



Ministry  
of Defence



**STATEMENT OF SUPPORT REQUIREMENTS  
FOR  
IN-SERVICE SUPPORT OF NAVAL VALVES  
OF  
HALE HAMILTON MANUFACTURE  
CONTRACT NUMBER: MSS/092**

Ref: DESShipsMSS\_MP\_FPC\_MSS092\_SOSR

Version: v0.8

Dated: 27 August 2019

## OFFICIAL SENSITIVE - COMMERCIAL

### Version Control

Date of Issue	Version	Author	Reason for Change
05/02/2019	0.1.		Initial draft
03/07/2019	0.2.		Comments from Commercial, Engineers and QA updated
09/07/2019	0.3		Changes to QP to reflect the new AQAP 2015 as advised by QA
09/08/2019	0.5/6		Commercial update
12/08/2019	0.7		Commercial Update
27/08/2019	0.8		Group Leader's comments updated

### Reviewed by

Authorisation to submit for approval			
Prepared by:		Sig:	Date:
Reviewed by:		Sig:	Date:

### Approval

Approved by:		Sig:	Date:

## Contents

<b>Abbreviation table.....</b>	<b>5</b>
<b>Introduction – Summary of Requirements .....</b>	<b>7</b>
<b>Activity 1 – Service Management.....</b>	<b>9</b>
1. Scope of Activity .....	9
2. Roles and Responsibilities of the Contractor .....	9
3. Project Management .....	9
4. Quality Management .....	10
5. Risk Management .....	14
6. Safety Management .....	14
7. Disposal of Hazardous Material .....	15
8. Reliability Centred Maintenance (RCM).....	15
9. Obsolescence Management.....	15
10. Configuration Management .....	16
11. Non-Conformity Reporting.....	17
12. Asset Management Reporting .....	17
13. Technical Assistance Agreements .....	17
14. Technical Support.....	17
15. Decision and Communications Structure .....	18
16. Transition Management.....	19
17. Performance Management .....	19
18. Storage of Submarine Escape Valves.....	20
19. Transition to a New Contractor .....	21
20. Key Performance indicator .....	21
<b>Activity 2 – Supply Support.....</b>	<b>22</b>
1. Scope of Activity .....	22
2. Supply and delivery of Submarine Escape valves and associated spares. ....	22
3. Supply/delivery of 1st level and non-1 <sup>st</sup> level fluid valves and associated spares	22
4. The Ordering Process .....	22
5. Concessions.....	24
6. Testing, Calibration and Magnetic Signature Testing .....	24
7. Packaging, Handling, Storage and Distribution.....	25
8. Key Performance Indicator .....	26
<b>Activity 3 Equipment Upkeep Management .....</b>	<b>28</b>
1. Scope of Activity .....	28
2. Repair and Refurbishment of Articles .....	28
3. The Repair Process.....	28
4. Disposal of Hazardous Material.....	29
5. The Ordering Process .....	30
6. Packaging, Handling, Storage and Distribution.....	31
7. Kitting, Testing, Supply and Delivery of Submarine Escape Valves.....	32
8. Key Performance Indicator .....	34
<b>Activity 4 – Post Design &amp; Technical Services .....</b>	<b>36</b>
1. Scope of Activity .....	36
2. The Tasking Process .....	37
3. Contractors On Deployed Operations (CONDO) .....	38
4. Performance Standards – TAF RESPONSE .....	39
Deliverable list .....	40
Reviews and meetings .....	40

## List of Tables

Table 1: Abbreviation table.....	6
Table 2: Quality Performance Indicator.....	12
Table 3: KPI's 1 and 2 - Respond to Technical Queries .....	21
Table 4: Consignee address.....	24
Table 5: Packaging code .....	26
Table 6: KPI 3 & 4 – Procurement Lead Time.....	27
Table 7: Box Set .....	34
Table 8: KPI 5 and 6 – Repair Turn-Round Time.....	35
Table 9: KPI 7,8,9 & 10 – TAF Response Time and Delivery On Time In Full.....	39
Table 10: Milestone description.....	40
Table 11: Management frequency .....	40

## Abbreviation table

Acronym	Definition
ALARP	As Low As Reasonably Practical
AQAP	Allied Quality Assurance Publication
BER	Beyond Economic Repair
BPA	Blanket Purchase Agreement
BR	Book of Reference
CDR	Contractor Data Requirement
CI	Configured Item
CM	Configuration Management
CMP	Configuration Management Plan
CONDO	Contractors On Deployed Operations
COSHH	Control Of Substances Hazardous to Health
COTS	Commercial Off The Shelf
CP&F	Contract Purchase & Finance
DE&S	Defence Equipment and Support
Deform	Defence Form
DLF	Defence Logistic Framework
Def Stan	Defence Standard
DRACAS	Data Recording And Corrective Action System
ESD	Electrostatic Sensitive Device
FLC	Front Line Command
FMECA	Failure Modes Effects and Criticality Analysis
FPC	Fluid Power and Controls
GFI	Guidance For Industry
GQAR	Government Quality Assurance Representative
GQAS	Government Quality Assurance System
HM	Her Majesty
HMNB	Her Majesty's Naval Base
HP	High Pressure
HSIS	Hazardous Stores Information System
IMC	Inventory Management Code
IPC	Illustrated Parts Catalogue
ITN	Invitation To Negotiate
ITT	Invitation To Tender
JSP	Joint Services Publication
KPI	Key Performance Indicator
LMR	Land Magnetic Ranging
LP	Low Pressure
MoD	Ministry of Defence
MP	Medium Pressure
MPAS	Military Package Approval Scheme
MSS	Marine Systems Support
NATO	North Atlantic Treaty Organisation
NCHQ	Naval Command Head Quarters
NSN	NATO Stock Number
OBU	Output Business Unit
OEM	Original Equipment Manufacturer
OMP	Obsolescence Management Plan
OPDEF	Operational Defect
PBS	Product Breakdown Sheet
PDS	Post Design Services
PI	Performance Indicator
PM	Project Manager
PMP	Project Management Plan

