan.
4.8.3	OPDEF Performance	The Contractor shall adhere to the OPDEF timescales as specified the KPIs when an OPDEF has been raised where the Equipment is not operational and/or where work is required to a level of repair activity above the competency of Ships/Base Staff and an OPDEF has been raised requesting Contractor assistance.

4.9 – Software			
Serial No.	Requirement Heading	Core Support Requirement	
4.9.1	Software Management	The Contractor shall provide software management capability to ensure equipment software remains as a supported version.	
4.9.2	Authority Software Applications	<p>The Contractor shall be required to provide information for input to several authority software applications as requested by the Authority. Applications shall include but not necessarily be limited to:</p> <ul style="list-style-type: none"> • CRISP • e-cassandra • UKNCM Codification Support Information System (CSIS) • NAVCAT • Foundry (used for OPDEF management) • Reliability Centric Maintainability (RCM) RN Toolkit • SSDD (Surface Ships Definition Database) • UMMS (Unit Maintenance Management System) 	
4.9.3	Software Management Plan	All Development / Management of Software shall be performed in accordance with the Contractors Internal Quality System. The Authority shall have access and free user rights in accordance with DEFCON 91, as called up under Contract Condition 24.	
4.9.4	Software Updates	<p>All software updates considered by the Contractor must follow the CIAP process and consider all DLODs prior to being submitted.</p> <p>As part of the CIAP process Security impact assessment is required.</p> <p>These considerations must be submitted to the Authority in the form of a report at the point the requirement becomes known to enable review by the Authority as per Ts&Cs for discussion.</p>	

4.9 – Software

Serial No.	Requirement Heading	Core Support Requirement
4.9.5	Monitor Software (Software Impact Assessment Report)	<p>The Contractor shall monitor all software that interfaces with, or is proposed to interface with, the in-scope systems. Upon identification of a required software change, the Contractor shall carry out an impact assessment and provide a report to the Authority detailing the options available for interfacing with this modified/new software. These options are to be fully costed. The report shall, as a minimum, contain:</p> <ul style="list-style-type: none"> • Outline definitions of the modifications necessary to support the change. • Outline the parties affected by the change. • Detail any test schema and plan for interface evaluation. • Plan to reflect implementation changes within the Software Development Environment (SDE). • Configuration Management. • Proposal for implementing upgrades/changes, including any changes to interface tooling. • Security Impacts. <p>This additional activity, above and beyond the initial identification will be subject to a TAF.</p>
4.9.7	MODCERT Directive / Patch	<p>When a MODCERT directive is issued, the Contractor must tell the Authority if it poses a risk to the system within a maximum of 20 business days, and if there are any temporary workarounds or what the Authority would need to do if deemed critical. This would be discussed and agreed should this issue arise.</p>

4.10 – Obsolescence Management

Serial No.	Requirement Heading	Core Support Requirement	
4.10.1	Obsolescence Management (linked to section 4.7.10)	<p><u>Proactive Obsolescence Management.</u></p> <p>The Contractor shall conduct pro-active obsolescence monitoring of all equipment and shall be responsible for the identification and notification to the OM of all obsolescence concerns and issues associated with the equipment. This shall be performed at equipment, high level assembly and down to individual LRU level.</p> <p>The Contractor shall provide updates on any obsolescence concerns and issues identified at monthly and quarterly reports. This should include recommendation for obsolescence resolution activities for consideration by the authority in accordance with Chapter 10 of the BS EN IEC 62402: Obsolescence Management dated 31 Jul 2019.</p> <p>An annual report on obsolescence concerns and issues and resolution proposals shall be provided as part of the Annual Report.</p> <p>The Contractor will continue to update from there on and inform the OM without delay when an item becomes/or is likely to become obsolete with lifetime buys or FFF replacement options.</p> <p>Items identified as limited supply or obsolete for the above items will be listed for review in the obsolescence workshop between the Contractor and the OM.</p> <p><u>Reactive Obsolescence Management.</u></p> <p>The Contractor will be responsible for carrying out reactive obsolescence management for all other items.</p> <p>During Survey and Repairs the Contractor shall notify the OM when it has been identified that a component used to fulfil the Survey and Repair is either: -</p> <ol style="list-style-type: none"> 1. Component stock held by the Contractor is in limited supply and there is a potential obsolescence issue. 2. The Contractor is either notified by their supplier or becomes aware that the component is in limited supply and potential future buys or alternatives should be considered. 3. Where applicable, the Contractor should also provide options for alternative FFF replacements for components identified as obsolete or obsolescent. 	

