

STATEMENT OF WORK

FOR THE SUPPORT OF THE

Situational Awareness Command and Control Delivery Team (SACC DT).

INTEROPERABILITY TEST TOOLS

Issue 9.4

Reference: SACC/4/6/6

March 2015

Issued by: DE&S

Situational Awareness Command and Control Delivery Team (SACC-RN1)

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AMENDMENT HISTORY:

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GLOSSARY
[redacted]

1. INTRODUCTION

1.1 PURPOSE AND SCOPE OF THE SOW

1.1.1 The purpose of this Statement of Work (SOW) is to define the scope and content of the technical and management activities to be undertaken by the Contractor and the deliverables required for its completion under the Contract.

1.1.2 The requirement upon the Contractor is for support of the following items required for the Situational Awareness Command and Control Delivery Team (SACC DT) Interoperability (IO) Test Tools Support Programme. Levels of support vary and are defined in greater detail within this document.

TF.1 – TDLSU Vehicle and Equipments.

TF.5 – JTIDS Portable Capability (JPC) Crates – Management and maintenance of JPC Local and Remote Crate and ancillary equipments during contract period.

TF.6 – Data Analysis Facility (DAF) Suite – Management and maintenance of DAF suite at [redacted] during contract period.

TF.9 – RNSES Vehicle and Equipments.

TF.11 – Generators and Trailers – Management and maintenance of the generators, trailers and ancillary equipments at TDLSU, during contract period.

TF12- Dart laptops.

TF13- LMS 11 Portable devices.

1.2 DEFINITION OF TERMS

1.2.1 The following words in the SOW have the specific meaning defined below:-

- a. "shall" denotes a mandatory requirement placed on the Contractor. Departure from such a requirement is not permissible without formal agreement between the Contractor and the Authority.
- b. "should" is used to indicate a desirable requirement placed on the Contractor. The Contractor shall justify his reason for not meeting the requirement. Once the Contract has been placed, all "shoulds" will become mandatory requirements unless previously justified by the Contractor and agreed by the Authority.
- c. "will" is used to indicate an intention on the part of the Authority or its agents.
- d. "Contractor" is used to refer to the company contracted to the Authority for the support of the SACC IO Test Tools as defined in this SOW.
- e. "Authority" is used to refer to the Defence Equipment & Support (DE&S), Situational Awareness Command and Control Delivery Team (SACC DT), supported as appropriate by his delegated staff, other MoD agencies and support contractors.
- f. "maintain" is used to indicate the intention to maintain and implement.

2. PROJECT MANAGEMENT

2.1 Project Management AND Quality Assurance (PM&QA) Plan

- 2.1.1 The Contractor shall appoint a Project Manager, who shall be the focal point of all project management activities.
- 2.1.2 The Contractor shall assign adequate resources to support the IO Test Tool equipment and project. A single point of contact shall be available for all support queries.
- 2.1.3 The Contractor shall maintain a Project Management and Quality Assurance Plan (PM&QAP).
- 2.1.4 The PM&QAP shall be consistent and coherent with all the other plans and schedules maintained as a result of the SOW.
- 2.1.5 Resolution of any comments on the PM&QAP shall be agreed with the Authority prior to the plan being up-issued.

2.2 GFE, GFF, GFI AND CRYPTOGRAPHIC KEY MANAGEMENT

- 2.2.1 The Contractor shall maintain an inventory of GFE, GFF and/or GFI.
- 2.2.2 The Authority will make every effort to accommodate GFE, GFI, and GFF, but this cannot be guaranteed.

