

**STATEMENT OF WORK  
FOR  
Tactical Assault Ascender (TAA)  
Support, Maintenance and Repair**

Issue: 1.0

Issue Date: 04/10/2017

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## Authorisation

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## Amendments

Issue No.	Date	Incorporated by	Para	Details of change
1.0				

## Appendices

Appendix	Title of Document	Version
1	Equipment covered by Maintenance and Repair	1.0

## 1 REQUIREMENT

This document defines the Support, Maintenance and Repair requirements of the Ministry of Defence (MoD), Defence Equipment and Support (DE&S), Soldier Training and Special Programmes (STSP) Group, hereby referred to as the Authority.

The scope of Maintenance and Repair is for the Equipment detailed at Appendix 1 of this document and their associated components.

## 2 PROJECT MANAGEMENT

### 2.1. General

The Contractor shall be responsible for quality, cost effective solutions, effective performance and timely delivery of Project Management Support under **Core** and **Non-Core** services. The Contractor shall assign a suitably qualified Project Manager to provide effective control and implementation of all project activities.

Project Management includes but may not be limited to the following:

- a. Liaison with the Authority
- b. Managing the Core Services
- c. Managing the Non-core services
- d. Preparing programmes and allocating resources
- e. Managing sub-contractors
- f. Monitoring performance against targets and reporting progress
- g. Technical direction of all activities
- h. Secretarial support – as detailed at Paragraph 2.3 herein
- i. Providing relevant information and details for Incident Sentencing Committee (ISC)
- j. Codification.

For either existing in service or new parts that are introduced into service, the Contractor shall manage Configuration Control for all of their own and their sub-Contractor's Equipment as part of the **Core** services.

### 2.2. Authority Focal Points

The Contractor shall appoint a suitably qualified Project Manager (PM) who shall act as the Single Point of Contact (SPoC) for the Authority, to be available to respond to queries during normal UK office hours. This is considered a **Core** service.

### 2.3. Meetings

The Contractor shall provide support and attendance at the following meetings as defined in *Table 1: Meeting requirements* as a **Core** service, although meetings should be combined where possible and could take place over several days where necessary. The support includes the provision of secretarial services<sup>1</sup> at all meetings.

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<sup>1</sup> Secretarial services should include Arranging meeting, issuing calling notice, providing agenda no less than five working days in advance, take meeting minutes, providing meeting minutes no more than five working days after the meeting.

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Meeting Subject	Representation	Periodicity	Location
Quarterly Progress Meetings To include: <ul style="list-style-type: none"> <li>• Configuration Control Committee (CCC)</li> <li>• Task Review</li> <li>• Incident Sentencing Committee (ISC)</li> <li>• Logistic Support Committee (LSC)</li> <li>• Safety Issues</li> <li>• Quality Issues</li> <li>• Technical Issues</li> <li>• Performance Review (to include KPIs and PIs)</li> <li>• Spares Delivery</li> <li>• Repair Delivery</li> <li>• Project Management Plan</li> <li>• Risk Review</li> </ul>	PM and others that may be required	3 monthly	These may be held at either the Contractors UK premises or MoD premises
<ul style="list-style-type: none"> <li>• Safety and Environmental Working Group – to be held as part of the Quarterly Progress meetings</li> </ul>	Safety Engineer, PM and others that may be required	1 <sup>st</sup> year 6 monthly Subsequent years annually	
Ad-hoc meetings	PM and others that may be required	Up to two meetings in a 12 month period	These may be held at either the Contractors UK premises or MoD premises

Table 1: Meeting requirements

As a **Non-Core** service the Contractor shall provide support and attendance at the following meetings as defined in *Table 2: Non-Core Meeting Requirements*. The support includes the provision of secretarial services<sup>2</sup> at all Meetings.

Meeting Subject	Representation	Periodicity	Location
General formal technical meetings <sup>3</sup>	PM and others that may be required	As required	As required
Task specific meetings	PM and others that may be required	As required	As required – in accordance with tasking

Table 2: Non-Core Meeting requirements

<sup>2</sup> Secretarial services will be provided by the Contractor's PM or his delegated representative and will include: arranging meeting, issuing calling notice, providing agenda no less than five working days in advance, providing meeting minutes no more than five working days after the meeting and monitoring actions that arise.

<sup>3</sup> A general formal technical meeting is deemed to have been called where there is a requirement for a formal meeting with an agenda that requires attendance from two or more of the Contractor's team members together with one or more of The Authority's team members.