4.10 – Obsolescence Management

Serial No.	Requirement Heading	Core Support Requirement	
		<p>Items identified as limited supply or obsolete will also be recorded and added to the items listed for review in the obsolescence workshop.</p> <p>The Contractor shall provide options to the Authority based on SQEP to help inform the Authority of what should be considered based on time, cost. This is required to enable the Authority to determine what is the best route to resolve the obsolescence issue.</p> <p>For both Proactive and Reactive Obsolescence - The Contractor shall be responsible for minor form, fit and function changes as detailed in 4.10.2 of the SOR. Major obsolescence requiring engineering effort will require separating tasking for investigations.</p>	
4.10.2	Obsolescence Resolution	All obsolescence resolution proposals must be submitted to the Authority for consideration and approval. The Contractor shall be responsible for minor form, fit and function changes to Master equipment down to LRU level. This change level is defined as having no fit, form and function effect and this change is confined to level where the changed part(s) reside and no change to the parent item part number is required.	

4.11 – Reference Equipment Management

Serial No.	Requirement Heading	Core Support Requirement	
4.11.1	Maintenance and Repair of Reference Equipment	<p>The Contractor will maintain the Reference Equipment.</p> <p>Any additional equipment held temporarily by the Contractor in support of Design Services activities, on an as-and-when required basis, will also be issued on the Loan terms.</p>	

4.11 – Reference Equipment Management

Serial No.	Requirement Heading	Core Support Requirement	
4.11.2	Preventative and Corrective Maintenance	<p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Carry out preventative and corrective maintenance of all Reference Equipment in accordance with the OM's instructions. 2. Maintain a record of use, maintenance, repair, calibration, and periodic functional tests, and approved modification embodiment activity carried out on all reference equipment. 3. Maintain the Reference Set in a fully functional condition. 	
4.11.3	Reference Equipment Spares	The Contractor shall notify the Authority of any spares and / or consumables required for Maintenance of the reference equipment.	
4.11.4	MOD Access	The Authority shall have access to the Reference Equipment if required.	

4.12 – Maintenance Management

Serial No	Requirement Heading	Core Support Requirement	
4.12.1	Review Maintenance	The Contractor shall conduct a review of the maintenance schedules based on data analysis of maintenance records and produce recommendations for changes to these maintenance schedules and processes, as requested by the Authority.	

4.13 – Inventory and Spares & Repairs Management

Serial No.	Requirement Heading	Core Support Requirement
4.13.1	Spares and Repairs Management	<p>The Authority's Authorised Demander (OM or Inventory Manager) will decide when an Article for supply needs to be procured. The Contractor will be advised of the requirement via CP&F Demand Order in accordance with the procedure detailed within the Contract.</p> <p>The Contractor will manage the progress of order for Spares and Repairs and provide regular updates to the OM and Inventory Manager.</p> <p>Where no pricing is held an RFQ will be issued to the Contractor. Price per item will be required, and it is accepted that in some cases a minimum order quantity will be required. The quantity will be specified within the RFQ.</p>
4.13.2	Beyond Economical Repair	Where an item is deemed BER, components from that item should be salvaged to support future repairs, due to ongoing obsolescence and age of equipment.
4.13.3	Disposal Plan	<p>The contractor shall inform and seek approval from the OM for any items that require disposal in accordance with DEFCON 601.</p> <p>Upon approval obsolete and Beyond Economic Repair items shall be dismantled and disposed of in such a manner as to preclude the possibility of resale in its existing form. If the contractor identifies any component parts that could be utilised for future repair activity, they may recover these from to disposal stock and retain.</p>
4.13.4	GFE	<p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Ensure the GFE equipment is accurately recorded and maintained in accordance with DEFCON 694. This should also include the location and status of the NSN. For example, whether used in the Reference Site, held on the shelf and the status (Serviceable or Non-Serviceable). 2. Provide the OM a copy of the DEFCON 694 submission on a quarterly basis. This submission should confirm the location of the NSN 3. Assist and accommodate any auditing requests made by the Authority. 4. Host the Authority or approved representative for an any Audit, no later than four weeks from the date requested.