2.3 MEETINGS SCHEDULE

- 2.3.1 The Contractor shall prepare an Annual Meetings Schedule, which, as a minimum includes:
 - a. Quarterly Contract Progress meetings.
 - b. Two other meetings per year as directed by the Authority.
 - c. One annual System Safety and Environment Working Group meeting (SSWG).
 - d. One annual Security Working Group meeting.
- 2.3.2 The venue of all meetings identified in the Meetings Schedule will be at the discretion of the Authority. For planning purposes all venues are assumed to be at contractors premises and where possible, will be held concurrently. The Contractor shall issue a calling notice for every meeting at least 10 working days in advance unless otherwise agreed with the Authority. If the Authority wishes to hold a meeting outside of the UK, a separate quotation will be requested to cover the additional costs associated with a non-UK venue.
- 2.3.3 The Meetings Schedule shall be maintained throughout the programme and shall be provided to the Authority at the Contract Progress meetings.

2.4 CONTRACT PROGRESS MEETINGS

- 2.4.1 The Contractor shall evaluate and report the progress of the work programme in accordance with the PM&QAP including the following activities:

- a. Discussion of the status of the programme at Contract Progress meetings to be chaired by the Authority and held at quarterly unless otherwise requested by the Authority. If the Contractor provides specialist advice under subcontract arrangements then the Authority reserves the right to:
 - i. Require representation of appropriate subcontractors or subject matter experts at progress meetings.
 - ii. Attend selected meetings with subcontractors. The Authority shall be provided with at least 10 working days notice of meetings with sub-contractors.
- b. Presentation of a progress report to the Authority, 10 working days before a SACC Test Tool CLS meeting, covering, but not limited to, the following areas:
 - i. Risk management issues and review of top ten risks.
 - ii. Review of Safety and Environmental issues.
 - iii. Review of Security issues.
 - iv. Programme planning review for operation and support, including a review of IO Tools, GFE/GFI and spares inventory.
 - v. Contractual and Finance.
 - vi. Review and prioritisation of potential future Tasks
- c. Provision of a meeting secretary, who will issue a calling notice and agenda (agreed with the Authority) not less than 10 working days prior to the meeting.
- d. Within 10 working days of the meetings, provision of draft minutes of the meeting to the Authority for review and then distribution following his approval.

2.5 WORK PACKAGE DELIVERABLES

- 2.5.1 The Contractor shall deliver: within 10 working days of request.
 - a. PM&QAP during the course of the Contract including updates where required.
 - b. Meetings schedule.
 - c. Calling notices, agenda notes and minutes of meetings.
 - d. IO Tools, GFE/GFI and spares inventory.
 - e. Progress reports and Maintenance/Equipment Failure Reports.
 - f. Risk Register.

3 SAFETY AND ENVIRONMENTAL

3.1 GENERAL

- i. The Contractor shall comply with Defence Standard 00-56 Part 1, Issue 5, dated 29 January 2014 (Def Stan 00-56/5): Safety Management Requirements for Defence Systems.
- ii. Any Contractor proposed deviation from, or tailoring of the Def Stan 00-56/5 requirements shall be agreed with the Authority.
- iii. The Contractor shall plan, implement and control the IOTT Safety and Environmental Programme in such a manner that it enables the Authority to demonstrate compliance with JSP 815, JSP 375, JSP 418, JSP 454, the MoD Project-Oriented Safety Management System (POSMS) and the MoD Project-Oriented Environmental Management System (POEMS).
- iv. The Contractor shall demonstrate to the satisfaction of the Authority that all equipment supplied and all existing equipment modified under the contract has been designed, constructed, tested and examined so that the risk of death, injury or ill health to Users and other parties whilst the equipment is being stored, transported, set, used, cleaned, maintained or disposed is As Low As Reasonably Practicable (ALARP) and either broadly acceptable or tolerable.
- v. The Contractor shall demonstrate to the satisfaction of the Authority that all equipment supplied and all existing equipment modified under the contract has been designed, constructed, tested and examined so that the risk of environmental impact whilst the equipment is being stored, transported, set, used, cleaned, maintained or disposed has be minimised using Best Available Techniques (BAT) to realise the Best Environmental Practicable Option (BEPO).
- vi. Where any conflict exists between the requirements of this Safety and Environmental Statement of Work and other standards or requirements, at the earliest practicable opportunity, the Contractor shall seek instruction from the Authority as to which requirement takes precedence.