## OFFICIAL SENSITIVE - COMMERCIAL

QA	Quality Assurance
QAFP	Quality Assurance Focal Point
QMS	Quality Management System
QP	Quality Plan
QPI	Quality Performance Indicators
RCM	Reliability Centred Maintenance
RMP	Risk Management Plan
RN	Royal Navy
SC	Security Check
S&EMP	Safety and Environmental Management Plan
SEMS	Safety & Environmental Management System
SME	Subject Matter Experts
SOSR	Statement of Support Requirement
SOQAR	Statement of Quality Assurance Requirement
SPOC	Single Point Of Contact
SQEP	Suitably Qualified Experienced Personnel
SSP	Submarine Support Plan
STW	Set To Work
TAA	Technical Assistance Agreement
TAF	Task Approval Form
T&Cs	Terms and Conditions
UMMS	Unit Maintenance Management System
UK	United Kingdom
UKNCB	UK NATO Codification Bureau
VAT	Value Added Tax
VMI	Vendor Managed Inventory
WIP	Work In Progress

**Table 1: Abbreviation table**

## Introduction – Summary of Requirements

### Background

- 1.1 The Ministry of Defence (MoD), Defence Equipment and Support organisation (DE&S), Marine Systems Support hereinafter referred to as 'MSS', has a requirement to establish initial and continuing compatibility and effectiveness of equipment installed in Royal Naval Submarine and Surface Ship Platforms throughout their service life.
- 1.2 Within MSS, the Fluid Power and Controls (FPC) Team have responsibility for Compressed Gas systems and associated equipment(s) installed in the Surface and Submarine fleet and for the through life support of these equipment(s). Consequently, FPC have responsibility for the activities that are covered by this Statement of Support Requirements (SOSR) for the following equipment(s):
  - High Pressure Reducing valves;
  - High Pressure Blow valves;
  - Submarine Escape Valves;
  - High and Low Pressure stop valves and relief valves
- 1.3 This SOSR defines the activities required for the Contractor in order to support through life the range of equipment fitted to RN Ships and Submarines as detailed below within the Platform Information. The Contractor shall supply new spares and components to MOD stores in order to maintain the targets defined within this SOSR and the Terms and Conditions (T&Cs) of this contract. There are 4 (four) activities to cover 6 (six) tasks as stated in paragraphs 2.1 and 2.2 below.

#### Platform information:

1.3.1 T23 class (13 vessels) currently fitted with High Pressure (HP)/Low Pressure (LP) reducers/reliefs and valves;

1.3.2 SRMH (7 vessels) currently fitted with HP/LP reducers/reliefs and valves;

1.3.3 HUNT class (8 vessels) currently fitted with HP/LP reducers/reliefs and valves;

1.3.4 LPD class (2 vessels) currently fitted with HP/LP reducers/reliefs and valves;

1.3.5 3xT, 4xV and 4xA Class Submarines (11 vessels) are currently fitted with HP/LP reducers/relief valves and submarine escape valves

### 1. Scope

- 1.1 The Contractor shall undertake the work defined in Tasks 1 to 6 below to meet the requirements of Front Line Command (FLC).

### 2. Tasks

#### 2.1 Core

##### Activity 1 – Service Management

- **Task 1** - Project Management throughout the life of the contract;
- **Task 2** – Storage of Submarine Escape Valves

2.2 Non – Core

**Activity 2 – Supply Support**

- **Task 3** – Supply of Spares;

**Activity 3 – Equipment Upkeep Management**

- **Task 4** – Repair and Refurbishment of Articles
- **Task 5** - Kitting, Testing, Supply and Delivery of Submarine Escape Valves

**Activity 4 - Post Design and Technical Services**

- **Task 6** - Provision of Post Design and Technical Services



## Activity 1 – Service Management

### 1. Scope of Activity

- 1.1 The Contractor shall undertake the work defined in Activity 1 which shall form the Core work and the work defined in Activities 2 to 4 which shall form the Non-Core work as required by MSS.
- 1.2 Without prejudice to the specific rights and obligations of the Contractor and MSS under the contract the parties will seek to foster an open working relationship with frequent communication and discussion in order to identify, notify and resolve issues as they arise and for the benefit of both parties.

### 2. Roles and Responsibilities of the Contractor

- 2.1 The Contractor shall be fully responsible for all aspects of the contract including management of all work resulting from Activities 1 to 4. The Contractor shall establish and maintain the necessary technical experience and resources to define, conduct, place, manage, understand and handle the risk aspects of sub-contracts covering any of the activities.
- 2.2 The Contractor shall nominate and maintain a permanent Project Manager (PM), who shall be in place by the date of contract award and be responsible for the conduct of business for the duration of the contract. The PM must be suitably senior in the management organisation of the Contractor, hold appropriate delegations and authorisations to ensure Key Performance Indicators (KPIs) are met.
- 2.3 The Contractor shall identify from within its organization key Finance, Commercial, Commodity Management, Technical Support and Quality Assurance (QA), personnel to act as Subject Matter Experts (SMEs) to support and expedite the range of activities specified within this document. The Contractor shall identify this team of Suitably Qualified and Experienced Personnel (SQEP) and describe their respective specialist areas, roles, qualifications and experience. The key individuals shall include Single Points Of Contact (SPOC) for technical and commodity support who will also be responsible for the progressing of orders during the normal business day.
- 2.4 The Contractor shall deliver an organisation chart or charts to the MSS PM detailed on Form 111 within 2 (two) weeks of the date of contract award detailing at least the PM and the SMEs referred in paragraph 2.3 above and also including the Managing Director (MD), Finance Director (FD) and Quality Director (QD).
- 2.5 Immediately the Contractor is aware of the change of any key personnel (PM and SQEP) referred in paragraph 2.4 above, the Contractor shall inform the MSS PM accordingly and deliver an appropriately amended organisation chart to MSS within 4 (four) weeks.

### 3. Project Management

- 3.1 The Contractor shall deliver a draft Project Management Plan (PMP) with the Tender response and submit the final version for approval within 6 (six) weeks of the date of contract award. The PMP shall incorporate all Activities under the contract. The PMP shall reflect a three-year rolling programme of work for the Initial Period and further illustrate the two-year extension period, should it be granted. The Contractor shall produce and maintain documented processes and procedures within the PMP for the management of each activity including all subcontract and delivery procedures covering the entire commodity range.