## 2.4. Reports

As a **Core** service, the Contractor shall provide a quarterly progress report by email to the PM advising progress of each repair including risks and opportunities. Progress meetings will be held in line with the requirements specified in the Statement of Work for Support Services. The quarterly progress report shall follow the format of the agenda as detailed in table 1 above.

As a **Core** service, the Contractor shall be required to provide and maintain a Repair Report which shall be recorded within a database detailing the defects discovered on each individual equipment and the extent of the repair necessary to return to A1 condition. This database will be continuously reviewed by the Contractor and presented quarterly to the Authority, to determine whether there are any 'trends' to failures; with a view to taking necessary corrective action.

## 3 QUALITY MANAGEMENT

### 3.1 General

As part of the **Core** services, the Contractor shall ensure that the Contract is carried out in accordance with BS EN ISO 9001:2000, or equivalent, and to the satisfaction of the Quality Assurance Representative (details as per Box 7 DEFFORM 111). The Contractor shall guarantee to maintain its qualification status throughout the period of the Contract. Any sub-Contractors shall be either certified under the same conditions or subjected to the Contractor's second party assurance and audit to ensure that an equivalent Quality Management System is in place.

The Contractor shall ensure that all work under the Contract is carried out in accordance with the DEFSTANs / AQAPs listed under Schedule 5 of the Contract. The AQAP 2120 applies to this Contract agreement and follows NATO quality assurance requirements for production.

Each Contract Item shall be clearly identified by its drawing/drawing list number and issue status. The Contractor shall ensure that all product drawings, specifications and related documentation, defining both physical and functional characteristics, are subject to appropriate configuration control procedures. Where required by MOD for item NATO codification purposes the Contractor shall provide the necessary drawings and specifications, in accordance with DEFCON 117.

The Authority may, at its sole discretion, undertake examination of items delivered, together with the associated inspection record to ensure conformance of the Articles to the requirements of this Contract. In the course of performing such activities, the Authority may, at its sole discretion, submit components or assemblies for critical examination to its own or accredited third party laboratories or test houses.

The Authority may, at its sole discretion, task the Quality Assurance Authority to carry out Quality Assurance surveillance, including reciprocal Government Quality Assurance Representative (GQAR) arrangements under STANAG 4107 for Contractors/sub-Contractors placed outside the UK.

The Contractor shall be responsible for the rectification of any faults identified in the above paragraphs and for all associated costs. Articles found to be faulty may be rejected in accordance with clauses K5 and K7 of the terms and conditions.

#### 4 SAFETY AND ENVIRONMENTAL MANAGEMENT

As part of the **Core** services, the Contractor shall ensure that the Equipment is safe to operate and maintain and that the requirements stipulated in the Contract for the safety of the Equipment and its impact on the environment are met in full.

In performing the Contract the Contractor shall comply with all his statutory duties and obligations relating to safety and environmental legislation and shall be responsible for ensuring that none of the Contract requirements causes him to be in breach of any statutory duty or obligation relating to its safety or environmental impact.

If, after the Contract is made, it appears that any specification or other Contract condition agreed between the Contractor and the Authority may render the Contractor in breach of any statutory duty or obligation relating to safety or the environment, it shall immediately draw this fact to the Authority's attention.

The Authority may, without prejudice to any of its rights which may have arisen under the Conditions above, require the Contractor to vary each such condition at its own expense in a manner acceptable to the Authority and which will not render the Contractor in breach of any statutory duty or obligation relating to safety.

Nothing in the Contract, or in any other document created or signed on behalf of the Authority in connection with it, shall constitute a written undertaking for the purposes of Section 6(8) of the Health and Safety at Work Act 1974 relieving the Contractor of any of his duties under Section 6 of that Act, or the Environmental Act 1995.

The Authority shall be entitled to reject the Equipment if any of the safety requirements as defined in Def Stan 00-056 are not met in full.

#### 5 IN-SERVICE SUPPORT

##### 5.1. General

All work shall be performed in accordance with the Terms and Conditions, including Annexes, of the Contract and to the satisfaction of the Authority's Project Manager (PM) (details as at Box 2 of DEFFORM 111). The activities detailed within this section shall be considered a **Non-Core** activity.