b. SAFETY AND ENVIRONMENTAL MANAGEMENT PLAN

- i. The Contractor shall establish an IOTT Safety and Environmental Management Plan covering the remaining equipment life cycle including disposal at end of life.
- ii. Within the IOTT Safety and Environmental Management Plan, the Contractor shall detail sound and auditable safety risk severity and likelihood definitions, safety risk classification and safety risk tolerability criteria that are traceable to the Health and Safety Executive (HSE) Reducing Risk, Protecting People (R2P2).
- iii. Within the IOTT Safety and Environmental Management Plan, the Contractor shall detail sound and auditable environmental impact severity and frequency/duration definitions, environmental impact categorisation and impact prioritisation methodology/criteria.
- iv. The Contractor shall deliver the IOTT Safety and Environmental Management Plan within two months of contract award.

c. SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAMME

- i. The Contract shall implement and control the IOTT Safety and Environmental Programme defined by the IOTT Safety and Environmental Plan.

d. ENVIRONMENTAL ASSESSMENT

- i. The Contractor shall identify, analyse and prioritise any environmental impacts associated with the IOTT equipment. In the event that the Authority agrees this activity does not reveal the need for an Environmental Impact Assessment, the Contractor shall produce an Environmental Impact Statement.
 - ii. The Environmental Impact Statement shall include appropriate arguments and evidence to support the claim that an Environmental Impact Assessment is not required.
 - iii. In the event that an Environmental Impact Assessment is deemed necessary, this activity will be carried out under a separate TAF.
- e. FREQUENCY CLEARANCE AGREEMENT**
- i. The Contractor shall maintain a current FCA Safety Case Annex for the IOTT in accordance with the latest MoD/CAA FCA Agreement.
 - ii. The Contractor shall support review of updates to the IOTT Safety Case Annex with the SACC DT Frequency Clearance Project Manager.
- f. CERTIFICATES AND DATA SHEETS**
- i. The Contractor shall produce and maintain for all IOTT equipment:
 - (1) Electrical Safety Certificates;
 - (2) Certificates of Conformance;
 - (3) Safety Data Sheets.
 - ii. Electrical safety re-certification of the IOTT equipment shall be conducted by the Contractor annually.
- g. IN-SERVICE REVIEW**
- i. The Contractor shall, in liaison with the Authority, review the IOTT Safety and Environmental analysis and deliverables annually.
 - ii. The Contractor shall, in liaison with the Authority, review the IOTT Safety and Environmental analysis and deliverables as and when required (event triggered ad hoc review) in response to:
 - (1) An occurrence (accident, incident or near-miss) attributable to the IOTT equipment;
 - (2) Change in IOTT equipment role, operating environment or users;
 - (3) Change in IOTT equipment configuration;
 - (4) Change in contextual environment e.g. change in applicable legislation, regulation, standards or policy.
 - iii. In the event that an event triggered ad hoc review becomes necessary, this activity will be carried out under a separate TAF.
 - iv. The Contractor shall update and re-issue the Safety and Environmental deliverables as appropriate in response to each review.
- h. ASSUMPTIONS, DEPENDENCIES AND CONSTRAINTS**
- i. The Contractor shall agree with the Authority any safety and/or environmental related:
 - (1) Additional requirements identified by the Contractor as being applicable;
 - (2) Assumptions made by the Contractor about the Authority e.g. assumptions about how, where and by whom the IOTT equipment is stored, transported, set, used, cleaned, maintained or disposed by the Authority;

(3) Contractor proposed dependencies on the Authority upon which the safe and compliant use of the equipment is dependent e.g. dependencies on Authority operational controls, emergency and contingency arrangements and Government Furnished assets;