3.1.1 The PMP shall include, but not be limited to:

- a. Needs & Objectives;

## OFFICIAL SENSITIVE - COMMERCIAL

- b. Assumptions;
  - c. Top level Activities, tasks and plans;
  - d. Statement regarding PM's contractual delegations / authorisations
  - e. Description of work packages;
  - f. Project milestones;
  - g. Control systems and processes;
  - h. Configuration Management (CM);
  - i. Quality Assurance (QA);
  - j. Organisation;
  - k. Processes;
  - l. Audits and verification activities to ensure compliance with the contract;
  - m. Project management and decision structure and responsibilities;
  - n. Project team;
  - o. Reference to associated management plans.
- 3.2 The PMP shall be a live document, updated by the Contractor as necessary throughout the duration of the contract. At least 5 (five) Business Days prior to each progress meeting the most up to date version shall be delivered to the MSS PM, via email, to show proposals and details of all activities necessary to meet the requirements of the contract.
- 3.3 The PMP shall also include details of how it is intended to implement, maintain and review transition from the current contractual arrangements in order to ensure there is no degradation in service.
- 4. Quality Management**
- 4.1 The Contractor shall implement a Quality Management System (QMS) that meets at least the requirements of BS EN ISO 9001:2015 and is able to demonstrate that they have control of their processes. Quality Management (QM) is the process of ensuring that all the activities necessary to deliver a product that meets the Customer's requirements are planned (see paragraph 4.2 below) and are carried out effectively and efficiently. QM is focused not only on product/service quality but also on the means to achieve it. QM therefore uses Quality Assurance and the control of processes as well as products to achieve more consistent quality.
- Quality Plan**
- 4.2 The Contractor shall implement and maintain a contract specific deliverable Quality Plan (QP) in accordance with the requirements of Allied Quality Assurance Procedure (AQAP) 2105: Ed C. The QP shall address two complementary roles:
- 4.2.1 It shall describe and document the contract specific QMS requirements necessary to satisfy the contract requirements; and
- 4.2.2 Shall describe and document the planning of product in terms of quality requirements for the product, needed resources, required control activities (verification, validation, monitoring, inspection and testing) and acceptance criteria.
- 4.3. The QP shall address all areas of AQAP 2105: Ed C but describe in detail:
- 4.3.1 Staff directly involved with QA (AQAP 2105 Sect. 4.7);

## OFFICIAL SENSITIVE - COMMERCIAL

- 4.3.2 Planning and control procedures for product (AQAP 2105 Sect 4.10.1 and 4.10.8);
  - 4.3.3 Planning and control of design (AQAP 2105 Sect. 4.10.5);
  - 4.3.4 Configuration Management control including application for concessions (AQAP 2105 Sect 4.10.2);
  - 4.3.5 Purchasing including control of sub-suppliers and 'flow down' of prime contract conditions (AQAP 2105 Sect. 4.10.7);
  - 4.3.6 Records of contract/management review carried out both within the Company and with all sub-suppliers (AQAP 2110 Ed D Sect. 5.5.3);
  - 4.3.7 Control of Non-Conforming product including corrective and preventative action (AQAP 2105 Sect. 4.4.1 and 4.4.11)
  - 4.3.8 Monitoring and measurement of customer satisfaction (AQAP 2105 Sect. 4.13.1).
  - 4.3.9 Care of documentation and records, their custody and retention periods (AQAP 2105 Sect 4.4.2
  - 4.3.10 Avoidance of Counterfeit Material (Def Stan 05-135)
  - 4.3.11 Control of MOD supplied or owned material
  - 4.3.12 Agreed Quality Plan and review periodicity to be included as detailed at 4.6
- 4.4 The QP shall include a section, in tabular form, which lists the Quality Performance Indicators (QPI) set out as below and the actions that will be undertaken by the Contractor to monitor and report to the MSS Quality Assurance Representative (QAR) in accordance with AQAP 2110: Ed D and the following requirements:

<b>QPI</b>	<b>Area</b>	<b>QPI Specific</b>
1	Human Resources	
1a		Decisions/Actions related to resource
1b		Competence
1c		Training
1d		Training effectiveness
1e		Training records
2	Quality Planning	
2a		Quality objectives established
<b>QPI</b>	<b>Area</b>	<b>QPI Specific</b>
2b		Verification, monitoring, inspection and test activities determined
2c		Records to provide evidence

## OFFICIAL SENSITIVE - COMMERCIAL

2d		Review of QMS
2e		Records from management reviews
3	Risk Management	Risk Planning
4	Product Quality	Quality Escapes
5	Concessions	
5a		Clear benefit to the MSS
5b		Minor concessions recorded/controlled
5c		Concession records available
6	Government furnished Assets	
6a		Delivered in accordance with plan
6b		Fit for purpose
7	MoD response to Concessions	Within agreed timescale
8	MoD Competence	MoD team empowerment
9	Communication	
9a		MoD points of contact provision
9b		MoD feedback to support Management Reviews
9c		MoD response for information within agreed timescales
9d		MoD feedback on "quality" issues within agreed timescales

**Table 2: Quality Performance Indicator**

- 4.5 The Contractor shall deliver a draft QP with the Tender response and submit the final version to the MSS PM for approval within 6 (six) weeks of the date of contract award. The agreed contract QP may be subject to Government Quality Assurance Representative (GQAR) surveillance activity to ensure compliance with agreed contract requirements.

### **Quality Reporting**

- 4.6 Once agreed, updates/amendments to the QP shall be submitted to the MSS QAR monthly except where the QP remains unchanged. All updates will be issued by the Contractor within 20 (Twenty) Business Days following agreement by both parties. The Contractor shall include a statement confirming no changes in the Monthly Report, as applicable.
- 4.7 The Contractor shall throughout the duration of the contract advise the MSS QAR of any impact on product quality or on the process and controls detailed within the QP resulting from revisions or changes to the Contractor's QMS.
- 4.8 The Contractor shall throughout the duration of the contract advise the MSS QAR of any impact on the services quality or the ability to meet the required operational standards within 2 (two) Business Days of becoming aware of any issue.