4.14 – Training			
Serial No.	Requirement Heading	Core Support Requirement	
4.14.1	Training Software	<p>The Contractor shall ensure any Software used in Operational training, including simulations, are to be at a revision level of Software that is the same as the systems within the Class.</p> <p>The Contractor shall engage the relevant stakeholders, including Training Capability Manager (TCM) prior to any Software revisions or changes occurring.</p>	

4.15 – Security

Serial No.	Requirement Heading	Core Support Requirement
4.15.1	Security Assurance	<p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Monitor changes and issues with security assured systems and equipment with the aim of ensuring any security assurance is retained based on the information available to it. 2. Provide the Authority with evidence that security with the capability has been maintained, when requested. 3. Assess information supplied by the Authority on the security aspects of equipment installation and integration, so that any impact on Ships Systems can be assessed. 4. Advise the Authority on implications that result from this assessment.
4.15.2	Security Aspects	<p>The Contractor is to ensure Security Aspects are considered when handling material and information during the operation of this contract in accordance with DEFCON 659A (Security Measures).</p>
4.15.3	Secure by Design	<p>The Contractor shall:</p> <ol style="list-style-type: none"> 1. Ensure any system modifications are Secure by Design. “Secure-by-Design” means that technology products are built in a way that reasonably protects against malicious cyber actors successfully gaining access to devices, data, and connected infrastructure. 2. Ensure any equipment or components are security tested prior to delivery/deployment. The Authority will require evidence to support this along with the results of the testing undertaken. 3. Conduct vulnerability monitoring of the test system and inform the Authority of high-risk vulnerabilities following any system changes / modifications. As agreed with the Authority, subject to the change being made.

4.16 – Investigation of S2022		
Serial No.	Requirement Heading	Core Support Requirement
4.16.1	Management of S2022	<p>The Contractor shall provide a written response to each S2022 where a response to SS is required. The response should include guidance, next steps, drawings (as required) and making recommendations to assist SS to resolve the issue.</p> <p>Where necessary, the reply should also include sketches and a full description of any design proposals, in sufficient detail to enable to OM to decide how to proceed.</p> <p>Where there appears to be trends in the issues being raised by SS the Contractor shall investigate and recommend options to mitigate/resolve to the OM.</p>

4.17 – Health Checks

Serial No	Requirement Heading	Core Support Requirement
4.17.1	Health Checks	<p>The Contractor shall undertake Health Checks (HC) as specified in section 4.17 of the SOR and as provisioned within the CORE element of the contract. Any additional HCs required above those specified in section 4.17.2 and 4.17.3 will require tasking (refer to section 5.2.5 to 5.2.7).</p> <p>The date and location will be agreed between the Authority and the Contractor to enable resourcing to be assigned and preparation.</p> <p>Within XXX business days of completing the HC, a summary of findings will be emailed to both the OM and SS to confirm initial findings, issues resolved, and any urgent remedial work SS can begin to progress.</p> <p>Within XXX Business Days of completion of the HC to Contractor shall email the HC Report to the OM in PDF. The report shall detail the findings of the HC and include any photos of equipment deterioration and recommendations for the rectification of the identified issues. The OM will email a copy of the HC Report to SS upon receipt.</p> <p>All pickups from HC shall be managed by the OM. The Contractors actions are to be progressed within XX Business Days (dependent on ships programme) of the report being produced with updates provided to the OM.</p> <p>The Contract shall include XXX Health Checks (includes OPDEF visits) within a 12-month period (calculated from the contract placement date). These will ensure health of the system and operational capability is maintained and support OPDEF Resolution in a timely manner.</p> <p>The HC will consist of the following core elements which should be referenced within the HC report:</p> <ol style="list-style-type: none"> 1. System Health Check / Rectification of issues 2. Review of OBS Holdings 3. Review of the Tally Plate 4. Half day allocation for SS informal Training and Guidance