##### 5.2. Maintenance and Repair Procedure

- a. Where there is a requirement for tasking activity the Authority's Project Manager shall complete the Tasking Form (TF) Part 1 – Request for Quotation as per Annex F to the Contract, which shall include:
  - I. Description/Scope of Work
  - II. Any Supporting evidence
  - III. Output required including deliverables
  - IV. Target Date for completion of Work
  - V. Quality Assurance and technical standards
  - VI. Acceptance Criteria

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- VII. Any Government Furnished Equipment (GFE)
  - VIII. Any Safety Requirements
  - IX. Any additional Quality Assurance Requirements
- b. The Project Manager shall allocate the task with a Contract specific task number completing Section 1 – Requirement, which shall be issued to the Contractor via the Authority's Commercial Branch.
  - c. The Project Manager shall complete a DEFFORM 315 – Contract Data Requirement (CDR) for all tasks generating a data deliverable. This will be issued with the TF Part 1 and will be included in the Contract at Annex G CDR List, at the next amendment.
  - d. Within three (3) working days of receiving the equipment from the Authority, the Contractor shall submit a cost proposal using the TF Part 2 – Firm Price Quotation. This shall identify:
    - I. Timescales to complete, including Work Breakdown Schedule/
    - II. Breakdown of costs including rates, hours, materials and sub-contracts.
    - III. Outline of work to be completed, and where applicable provision of ROM Costs for any modification kits, parts, retrofit, or other deliverables as defined, which will be agreed (or not) by the Authority.
    - IV. A Statement on the effect on Capability Performance.
    - V. Risks and Mitigation.
    - VI. Identification of area's affected.
    - VII. On receipt of any equipment for service/maintenance and or repair, the Contractor shall check it against their in-house database to ascertain whether it is still under original warranty or has undergone a previous repair.
  - VIII. Non-Core Articles are to be repaired in accordance with the Order for Repair of Materiel and configuration defined by the description and NSN. Each Article shall be delivered with a Certificate of Conformity.

No work shall be undertaken by the Contractor in anticipation of a task being approved by the Authority's Commercial Branch.

- e. Following the receipt of the TF Part 2 and within ten (10) working days, the Authority's Project Manager will review the Contractor's proposal ensuring the at the Scope of Task fully meets the Authority's requirement.
- f. The Project Manager shall confirm acceptance of the proposed task by completing Sections 1, 2 and 3 a-b of the TF Part 3 – Customer Authorisation. If applicable the Project Manager shall then submit Part 3 to both the SPSCM Quality Assurance (QA)

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and Safety Representatives. The TF Part 3 will then be submitted to the Commercial Branch.

- g. SPSCM Commercial shall review the cost breakdowns and, if acceptable, complete Section 3.e. and issue to the Contractor to proceed with the task.
- h. SPSCM Commercial shall issue an amendment to the Contract to include approved tasks within the Annex D Approved Task List and also the relevant CDR, if applicable (see para 5.2.c above). The Contractor is to note that payment for tasks via CP&F can only be made when the task is included within the Annex D Approved Task List. Amendments will be issued on a case by case basis, however, the Authority will endeavour to group tasks together on a single amendment when possible in order to reduce the administrative burden.
- i. The Contractor's progress against the task shall be monitored by the Project Manager and more formally recorded as part of the Progress Meetings.
- j. Upon Completion of the task the Contractor shall complete the TF Part 4 boxes 2, 3 and 4 confirming compliance against the agreed Acceptance Criteria as stated at Part 1 of the TF and where appropriate providing supporting evidence of their compliance.
- k. The Project Manager shall evaluate the evidence provided against the work completed and once content shall sign the TF Part 4 box 5.

### 5.3. Obsolescence

As part of any **Non-Core** tasking, on receipt of request for repair of materials, the Contractor shall inform the Authority in accordance with the provisions of DEFCON 16, the name of the part that makes up any component of the Articles supplied, which is due to become obsolete within their submission of part 2 of the tasking form. The Contractor shall provide a FIRM price quotation for the part, and suggest the number required to support the Article supplied under this Contract for the remaining life of the Article.

### 5.4. Beyond Economical Repair (BER)

If an item is considered to be BER on initial inspection by the Contractor, the Inspection Report will be annotated accordingly and reported to the Authority who will detail the actions to be taken. Should the equipment be deemed BER whilst undergoing repair at a Sub-Contractor, the Authority are to be informed by the Contractor and no further action is to be taken until direction is given from the Authority. BER shall be defined as when the repair cost exceeds £5,000.00. Where a unit has been declared BER, the Authority shall have the option to purchase replacement units, by exception, to maintain the current Total Fleet Requirement (TFR). The procurement of a replacement unit will be undertaken utilising the ad hoc tasking process as defined through the tasking form at Annex F to the Contract.

### 5.5. Repair / Servicing Schedule

The service schedule produced by the supplier is for guidance only and all activity will be requested by the Authority via a tasking form. The Contractor is responsible for returning the equipment once serviced, repaired or deemed BER.