**Quality Assurance**

- 4.9 The Contractor shall comply with the Quality Assurance standards as detailed in the Terms and Conditions and the Quality Management requirements specified at Activity 1 (Service Management) of this SOSR.
- 4.10 When called up in standards invoked by this contract, the QAR is to be read as GQAR and /or Acquirer. Only MOD GQAR organisations or individuals that have been assessed, registered and authorised by the Defence Quality Assurance MSS (DQAA) can conduct Government Quality Assurance Surveillance (GQAS) on behalf of the MOD.
- 4.11 DEFSTAN 05-135 Issue 1 Avoidance of Counterfeit Material DEFSTAN 02-884 Issue 2 Submarine Enterprise Standard Quality Requirements is to be adhered to as this requirement relates to the supply / repair of submarine equipment.
- 4.12 SOR items may be identified as Safety Critical and should be considered for independent inspection in accordance with the following standard:
- DEFSTAN 05-61 Part 9 Issue 5: (Independent Inspection Requirements for Safety Critical Items).
- 4.13 First Level Submarine Equipment product conformance and traceability is a requirement of this contract. The Contractor shall comply with the documentary requirements of SSP 25 Iss.3 Amdt.1 (QA for safety in Submarine) and SSCP – 45 issue 2 (SFL concessions). A Statement of Quality Assurance Requirements (SOQAR) is to be supplied with all such equipment, together with full documentary evidence of traceability, summarised and indexed on the Contractor's Certificate of Conformity (CoC) Index of QA Documentation. The SOQAR and CoC should be in the format detailed in SSP25 Iss 3 Amdt.1.
- 4.14 A master QA document record shall be maintained for all equipment supplied/repaired under this contract. The master record shall be updated to reflect any changes resulting from modification or the repair of the equipment. The information shall be recorded and made available at the request of the GQAR or his designated representative.
- 4.15 The Contractor shall retain the Quality control / Inspection records, or such records as may be agreed with the MSS QAR for a period of 10 (ten) years from the completion of all work under this contract and shall make them accessible to the MSS QAR on request. At the end of the retention period the Contractor shall seek advice from the GQAR or his authorised representative regarding the disposal/continued retention of the quality control/inspection records and shall not dispose of such records without written approval of the GQAR.
- 4.16 The list of documents to reflect new AQAP 2015 are to be considered for Quality Plan;
- AQAP 2110 edition D version 1 (NATO Quality Assurance Requirements for Design, Development & Production)
  - AQAP 2105 edition C version 1 1(NATO Requirements for Deliverable Quality Plans)
  - DEFCON 602 A edition 12/17 (Quality Assurance with Deliverable Quality Plan)
  - DEFCON 608 edition 10/14 (Access and Facilities to be Provided by the Contractor)
  - DEFCON 609 edition 08/18 (Contractor Records)

## OFFICIAL SENSITIVE - COMMERCIAL

- DEFCON 627 edition 12/10 (Quality Assurance – Requirements for Certificates of Conformity)
- DEFSTAN 05-057 issue 7 (Configuration Management of Defence Materiel)
- DEFSTAN 05-061 Part 1 issue 6 (Concessions)
- DEFSTAN 05-061 Part 4 Issue 3 and Amendment 1 28/01/11 (Contractor Working Parties)

### 5. Risk Management

- 5.1 The Contractor shall submit a draft Risk Management Plan (RMP) and Risk Register with the Tender response and submit the final version to the MSS PM for approval within 6 (six) weeks of the date of contract placement. The RMP shall subsume risks identified in the contract Management Plan and shall include risks sub-let by the Contractor to his suppliers, sub-contractors and partners. Options to mitigate risks shall be prepared and documented in the Risk Register by the Contractor. Decisions on the mitigation measures to be subsequently implemented shall be developed and agreed mutually with the MSS PM. The process of risk management consists generally, including without limitation, the identification of (or failure to identify);

5.1.1 Risks and their impacts; or

5.1.2 Risk reduction measure, contingency plans and remedial plans;

### 6. Safety Management

- 6.1 The MSS PM must be made aware of any emergent safety issues by the Contractor including any potential safety issues arising due to proposed modifications/new design, format/new process and measures taken in order to limit the risk. The Contractor must also supply supporting evidence as required in order that a safety assessment/safety case can be conducted accordingly.

#### Access to Secure Sites

- 6.2 Access to RN vessels and Shore Establishments by the Contractor's staff or representatives at secure locations shall be arranged by the Contractor's security representative in accordance with DEFCON 76 and the Terms and Conditions.

#### Health & Safety

- 6.3 The Contractor's staff or nominated representatives that attend on-board an HM vessel may possibly be exposed to potentially hazardous situations. The Contractor shall therefore ensure that all staff in his direct or indirect employment have the necessary safety training for attendance on-board RN Ships and Submarines, furthermore that they are conversant with both the Health and Safety at Work Act 1974 with any safety precautions which are put in place on RN vessels and in accordance with DEFCON 76.

#### Control of Hazardous Articles and Substances

- 6.4 Notwithstanding his obligations under the Health and Safety at Work Act 1974 and any other statutory requirements, throughout the duration of the contract, the Contractor shall provide the MSS PM with full written information concerning every Article or substance supplied under the contract or employed on the Authority's premises during activities under the contract, and which is hazardous or a risk to health. The Contractor shall include the proposals for the safe and controlled disposal of every Article or substance which is hazardous or a risk to health.
- 6.5 The information required under paragraph 6.4 above shall be provided in the form of a Safety Data Sheet in accordance with DEFCON 68:2017 (Supply of Hazardous

## OFFICIAL SENSITIVE - COMMERCIAL

Articles & Substances) which the Contractor shall complete and forward to the MSS PM in accordance with the instructions in that DEFCON.

- 6.6 Where a Safety Data Sheet has been produced in relation to a specific Article, a copy of the Safety Data Sheet shall also accompany each such Article delivered under the contract.
- 6.7 The Contractor shall ensure that these provisions are included in any contracts let within his supply chain.

### **7. Disposal of Hazardous Material**

- 7.1 The Contractor is to maintain a Control Of Substances Hazardous to Health (COSHH) Register of all MoD assets and recording the disposal of hazardous material(s).

### **7.2 Disposal Management Plan**

The Contractor shall produce a draft Disposal Management Plan (DMP) with the Tender response in accordance with Defence Logistic Framework (DLF), Policies/Supply/Disposal) and shall submit the final version to the MSS PM for approval within 6 (six) weeks of the date of contract award. The Contractor shall maintain the DPM throughout the life of the contract, updating as applicable to ensure it remains valid in accordance with the DLF.