4 NON-CORE SUPPORT REQUIREMENTS TABLE

5.1 – Tasking		
Serial No.	Requirement Heading	Non-Core Support Requirement
5.1.1	Supplementary Tasks	<p>The Contractor shall conduct any Supplementary Tasks required by the Authority as detailed on the Task Authorisation Form (TAF) in accordance with the Task Authorisation Procedure detailed in the Contract. Supplementary Tasks may include but not limited to:</p> <ul style="list-style-type: none"> • Design Studies • Modification • Survey and Repair • CONDO / Off-Shore activities • Obsolescence Resolution • Training • Ad-hoc meetings • OPDEF and engineering support aboard platforms or reference set facilities
5.1.2	Scheduled Maintenance Request Unplanned Onboard-Ship Work Activities	<p>The Contractor shall raise a Maintenance Request to the appropriate OM for all onboard-ship and dockside work activities it wishes to undertake that are not already planned as tasks within a Platform Maintenance Programme, Maintenance Work Package, or a Maintenance Period Plan.</p>

5.1 – Tasking

Serial No.	Requirement Heading	Non-Core Support Requirement
5.1.3	Modifications	The design support is defined by a task-based approach to modifying equipment (Non-Core Service) where each task will be individually funded and managed. The overall objective of each task will be to ensure each risk is As Low As Reasonably Practicable (ALARP) within the constraints of operational effectiveness, time and cost.
5.1.4	Tasking – Investigations and Repairs Outside Working Hours	The Contractor may be required to investigate system defects or reports of shortcomings by the Authority, its agents, or Contractors, during periods outside of normal working hours. In such instances, the OM will endeavour to give the Contractor reasonable notice to attend.
5.1.5	Transportation for Attendance Offshore	Where attendance offshore is required, suitable transport arrangements will be made by the Authority or its agents to facilitate the movement of the Contractor between the designated transfer point and the Platform. The Contractor shall be responsible for all travel arrangements between its normal premises and the designated transfer point (as per the TAF). Where CONDO is required, the Contractor is to follow the requirements of the Contract Terms and Conditions.
5.1.6	Documentation	The Contractor shall Retain, Review, Maintain and Issue, as required, all Master Documentation relating to equipment covered by the contract including (but not limited to): <ul style="list-style-type: none"> Books of Reference (BRs), Handbook, Illustrated Parts Catalogue (IPCs) and Interactive Electronic Technical Publications (IETPs) <p>Updates to the BRs to address errors/corrections in the current published version, will not be subject to tasking. This includes changes to NSNs. Any edits required due to changes initiated by the Authority, including new connected systems and modifications, will be subject to tasking.</p> <ul style="list-style-type: none"> Technical Reports, Documents, or illustrations GFE Spares Lists

5.1 – Tasking

Serial No.	Requirement Heading	Non-Core Support Requirement
5.1.7	Health Checks	<p>Any work required in addition to the standard HC will require tasking for the additional work to be undertaken during the HC visit. This includes but not limited to undertaking agreed system modifications, providing support to resolve TQ related queries etc (also refer to Health Check section 4.17).</p> <p>The Authority will provide the Contractor with 20 business days' notice of the requirement to conduct a Health Check.</p> <p>The Contractor shall conduct on board Health Checks, in accordance with the specifications detailed in the Fault Finding & Maintenance System Handbooks. The Authority will provide advance notice to enable resource to be allocated and in line with the platform availability.</p> <p>A report shall be produced and presented for approval to the OM within 10 Business Days of completion of the Health Check. This report shall detail the findings of the Health Check and include any photos of equipment deterioration and recommendations for the rectification of any issues identified.</p> <p>The report should also include any other ad hoc information requested by the OM, this could include details of OBS held, Tally Plate validation etc.</p> <p>All pickups from Health Checks shall be managed by the OM and the Contractors actions are to be progressed within 10 Business Days (dependent on ships programme) of the report being produced.</p> <p>The Authority will notify the Contractor within 10 business days of receipt and acceptance of the Health Check Report of any corrective actions to be taken by the Contractor.</p>
5.1.8	Safety and Environmental Case Report (SECR) document update	The OM will arrange Tasking for the periodic review and update of the SECR. Links to SOR Section 4.7.7

5.2 – Project Advice and Assistance / Engineering Support / Health Checks / Waterfront Services