(4) Contractor proposed constraints on the Authority e.g. limitations or restrictions on use.

i. SAFETY AND ENVIRONMENTAL DELIVERABLES

i. The Contractor shall provide the following deliverables:

Deliverable	Format
(1) Safety and Environmental Management Plan	Microsoft Word
(2) Hazard Identification and Analysis Reports	Microsoft Word
(3) Safety Analysis Reports	Microsoft Word
(4) Hazard Log	Microsoft Excel
(5) Safety Case	Microsoft Word
(6) Safety Case Report	Microsoft Word
(7) Environmental Impact Screening & Scoping Report	Microsoft Word
(8) Environmental Features Matrix	Microsoft Excel
(9) Environmental Impact Assessment Plan (if required)	Microsoft Word
(10) Environmental Impact Statement	Microsoft Word
(11) FCA Safety Case updates (as required)	Microsoft Word
(12) Signed Electrical Safety Certificates	Adobe pdf
(13) Signed Certificates of Conformance	Adobe pdf
(14) Signed Safety Data Sheets	Adobe pdf

ii. The Contractor shall provide all deliverables to the Authority in draft for review and comment.

iii. Resolution of Authority comments against each draft deliverable shall be agreed with the Authority prior to issue/up-issue of the deliverable by the Contractor.

iv. All issued/up-issued deliverables shall also be signed by the Contractor and provided to the Authority in Adobe pdf format.

v. All deliverables shall be maintained by the Contractor under configuration control.

4 [redacted]

5 TF 1 TDLSU VEHICLE

5.1 GENERAL

5.1.1 The contractor shall be responsible for CLS support to the [redacted].

5.2 MAINTENANCE AND REPAIR

5.2.1 The contractor shall be responsible for maintaining and repairing the [redacted].

5.2.2 The contractor shall be responsible for conducting all electrical safety testing of equipment fitted to TF1 and providing certification. Repair and subsequent retesting will be conducted using the TAF process at additional cost to the Authority.

5.2.3 Whilst the vehicle is under the Contractor's control, the Contractor shall be responsible for carrying out all administrative tasks pertinent to the operation and domestic driving rules of the Vehicle and its supporting equipment. This will include maintaining a manual log of driving.

5.2.4 The Authority shall be responsible for ensuring the TDLSU Vehicle fuel tank is maintained with an adequate supply of fuel.

5.2.5 The Authority shall be responsible for physical maintenance and repair of the vehicle including MOT and UK road Tax.

5.3 WORK PACKAGE DELIVERABLES

5.3.1 The Contractor shall deliver:

- a. Support Plan.
- b. Electrical safety certificates
- c. Operator hand book.

6 TF 5 JPC CRATE

6.1 GENERAL

6.1.1 [redacted].

6.1.2 The contractor shall be responsible for [redacted].

6.2 MAINTENANCE AND REPAIR

6.2.1 The contractor shall be responsible for maintaining the [redacted].

6.2.2 The contractor shall be responsible for conducting all electrical safety testing of the JPC system and providing certification. Repair and subsequent retesting will be conducted within this SOW.

6.2.4 The Contractor shall be responsible for carrying out all administrative tasks pertinent to the operation of the JPC and its supporting equipment.

6.3 WORK PACKAGE DELIVERABLES

6.3.1 The Contractor shall deliver:

- a. Support Plan.
- b. Electrical safety certificates.
- c. TF.5 JPC operator and maintainer handbooks.

7 TF 6 DATA ANALYSIS FACILITY

7.1 GENERAL

7.1.1 The contractor shall be responsible for Safety and Environmental as defined in section 3 of this document.

7.1.2 [redacted] .