### **8. Reliability Centred Maintenance (RCM)**

- 8.1 There may be a requirement for RCM reviews to be undertaken throughout the duration of the contract. These reviews will be tasked under cover of individual Task approval Form (TAF) under Activity 4. RCM reviews will meet the requirements of DEFSTAN 00-45:2016, Parts 1 and 2, Issue 3, and Part 3, Issue 2. The RCM elements that may be covered under TAF will include, but not limited to:

- 8.1.1 Failure Modes Effects and Criticality Analysis (FMECA).

- 8.1.2 Data Recording And Corrective Action System (DRACAS) implementation.

- 8.1.3 Initial maintenance assessment in accordance with RCM or Unit Maintenance Management System (UMMS) methodology.

- 8.1.4 Review and updating of JICs.

### **9. Obsolescence Management**

- 9.1 The Contractor shall deliver a draft Project Management Plan (PMP) with the Tender response and submit the final version for approval within 6 (six) weeks of the date of contract award. It is MOD policy to apply the procedures and processes within Defence Logistic Framework (DLF) for Obsolescence Management. This requires MSS to implement a proactive Obsolescence Management strategy unless it is clearly not cost effective to do so in accordance with IEC 62402:2007.

#### **Obsolescence Monitoring**

- 9.2 The type and depth of monitoring will depend on the Equipment, Asset or Spare, and will be jointly managed by the Contractor and MSS. MSS accepts that it may not be practical or economically viable to record and monitor every individual component for Obsolescence. However, where Obsolescence is identified the Contractor shall notify the MSS PM as detailed in para 9.3 below and will agree a resolution with the MSS PM within 4 (four) business weeks of receipt of the first report.

## OFFICIAL SENSITIVE - COMMERCIAL

- 9.3 The Contractor shall notify the MSS PM via email within 1 (One) week of becoming aware of any current or future supply concerns regarding materials within the planned period of use, via an Obsolescence notice which will define the issue, cause and a broad outline of what investigative work would be required to put in place a mitigation strategy.
- 9.4 The Contractor shall resolve Obsolescence issues affecting maintenance stores without seeking approval from the MSS PM where all the following criteria are met:
- Where there is no change to material specifications;
  - Where there is no impact on fit, form, function;
  - Where there is no impact on safety; and
  - Where there is no impact on cost to MSS
- 9.5 The Contractor shall notify the MSS PM at the next quarterly review meeting in writing of any actions taken under para 9.4 above.
- 9.6 Mitigation strategies may include, but are not limited to:
- Recovery/Repair of additional parts from stored/removed equipment(s);
  - Supply an alternative part with the equivalent fit-form-function;
  - Modify the equipment or system to accept an alternative part;
  - Conduct a lifetime buy of current part;
  - Re-establishment of manufacture against the latest version of the drawings; and
  - Modification of the equipment performance requirements to remove the requirement.
- 9.7 The MSS PM will review the Obsolescence notice and advise what action to take. The Contractor shall not undertake any work unless formally tasked in accordance with the process defined under Activity 4 (Post Design and Technical Services).

## 10. Configuration Management

- 10.1 The Contractor shall establish, document and maintain a Configuration Management system compliant with DEFSTAN 05-57 (Issue 7) which defines the Configuration control processes to be followed throughout the Term of the contract.

### Configuration Management Plan (CMP)

- 10.2 The Contractor shall create and maintain a Configuration Management Plan in accordance with DEFSTAN 05-57 (Issue 7) and DLF.
- 10.3 The format for Books of Reference (BRs) shall be in accordance with DEFSTAN 02-40: Rev. 12 (Requirements for the Preparation of Technical Publications). The format for Illustrated Parts Catalogues (IPCs) shall be in accordance with Joint Services Publications (JSP) 187 (Specification for Technical Publications for the Services and IPCs).
- 10.4 To meet these responsibilities, the Contractor shall:
- 10.4.1 Produce a draft CMP to be submitted with the Tender response and submit a final version for approval by the MSS PM within 6 (Six) weeks of the date of contract award.
- 10.4.2 Produce a Product Breakdown Structure (PBS), and identify those components for which the control of functional and physical characteristics is critical to product performance, safety, quality, supportability etc. The output from the PBS review is a list of assemblies and components that will be subject to Configuration Management control and are known as Configured Items (CIs).



## **OFFICIAL SENSITIVE - COMMERCIAL**

10.4.3 Inform the MSS PM of any proposed change affecting contractual requirements for fit form and function and of any difficulties in complying with the CMP.

10.4.4 Establish CM Controls to ensure the effectiveness of the CM system.

10.4.5 Provide the MSS PM with the Configuration Status Record (CSR) when a CI is amended.

10.4.6 Provide a technical log to manage Configuration control on individual equipment or vessels.

10.4.7 Enable interfacing with other projects as agreed with the MSS PM.

10.4.8 The Contractor is required to maintain a 'live' file of certification supplied when both new and repaired equipment(s) are delivered.

### **11. Non-Conformity Reporting**

- 11.1 The Contractor shall be responsible for the provision of Non-Conformity Reports to the MSS PM where there is any deviation between the requirement and the finished product. This Report shall include all Part Nos. and Drawing Nos. of any missing or alternative items.

### **12. Asset Management Reporting**

- 12.1 In accordance with DEFCON 694:2018 the Contractor shall be responsible for the provision of a report of assets held on behalf of MSS and shall cover all repair work being undertaken by the Contractor or their designated Sub-Contractor. The Report shall be submitted to the MSS PM on a monthly basis in the format provided at Annex B2.

### **13. Technical Assistance Agreements**

- 13.1 Technical Assistance Agreements (TAAs) are key agreements established between contractor and their supplier/Original Equipment Manufacturers (OEMs) to supplement and support service delivery. TAAs are individually tailored to fit the Contractor's needs and are governed around principles, philosophy and statement(s) mutually agreed between the parties. TAAs or similar arrangements are to ensure that:
- 13.1.1 Safety aspects of the equipment and its operation are maintained;
  - 13.1.2 Modification data shall be kept up to date;
  - 13.1.3 Current performance and reliability criteria is maintained and/or improved upon; and
  - 13.1.4 Advice on repair and maintenance of the equipment is provided.
- 13.2 The Contractor shall ensure that TAAs are established and maintained throughout the term of the contract.

### **14. Technical Support**

- 14.1 To ensure the continued and safe operation of the equipment covered by the contract, the Contractor shall establish a SPOC who shall be suitably qualified and experienced and be responsible for responding to urgent technical queries from the MSS approved points of contract. Tasks will include, but not be limited to, assisting with identification of component parts and items from Commercial Off The Shelf (COTS) manuals or other technical publications and dealing with any equipment failures through the recommendation of the best course of corrective action and

## OFFICIAL SENSITIVE - COMMERCIAL

providing advice on the resolution of failures.