Serial No.	Requirement Heading	Non-Core Support Requirement
5.2.1	OPDEF Support	<p>The Contractor may be required to attend, at short notice (subject to available Contractor resources and other contracted commitments) MOD establishments or Platforms both alongside and off-shore, not being limited to UK waters and not excluding weekends, evenings or bank holidays.</p> <p>When a visit is required, a visit report shall be produced by the Contractor detailing the scope of the work undertaken and the recommendations made. This report shall form part of the Authority's historical tasking database.</p> <p>An email summary of the visit shall be provided with XXX business days of the visit. The OM will forward this to SS.</p> <p>The final report should be made available to the OM no later than XXX business days after the visit.</p>
5.2.2	Technical Support	<p>The Contractor may be required to attend ship(s) to conduct investigations, modification installation and attendance at minor trials. Dates and times will be arranged between the Contractor and the nominated Ship with the OM informed of any decisions.</p> <p>The nominated ship representative shall be contacted by the Contractor prior to and on completion of work/investigation.</p> <p>Throughout the Contract, the Contractor shall be required to provide onboard support to assist Ships Staff in investigating fault conditions, after all reasonable avenues have been investigated and the work has been deemed to be beyond the scope of the Ships Staff. This is to ensure platform availability remains at the required level.</p>

5.3 – Obsolescence			
Serial No.	Requirement Heading	Non-Core Support Requirement	
5.3.1	Obsolescence Resolution	<p>Resolution of significant obsolescence issues identified in the Obsolescence Management Plan will be subject to Tasking following OM agreement.</p> <p>The Contractor is responsible for undertaking annual updates (as required). The Contractor shall provide an Obsolescence update in the Annual Review as noted in section 4.7.5.</p>	
5.3.2	Investigation of Obsolescence Issues	<p>When tasked to investigate obsolescence issues, the Contractor is to identify possible costed resolution options for the OM to review.</p> <p>This should include evidence of the investigation undertaken, any suppliers contacted, rationale for recommendations based on the Contractors knowledge and experience, key considerations to enable the Authority to make an informed decision.</p>	

5.4 – Maintenance Management

Serial No	Requirement Heading	Non-Core Support Requirement
5.4.1	Perform Maintenance	<p>As a general rule it is expected that maintenance, diagnosis and repairs will be conducted by Ships and Base Staff. However, under extraordinary circumstances, the Contractor may be required to undertake certain maintenance tasks.</p> <p>If the Contractor is required to perform maintenance, they should liaise with the relevant COM with regards to scheduling the activity, informing the Authority of the decision.</p> <p>The Contractor shall perform maintenance defined in agreed Maintenance Work Packages (MWP), record the work done and obtain Authority confirmation of completed maintenance within agreed timescales.</p> <p>Maintenance will be performed at locations, as listed below, and in accordance with the rules and regulations pertaining to that location at the time.</p> <ul style="list-style-type: none"> • Onboard a Ship: <ul style="list-style-type: none"> i. Base Port ii. Other UK Port iii. Port overseas iv. At sea – UK waters • Ashore in Base Port • At Contractor Facilities
5.4.2	Maintenance Programmes	<p>The Contractor shall provide the updates as requested by the Authority for all Platform Maintenance Programmes, for all modifications made to the system, hardware and software for any of the Ships. This is to include all required changes to any documentation relevant to the Platform Maintenance Programme. This requirement will be exercised on an iterative basis until agreement is reached for each Platform Maintenance Programme.</p>

5.5 – Training

Serial no.	Requirement Heading	Non-Core Support Requirement
5.5.1	Operator/Maintainer Training	Operator/Maintainer Training is likely to be required within the duration of the contract. As this requirement is scoped and properly defined, training will be requested via <u>non-core tasking</u> . The Contractor needs to be capable of meeting any training requirements in the required timeframe, agreed on a case-by-case basis, when requested.
5.5.2	Operator Training	Any new equipment being introduced needs a training roll-out plan for usage. The Contractor will be responsible for compiling the training pack and keeping the pack up to date.
5.5.3	Operator Training	The Contractor will be responsible for providing any specialist tools required for ships staff to undertake OMDR functions, above and beyond those identified in the initial RCM study.