7.2 MAINTENANCE AND REPAIR

7.2.1 All maintenance and repair shall be undertaken by the authority.

8 TF 9 RNSSES VEHICLE

8.1 GENERAL

8.1.1 The contractor shall be responsible for CLS support to the [redacted].

8.1.2 The Contractor shall be responsible for CLS support to the [redacted].

8.2 MAINTENANCE AND REPAIR

8.2.1 The contractor shall be responsible for maintaining and repairing the [redacted].

8.2.2 The Contractor shall be responsible for maintaining and repairing the [redacted].

8.2.3 The contractor shall be responsible for conducting all electrical safety testing of equipment fitted to TF9 and providing certification. Repair and subsequent retesting will be conducted using the TAF process at additional cost to the Authority.

8.2.4 Whilst the vehicle is under the Contractor's control, the Contractor shall be responsible for carrying out all administrative tasks pertinent to the operation and domestic driving rules of the Vehicle and its supporting equipment. This will include maintaining a manual log of driving.

8.2.5 The Authority shall be responsible for ensuring the vehicle fuel tank is maintained with an adequate supply of fuel.

8.2.6 The Authority shall be responsible for physical maintenance and repair of the vehicle including MOT and UK road Tax.

8.3 WORK PACKAGE DELIVERABLES

8.3.1 The Contractor shall deliver:

- a. Support Plan.
- b. Electrical safety certificate.
- c. Operator hand book.

9 TF 11 GENERATORS

9.1 GENERAL

- 9.1.1 The contractor shall be responsible for arranging, controlling and managing CLS for the [redacted] Generators.

9.2 MAINTENANCE AND REPAIR

- 9.2.1 The Contractor shall maintain the Generators in a serviceable condition.
- 9.2.2 The Contractor shall be responsible for maintaining the serviceability and condition of the Generator.
- 9.2.3 Maintaining the serviceability and condition of the Road Trailers including the spare wheels.
- 9.2.4 Minor activities Preventing rust and Re-spraying.
- 9.2.5 In addition, on reaching the manufacturers recommended running hours/mileage, all recommended servicing shall be carried out by the Contractor.
- 9.2.6 The Contractor shall be responsible for arranging servicing for the Generators as required.
- 9.2.7 The Authority shall be responsible for ensuring the Generator fuel tank is maintained with an adequate supply of fuel.

9.3 WORK PACKAGE DELIVERABLES

- 9.3.1 The Contractor shall deliver:
- a. Maintenance Plan.
 - b. Support plan
 - c. TF.11 Generator operator handbook.

10 TF 12 DART LAPTOPS

10.1 GENERAL

10.1.1 The contractor shall be responsible for Safety and Environmental as defined in section 3 of this document.

10.1.2 [redacted]

10.2 MAINTENANCE AND REPAIR

10.2.1 All maintenance and repair shall be undertaken by the authority.

11 TF.13 LMS 11 PORTABLES

11.1 GENERAL

11.1.1 The contractor shall be responsible for Safety and Environmental as defined in section 3 of this document.

11.1.2 [redacted]

11.2 MAINTENANCE AND REPAIR

11.2.1 All maintenance and repair shall be undertaken by the authority.

12 SOFTWARE SUPPORT

12.1 GENERAL

12.1.1 The Contractor shall support quantity [redacted]. The contractor shall also provide support for the BAE provided Situational Awareness software. This shall include updates to maintain the software at the latest version.

12.2 WORK PACKAGE DELIVERABLES

12.2.1 The Contractor shall provide:

- a. Operator handbooks for each item.
- b. Support plan
- c. Software updates.

13 THIRD PARTY USAGE

13.1 GENERAL

- 13.1.1 Prior to allowing access to a Facility or equipment by a third party for the purpose of using the IO Test Tools, the Contractor shall provide the Authority with written notice of the name and address of such third party and with any other details that the Authority may reasonably require in sufficient time for the Authority to ascertain whether the safe use and security of the facility may be compromised by allowing access to the Facility to such third party. Where the Authority concludes that the safe use or security of the Facility or equipment may be compromised, the Authority shall so notify the Contractor in writing as soon as reasonably practicable and the Contractor undertakes that it will not allow access to the facility or equipment to such third party.
- 13.1.2 The Contractor shall account to the Authority for all gross revenue which the Contractor receives during the period of the Contract arising from any Non-Authority Use of the Facility. The Contractor shall agree to pay the Authority an amount to be agreed with the Authority for third party use of the facility.
- 13.1.3 The Contractor shall assume Public Liability & Indemnity when managing or operating IO Test Tools for a 3rd Party.
- 13.1.4 The Authority reserves the right to deny use of any of the IOTT by a 3rd party.