- 14.2 The Contractor shall provide a helpdesk and query response service during normal working hours, Monday to Friday 08:00 to 17:30, to respond to queries relating to asset supply and inventory, technical and operational matters.
- 14.3 The SPOC shall either:
  - 14.3.1 Respond to the queries within 2 (two) Business Days; or the time-scale requested; or
  - 14.3.1 Mutually agree a revised time-scale and immediately justify to the MSS PM the inability to respond in the requested time-scale.
- 14.4 The Contractor shall establish a number through which MSS may, under exceptional circumstances, e.g. urgent operational requirements, be available 24 (twenty-four) hours per day, 7 (seven) days a week. It shall be staffed by appropriate personnel qualified and able to response quickly to the incident, reaching back internally to achieve resolution within the required time frames as detailed below and maintain the log of all actions. The Contractor shall either:
  - 14.4.1 Acknowledge and respond to the queries within 4 (four) hours of its receipt; or the timescale requested and maintain the detailed log of all communication; or
  - 14.4.2 Mutually agree a revised time-scale and justify immediately to the MSS PM or contact, the inability to respond in the requested timescale.
  - 14.4.3 If requested (by TAF submission) arrange for engineering support to be available for travel within 48 (forty-eight) hours of notification.
- 14.5 The Contractor shall establish the log as an electronic database to manage and monitor the provision of this service. As a minimum, each query shall be allocated a unique identifier, clear title and receipt time and date; and the system shall report on the category, status, elapsed time and the MSS specified performance standards for each query.
- 14.6 The Contractor shall be responsible for the confirmation of query completion by email to the MSS Order Manager identified on the DEFFORM 111, Appendix to Contract.
- 14.7 The Contractor shall incorporate changes or improvements resulting from this service into the relevant documentation supporting the assets as part of the programme of work under Activity 4.
- 14.8 The Contractor shall ensure that processes are implemented that provide for provision of the required technical information e.g. TAAs, from each of the main equipment suppliers and that the MSS PM has access, by telephone and e-mail, to all main suppliers.
- 14.9 The Contractor shall provide engineers/staff with the necessary technical expertise to investigate defects reported in operational vessels, and to enable support to vessels as requested by MSS. The Contractor shall maintain a capability to deploy staff outside of the UK Navy's home bases in support of Contractor on Deployed Operations (CONDO). Any work initiated under this provision shall be under Activity 3 and in accordance with DEFCON 697:2013 and DEFSTAN 05-129:2013, Rev. 15 in event of CONDO deployment.

## 15. Decision and Communications Structure

- 15.1 The Contractor shall produce a draft Communications Plan to be supplied with the Tender response detailing the method of recording discussions and decisions between the Contractor and the MSS PM. The final version of the Communications plan shall be submitted to the MSS PM for approval within 6 (six) weeks of the date

of contract award. Contractor shall maintain this document throughout the duration of the contract.

## **16. Transition Management**

- 16.1 The Contractor shall produce a draft contract Transition Management Plan to be supplied with the Tender response. The final version of the document shall be submitted to the MSS PM for approval within 6 (six) weeks of the date of contract award. The plan shall detail the activities necessary to transfer support of the equipment from the previous arrangements to the contractor and shall include a programme of systematic reviews, audits and verification activities necessary to ensure implementation of and compliance with the requirements of the contract, the timescale required to effect the changes and owners of the actions.

## **17. Performance Management**

- 17.1 Performance Management is a critical activity that will be used to evaluate the contractor's performance. It will also generate information used by the MSS PM to monitor and maintain the availability of systems and equipment(s) across the business. Therefore, timely and accurate performance management information will be critical in supporting the outputs under this contract. Regular communication with MSS is vital to resolve the problems such as MOD transport, missing doc packs, packaging condition and should be reported to the MSS Inventory Manger immediately.
- 17.2 Using Key Performance Indicator (KPI) tables the Contractor will measure the effective level of performance against activities 1, 2, 3 and 4 on a monthly basis. The Contractor shall advise the MSS PM via the WIP Report of the measurement results within 5 (five) Business Days of the end of each calendar month. In the event of any KPI falling into the "Red" category i.e. below 95% of the requirements, the obligations and rights of the Contractor and MSS shall be as set out in the Terms and Conditions of Contract.
- 17.3 The applicable KPIs, together with their associated targets, are detailed within each of Activities 1 to 4 of this document.
- 17.4 In addition to the KPIs contained in the contract the Contractors PM will baseline the contract enablers (Contractor's resource – numbers of key personnel organisational roles and responsibilities; SQEP; facilities; tools etc.) necessary to deliver the required contract performance within 6 (six) weeks of the date of contract award. This baseline will be monitored going forward throughout the duration of the contract in order that any anticipated impact on future performance can be identified early. The Contractor shall provide reporting at the contract quarterly review meetings to either show a "nil return" (i.e. no changes affecting contract performance have occurred) or will identify those changes and the reasons for those occurrences and will provide a corrective action plan including timescales for agreement with the MSS PM.

### **Performance and Financial Reporting**

- 17.5 To enable the Contractor and the MSS PM to monitor both performance and financial activity, the Contractor shall provide a monthly Work in Progress (WIP) Report. WIP Reports shall be submitted within 5 (five) Business Days after the end of each calendar month covering the preceding calendar month. WIP Reports shall be issued in an electronic format for use with the Microsoft Office Suite applications. An example can be found at Annex D.
- 17.6 The WIP Report shall include but not be limited to:

## OFFICIAL SENSITIVE - COMMERCIAL

17.6.1 A statement on the status of each Activity, identifying any current or perceived problems and actions intended to resolve or mitigate these.

17.6.2 For each relevant Activity: details of and progress on orders placed in the reporting period; to include, items and quantities ordered by NSN, prices invoiced, monthly and cumulative value of orders received.

17.6.3 For each relevant Activity: details of progress on deliveries due in the reporting period; to include where delivery took longer than contracted, when delivery was made and reason for delay

17.6.4 For each relevant Activity: delivery forecasts for those deliveries expected to be missed in the next reporting period;

17.6.5 The value of work completed as a % against the Order value, to start being reported from 50% and (greater) through to completion, anything less than 50% will not be accrued, report of finalisation at 100%; assessment against KPIs and Performance Indicators.