### 5.6. Complete Equipment Schedule (CES)

The items detailed at Appendix 1 do not have associated CES items.

### 5.7. Inspection and Test Records

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The Contractor shall retain all Inspection and Test records relating to Articles returned post maintenance or repair under this Contract, and those required by any UK safety legislation applicable to the Articles, for a period of four years from the completion of all work under the Contract in accordance with Contract Clause A23. Exceptionally, when requested by the Contractor, earlier disposal may be authorised in writing by the PM or his authorised representative if acceptable to the Authority.

At the end of the retention period, the Contractor shall seek confirmation from the PM that the Inspection and Test records may be destroyed. If the Authority wishes them to be retained, the PM shall make the necessary arrangements for their delivery to the Authority.

### 5.8. Packaging

All articles supplied shall be packaged in standard trade pack, unless otherwise stated on the relevant Annex F Tasking Form, in accordance with DEF STAN 81-41. The Contractor's attention is specifically drawn to the requirements of DEFCON 129J, DEFSTAN 81-41 Part 6 and STANAG 4329 for barcode labelling.

The Contractor is to provide adequate preservation and packaging to protect the quality and prevent loss, deterioration, degradation or substitution of the Articles during transit from the Contractor's place of manufacture to the Authority's point of delivery.

### 5.9. Equipment Failure Reports

When directed by the Authority the Contractor shall investigate and report on equipment failure, equipment repair reports, any LAIT reports and any Serious Equipment Failure Investigation Team (SEFIT) reports, as well as monitor and progress issues that arise as a result. Such activity is considered part of the **Non-Core** services and should be directed all times through the Project Team.

### 5.10. Post Design Services

As a **Non-Core** service, the Contractor shall provide ad hoc Post Design Services in order that the Contractor and the Authority can ensure that the equipment continues to meet the agreed capability and remains fit in form and function for continued In-Service use by using the services described in this Statement of Work. The Contractor provides engineering services, ordered and delivered according to this contract or tasked according to this contract, to support design changes caused by but not limited to issues such as:

- (i) Legislation
- (ii) Safety & Environmental
- (iii) Obsolescence
- (iv) Reliability
- (v) Maintainability
- (vi) Technological Insertions
- (vii) Equipment Capability
- (viii) Configuration Management
- (ix) Technical Publication updates (including drawings)

Tasks shall be agreed following the completion of the Tasking Form as per Annex F to the Contract.

**6 TRAINING**

As a **Non-Core** service, via the tasking form, the supplier shall deliver training complete with all documentation and material to support the requirement. This will include any future type of training need (i.e. Train the trainer, maintenance and repair etc.)

**7 DISPOSAL**

If any equipment is declared BER, then the equipment shall be disposed of in accordance with the MODs disposal services agency (DSA) policy.

**EQUIPMENT TO BE COVERED BY MAINTENANCE & REPAIR SERVICES**

<b>Item</b>	<b>NSN</b>	<b>L&amp;A</b>	<b>MPN</b>	<b>Design Authority</b>
Tactical Assault Ascender (TAA)	TBC	T1 16		Actsafes

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TABLE OF DELIVERABLES

**Core Services**

<b>Activity</b>	<b>Paragraph Reference</b>
Responsible for all Project Management aspects of Core services	2.1
Manage configuration control of Contractor's & Sub-Contractor's equipment	2.1
Appoint a Single Point of Contact	2.2
Attendance and support at Quarterly Progress Meeting	2.3
Ad Hoc meetings	2.3
Secretarial Services at all meetings	2.3
SPoC available during normal UK office hours	2.2
SpoC response to queries	2.1
Issue of progress reports	2.4
Maintenance of management information system	2.4
Highlight development work to the Authority	2.3
Notify the Authority of work that affects delivery or performance	2.3
Demonstration of accreditation to ISO 9001:2008	3.1

**Non-core Services**

<b>Activity</b>	<b>Paragraph Reference</b>
Responsible for all management aspects of Non-Core services	2.2
Attendance at Task Specific Meetings	2.4
Attendance at General formal technical meetings	2.4
Secretarial Services at Non-Core meetings	2.4
Advice and assistance greater than 3 man days	2.1
Reproduction of drawings for the authority	3.1
NATO Codification in accordance with tasking	3.7
Additional in-service support work tasked by the Authority	5.1
Provide tasking and Scope of Work information within quotations	5.2
Additional safety work tasked by the Authority	5.2
Additional obsolescence work tasked by the Authority	5.3
Additional BER work tasked by the Authority	5.4
Additional PDS work tasked by the Authority	5.9
Additional training work tasked by the Authority	6.0