14. ADDITIONAL TASKS

- 14.1 The Contractor shall undertake additional tasks, as directed by the Authority's Project Manager. A TAF shall be raised by the Authority's Project Manager, accepted by the contractor and then returned to the Authority's Project Manager for authorisation prior to any work being undertaken.

APPENDIX A

IO TEST TOOL – REPAIR PROCEDURE

A.1 GENERAL

- A.1.1 The Contractor shall be responsible for repairs to the supported equipment and but no replacement of equipment due to obsolescence. The contractor shall make recommendations to overcome obsolescence and replacement of equipment shall be implemented using the TAF procedure.
- A.1.2 Items for repair will be considered BER if the repair price is greater than 75% of the replacement price. Once identified, any items considered as BER will be reported to the Authority and appropriate evidence provided by the contractor to support BER claims.
- A.1.3 The Contractor shall advise the Authority of the options available for repair / replacement of a defective item, agree timescale/turn-around time for action and, if necessary, provide on-site support for rectification of defects.
- A.1.4 Proposals for equipment repairs/replacements as a result of faults/ failures / obsolescence shall be referred to the Authority for agreement prior to any work being carried out.
- A.1.5 Upon discovery of a fault/problem/unserviceable item/system or obsolescence issue, the Contractor shall provide the necessary resources to:-
- a. Visit the appropriate site or location in the UK.
 - b. Conduct an initial investigation to determine the cause of the problem
 - c. If possible, resolve/rectify the problem.

APPENDIX B

IO TEST TOOL – DOCUMENTATION FACILITY

B.1 GENERAL

- B.1.1 The Contractor shall maintain a documentation index identifying all documentation provided under this contract identifying current version numbers.
- B.1.2 All documentation supplied by the Contractor shall reflect the current build standard of the IO Test Tools (hardware and software).
- B.1.3 Documentation errors found in documents produced by the Contractor shall be corrected by the Contractor at no cost to the Authority.
- B.1.4 The Contractor shall maintain the IO Test Tools operation and maintenance documents (operator/maintainer handbooks) in sufficient detail for another Contractor to operate and maintain the equipment should there be a future need to do so.
- B.1.5 The Contractor is not required to reproduce documentation for COTS equipment where documentation already exists.
- B.1.6 Unless otherwise agreed with the authority all IPR for documentation produced under this contract by the contractor will remain with the Authority.

APPENDIX C IO TEST TOOL – SUPPORT

C.1 SUPPORT REQUEST RESPONSE TARGETS

- C.1.1 Target response times under this SOW are as follows:-
- a. Within one Contractor Working hour from logging of a Support Request to the Help Desk, an acknowledgement will be issued to the originator with information relating to proposed resolution activity.
 - b. Within twenty-three Contractor Working hours from the logging of a Support Request to the Help Desk, the Contractor will:
 - i. Categorise the Fault;
 - ii. Provide the Authority and the originator with a statement of planned resolution activity and schedule for resolution
 - c. Within twenty-four Contractor Working hours from the logging of a Support Request to the Help Desk, the Contractor will resolve the Attributable Fault and/or declare NFF and/or put in place a resolution plan for any Non-attributable Fault.

C.2 SUPPORT SERVICE FUNCTIONS

- C.2.1 Help Desk - The Help Desk acts as a central reporting and distribution point, and shall be used as the first point of access for all requests for support or assistance. Requests submitted via the web link will be routed to the project support staff for specialist analysis and planning.