17.6.6 In respect of each Activity: A summary of all identified residual risks, risks resolved, solutions proposed and adopted.

17.6.7 In respect of Activity 4: the status of each TAF.

17.6.8 Details of parts where Obsolescence issues have arisen, covering details of parts affected and potential options for continued support.

17.6.9 A review of safety related issues, with mitigation and resolution proposals.

17.6.10 Defective material/non-conformances.

17.6.11 A graphical representation and numerical report of the Authorities spend profile against each Activity and spend on the contract overall (figures to be ex VAT).

17.6.12 Progress on any demands made by the MSS Inventory Manager for the supply and codification of non-pattern items.

### **Project Review Meetings**

- 17.7 A joint Project Review meeting covering performance and financial matters attended by the PM, Commercial, Engineer, QA and IM will be held between the Contractor and MSS at monthly intervals for the initial three months of the contract and quarterly intervals thereafter. A Strategic Annual Contract Review Meeting shall be conducted by senior Contract staff that shall include not necessarily be limited to representation at an equivalent senior management level from both parties as formally communicated by the MSS PM to the Contractor. The Project Review meeting will be chaired by the MSS PM with secretarial services provided by the Contractor. The Contractor will be responsible for drafting the agenda and minutes for all meetings and submitting it for agreement to the MSS PM, via email, 5 (five) Business Days prior to and after all meetings. The Project Review meeting will be held at the Contractor's premises and Abbey Wood on an alternate basis, unless mutually agreed.
- 17.8 The Project Review meeting shall address, but not be limited to, the issues captured within the WIP Report (17.6).

### **18. Storage of Submarine Escape Valves**

18.1 MSS will, from time to time, arrange for used stock of the articles defined in Table 7 to be shipped to the Contractor's premises.

18.2 Upon receipt, the Contractor shall perform a visual inspection of the articles and within five business days of receipt, notify MSS FPC of quantities of each component valve received and general condition.

## OFFICIAL SENSITIVE - COMMERCIAL

18.3 The Contractor shall provide secure storage for used articles pending further instructions from MSS FPC

18.4 When ordering repair or manufacture of the component valves specified in Table 7, MSS-FPC will normally specify Self to Self-Delivery as defined in DEFCON 507. Upon completion of such orders, the Contractor shall place the new or refurbished articles into secure storage pending further instructions from MSS FPC

18.5 Used items awaiting repair instruction shall be segregated from new and refurbished stock to protect against both cross-contamination and inadvertent issue of used materiel.

18.6 For the avoidance of doubt, all stock stored under the scope of this task shall be considered "Issued Property" for the purposes of DEFCON 611.

18.7 As part of each of the monthly Asset Management Reports specified under task 1 and additionally as reasonably requested by MSS FPC, the Contractor shall report on the number of each valve type held in storage under this task, broken down to identify both the number of serviceable and used valves.

### 19. Transition to a New Contractor

19.1 One month prior to the contract completion date, or contract termination, the Contractor shall ensure that all contractor stored equipment and copies of all items including, but not limited to source data, software files and data-bases which contain information generated and used in support of the contract, are available for delivery to a successor Contractor. A draft exit plan shall be submitted to the Authority 3 months before contract termination or completion. If a successor Contractor is nominated, there will be a hand-over period during which the Contractor shall complete current work and the successor Contractor shall commence new work. The Contractor shall liaise with the successor Contractor during this period, the duration of which will depend on the amount of current work but shall not exceed the period stated in the contract conditions. In the event of no successor contract, the Contractor shall liaise with the MSS PM to transfer MOD property to a UK MOD storage site.

### 20. Key Performance indicator

#### Key Performance Indicators 1 and 2 – Respond to Technical Queries

KPI	KPI Description	KPI Measure	Target Yr 1	Target Yr 2	Target Yr 3
1	To respond to technical queries	% of queries for which response fell due in previous month which were responded to in time.	<div>&gt;95</div> <div>≥90%-&lt;95%</div> <div>&lt;90%</div>	<div>&gt;96</div> <div>≥91%-&lt;96%</div> <div>&lt;91%</div>	<div>&gt;97</div> <div>≥92%-&lt;97%</div> <div>&lt;92%</div>
2	Contractor to acknowledge receipt of technical queries within 4 (four) hours	% of queries for which response fell due in previous month which were acknowledged within 4 (four) hours as required in Para 14.5, Activity 1.	<div>&gt;95</div> <div>≥90%-&lt;95%</div> <div>&lt;90%</div>	<div>&gt;96</div> <div>≥91%-&lt;96%</div> <div>&lt;91%</div>	<div>&gt;97</div> <div>≥92%-&lt;97%</div> <div>&lt;92%</div>

**Table 3: KPI's 1 and 2 - Respond to Technical Queries**

## Activity 2 – Supply Support

### 1. Scope of Activity

- 1.1 'Supply Support' means the Manufacture, Procurement, Storage and Delivery of Articles.

### 2. Supply and delivery of Submarine Escape valves and associated spares.

- 2.1 The Contractor shall on receipt of a demand order undertake a validity check and In the event of invalid order, the Contractor shall await instructions of MSS-FPC before proceeding further.
- 2.2 There may be a requirement to demand Articles that have a NATO Stock Number (NSN) but are not on the contract. When the Contractor receives such demand, within 20 (twenty) Business Days the Contractor shall offer a firm price and delivery lead time. Following agreement of the price the Article shall be included within the Contract to meet the agreed delivery lead time by a formal contract amendment.
- 2.3 There may be a requirement to demand Articles that do not have a NSN and are not on contract. When the Contractor receives such a demand, the Contractor shall offer a firm price and delivery lead time. Codification action shall be taken by the Contractor in accordance with the latest UKNCB instructions ([www.ncb.r.mil.uk](http://www.ncb.r.mil.uk)) and shall complete an F117 for amendment of any related IPCs. Following codification, the Article shall be included within the contract to meet the delivery lead time agreed.
- 2.4 The Contractor may identify alternative sources for supply of Articles but approval for use prior to order shall be obtained from the MSS PM. Equipment(s) required to be maintained within Class may not have alternative items fitted unless approved by the Classification Society and the MSS PM.
- 2.5 The Contractor shall carry out the activities when supplying spares and components under this Task as per Para 6.3 below

### 3. Supply/delivery of 1st level and non-1<sup>st</sup> level fluid valves and associated spares

- 3.1 The Contractor shall be required to supply Articles when demanded by the MSS PM in order to satisfy demands for routine maintenance and unforeseen in-service failures. Orders shall be placed in line with the agreed firm prices and delivery forecast stated at Annex B1.
- 3.2 Following receipt of an electronic demand order the Contractor shall supply, package, label and deliver New 1st Level and Non-First Level Fluid Valves and associated spares in the F421, F221, F222, F223 and F819 IMC listed at Annex B1.
- 3.3 When called upon to issue copies of this documentation copies shall be issued to the MoD within 2 (two) Business Days.