Appendix A1 – Project Definitions

Statement	Definition	Reference or Context
Fleet Time	Periods of Whole Ship Life under NCHQ Scheduling Authority. Fleet Time starts at Fleet Date or In-Service Date and ends at Non-Fleet Date or Fleet Non Operational Date.	BR1313 Chapter 1 Appendix A
Non-Fleet Time	Periods of Whole Ship Life under D Ships Scheduling Authority, at the start of Upkeep Time. Non-Fleet Time starts at Non-Fleet Date and ends at Fleet Date or In-Service Date.	BR1313 Chapter 1 Appendix A
Scheduling Authority	The authority, either NCHQ or D Ships, or Disposal Services Agency (DSA) for ships on the Disposal List, vested with responsibility for the Schedule Control of a vessel, and its planned programme	BR1313 Chapter 1 Appendix A
Authority	Secretary of State for Defence as represented by the Commercial Officer stated in Box 1 of the DEFFORM 111.	
Operational Damage	Equipment damaged during use beyond normal operating parameters resulting in damage above that expected from fair wear & tear.	
Equipment	Systems, subsystems, tools, test equipment and software required to ensure operational functionality	
Single Item Ownership (SIO)	Single item ownership – One item, One NATO Stock Number, hosted on one base system	
Equipment Availability	Equipment is available at Full Operating Capability for use by the Fleet	
Fit, Form and Function	Equipment Fit – physical dimensions and envelope. Equipment Form – all physical interfaces with the existing infrastructure Equipment Function – capability and operation of the equipment	

Appendix A2 – Glossary of Terms

Term	Definition
ACO	Authority's Commercial Officer
ALARP	As Low As Reasonably Practicable
AQAP	Allied Quality Assurance Publications
ARM	Availability Reliability and Maintainability
BER	Beyond Economical Repair
BR	Book of Reference
CONDO	Contractors on Deployed Operations
COTS	Commercial Off The Shelf
CP&F	Contracting Purchasing and Finance
CRISP	Comprehensive RNSTS Inventory System Project
CSA	Communications and Situational Awareness
DEFCON	Defence Condition
DEF STAN	Defence Standard
DE&S	Defence Equipment and Support
DII	Defence Information Infrastructure
E-Cassandra	Authority Hazard Log Tool
ECN	Engineering Change Notice
FOC	Full Operational Capability
GFA	Government Furnished Asset
GQAR	Government Quality Assurance Representative
HAZID	Hazard Identification
HF	High Frequency
HLET	Hazard Log Editing Tool
HMS	Her Majesty's Ship
ICS	Integrated Communications System
IEC	International Electro-Technical Commission
IETP	Integrated Electronic Technical Publication
ILS	Integrated Logistic Support
IPC	Illustrated Parts Catalogue
ISIS	Item of Supply Information System
ISO	International Standards Organisation
ISS	In-Service Support
JIC	Job Information Card
JSP	Joint Service Publication
KIV	Keep In View
LRU	Lowest Replaceable Unit
MCC	Major Configuration Change

Term	Definition
MOD	Ministry of Defence
MWP	Maintenance Work Package
NATO	North Atlantic Treaty Organisation
NAVCAT	Catalogue of Navy Stores
NCHQ	Navy Command Head Quarters
NFF	No Fault Found
NSN	NATO Stock Number
ODMS	OPDEF Data Management System
OEM	Original Equipment Manufacturer
OM	Operations Manager (Equipment Authority)
OMDR	Operation Maintenance, Diagnostic and Repair
OPDEF	Operational Defect
PAID	Programme Assembly Information Document
POEMS	Project Orientated Environmental Management System
POSMS	Project Orientated Safety Management System
PSEC	Project Safety and Environmental Committee
QA	Quality Assurance
QAR	Quality Assurance Requirements
QC	Quality Control
QMP	Quality Management Plan
QPM	Quarterly Progress Meeting
RCM	Reliability Centred Maintenance
RN	Royal Navy
SDE	Software Development Environment
SECR	Safety and Environmental Case Report
SEMP	Safety and Environmental Management Plan
SIO	Single Item Ownership
SME	Subject Matter Expert
SOR	Statement of Requirement
SPIS	Services Packaging Instruction Sheet
SQEP	Suitably Qualified and Experienced Personnel
SSDD	Surface Ship Definition Database
TAF	Task Approval Form
TCM	Training Capability Manager
UK	United Kingdom