C.3 FIELD SERVICE ENGINEER (FSE)

- C.3.1 The Contractor shall maintain a capability to ensure that a Field Service Engineer (FSE) is able to respond to Help Desk requests which require site attendance. These FSEs will secure support from the Contractor's wider data link specialist population as required.
- C.3.2 FSEs shall be capable of first line maintenance of all equipment within the scope of the Services, and are likely to have specialist skills in particular areas.
- C.3.3 In the interests of cost-effectiveness, the FSE capability will be established to handle all single events within this SOW. Multiple coincident events will require prioritisation and responses in series. In this event, the Contractor will seek guidance from the Authority.

C.4 TEST TOOL SUPPORT PROCESS

- C.4.1 The Contract will provide Support and Maintenance services through a remote help desk which can be accessed via a dedicated web portal.
- C.4.2 When to contact the Contractor - Requests for support should be made as follows:-
- a. When a hardware, software, connectivity or system malfunction in the IO Test Tools results in partial or total loss of system functionality
 - b. When safety issues are identified.
 - c. Other queries, such as advice on how the system should operate or be operated. (Telephone or email responses only). All queries will be logged for review at the QPM.
- C.4.3 Who can contact the Contractor - The Contractor shall respond to:
- a. Helpdesk advice requests from nominated members of the Authority

- b. All fault reports and callouts submitted via the Web Fault log by nominated members of the Authority and the User.

C.4.4 Approved personnel who can request the Contractor are:
[redacted]

C.4.5 How to contact the Contractor - The Contractor Help Desk is to be available during normal office hours. Monday to Friday: 09:00 to 17:30

C.4.6 These times are related to the provision of Support and Maintenance Services for the IO Test Tool response and repair times. They do not imply any limitation on the periods during which the User may operate the equipment in support of UK Military Operations and/or Training Tasks.

C.4.7 Only UNCLASSIFIED information can be passed to the Help Desk.

C.4.8 Initial Response and Investigation - On receipt of formal written notification of an incident by the IO Test Tool User via the website, the Contractor shall respond with an initial acknowledgement of the incident and provide the User and Authority with a IO Test Tool fault reference number within one Contractor Working hour.

Note: This timeframe will be used as a Contractor Performance Indicator.

C.4.9 The Contractor shall contact the Authority and agree a programme for action. The Authority shall be informed of any consequential effect on availability of the system and be provided with a forecast date for completion of corrective maintenance.

C.4.10 The Contractor shall provide a summary of incidents raised and associated response times for review at QPMs.

C.4.11 Once a Request is received by the Help Desk, the request will be forwarded to the Project Support Team, who will assess the issue and acknowledge the request. The acknowledgement will provide details of the planned response.

C.4.12 The Project Support Team will continue to investigate and categorise the request and will formulate a proposed response and communicate this to the Authority and Originator within twenty-three Contractor Working hours of the original notification of the incident

C.5 EXCLUSIONS

C.5.1 The following exclusions have been identified and do not fall under the scope of services to be provided:

[redacted]

C.6 DEMANDING EQUIPMENT AND SOFTWARE

C.6.1 The Contractor shall demand request any GFE and GFS required for PDS use on the contract through the Authority. All requests to the Authority or through the Joint Supply Chain (JSC) shall be actioned at least thirty days in advance of any scheduled activities in the programme plan. Contractor supplied items is the responsibility of the Contractor.

C.7 DISPOSAL OF EQUIPMENT AND SOFTWARE

C.7.1 When GFE and GFS is no longer required for PDS use on the contract the Contractor shall arrange, through the Authority, for its return or disposal and record its action on the GFE/GFS list in accordance with the Disposal Plan. Disposal of all BER items will be in accordance with current Waste Disposal legislation, the Waste Electrical and Electronic Equipment (Amendment) Regulations 2007.