### 4. The Ordering Process

- 4.1 Order(s) will be placed by MSS FPC using the Electronic Purchasing System of Contract, Purchase and Finance (CP&F). Order(s) will be sent to the Contractor in the form of a Blanket Purchase Agreement (BPA) Release. Each order will generate a unique BPA Release number, referring as a minimum, to the contract and details of the associated order. No work shall commence by the Contractor without receipt of such authorisation.

## OFFICIAL SENSITIVE - COMMERCIAL

- 4.2 Receipt of each order shall be acknowledged by the Contractor within 4 (four) hours of the orders receipt. The lead time stated against each item will commence upon issue of the order by MSS FPC **not** the receipt of order by the Contractor. The lead times for each Article from issue of order up to the date of the notification to MOD Transport that the Article is ready for collection, or as otherwise agreed, are Firm and shall not be exceeded. This lead time is the maximum timescale acceptable.
- 4.3 Should MSS require a reduction in the quantity ordered, cancellation of the order, changing of the reference(s) or packaging requirements etc. prior to the item(s) being delivered, MSS FPC will use an amendment to the order via the BPA Release to notify the Contractor accordingly. The amended order shall refer to the original BPA Release and shall constitute a formal amendment to the order.
- 4.4 In the event of a reduction of quantity or cancellation MSS may be liable to pay reasonable cancellation costs incurred by the Contractor, subject to a limit of the value of the original requirement. The Contractor shall provide MSS FPC with a full breakdown of these costs within 20 (twenty) Business Days from receipt of the amended/cancelled order. In instances where the cancelled order has Articles that are complete, part built, and/or parts have been procured to meet the cancelled/amended order, then these Articles shall be vested in MSS to meet future requirements. Details of the Articles and/or parts consigned shall be provided to the MSS at the same time as the Contractor's breakdown of cancellation costs.

### Packaging and Consignment

- 4.5 Where packaging standards are increased above the level defined within the original order, the Contractor shall submit a Firm Price quotation for any additional cost incurred to meet the new packaging standards, within 5 (five) Business Days from receipt of the amended order. No additional work beyond the original agreed order shall begin until MSS FPC has authorised any additional costs.
- 4.6 When circumstances require the Article(s) to be diverted from the original consignment address direct to a vessel, MSS FPC will amend the original BPA Release, detailing the revised consignment requirements/address. In the event that this requires the Contractor to deliver the items in accordance with DEFCON 621B (Edn. 10/04) then the Contractor shall submit a Firm Price quotation for any additional cost incurred within 1 Business Day from receipt of the amended release. No additional work beyond the original agreed order shall begin until MSS FPC has authorised any additional costs.
- 4.7 The Contractor shall dispatch Article(s) to the Consignee address detailed within the BPA order Release in accordance with DEFCONs 5J:2016, 129J and accompanying DEFFORM 129J:2016. However, in the vast majority of cases, the final point of delivery will be to one of the following unless a diversion order is requested:

Devonport	Portsmouth	Faslane
Devonport Distribution Facility	Goods Inward Reception	Babcock Naval Services
W024 Building	Building 3/88	GPSS HM Naval Base
Camelshead Gate	Circular Road	Clyde
HM Naval Base	HM Naval Base	Faslane
Devonport	Portsmouth	Helensburgh
Plymouth	PO1 3LU	G84 8HL



**Table 4: Consignee address**

- 4.8 The Contractor shall submit their invoice electronically via CP&F, following the despatch of the Articles in accordance with the order.
- 4.9 Where MSS FPC place an order for an Article that has a shelf life, then the Contractor shall ensure that the Article has a minimum of 9/12 of its shelf life (and 2 years for 'O' rings) remaining on the date of dispatch to MSS.
- 4.10 In relation to each order for First Level Items, an SOQAR will be issued by the MSS PM. Prior to the commencement of work the Contractor shall review and agree the SOQAR whose requirements shall form part of the specification for the items with the MSS PM. Any proposals for change are to be accompanied with adequate documentation and drawings to enable authentication.
- 4.11 For First Level items where an agreed SOQAR does not already exist, a draft SOQAR will be provided by the MSS PM and shall be agreed by both parties prior to the commencement of work.
- 4.12 The First level item/component/ equipment shall, where practicable, be engraved with the unique or batch marking which identifies it to its quality records (SSP-25 Issue 3 Amdt 1 clauses 3.41 - 3.43 refers).

## **5. Concessions**

- 5.1 The Contractor shall supply Articles to the specification identified within the characteristics of the NATO Stock Number (NSN). The Contractor shall establish the latest drawing issue state and, where different to that identified by the NSN, notify MSS FPC to confirm the requirement. Should the Contractor wish to deliver a product to MSS that does not comply in full with the contract requirements, a request for concession must be raised in accordance with the requirements of DEFSTAN 05-61 (Part 1): issue 6. The request for concession shall include full and comprehensive details of the variation from the specified Article, the impact on the safety or reliability of the equipment, the changes in the cost and shall indicate the benefits to MSS FPC of its acceptance. Requests for concession shall be submitted to the MSS designated Quality Assurance Focal Point (QAFP).
- 5.2 The Contractor is responsible for processing concession applications from their sub-contractors; this responsibility is to be flowed down to all levels of the supply chain. If the Contractor identifies that the application pertains to a non-conformance, the Contractor must submit it to the MSS PM for a final decision. If the sub-contractor is the equipment Design Authority, the sub-contractor must indicate their support by endorsement of the concession application form. When the MSS PM has made a decision, the concession form is returned to the Contractor who will forward it to the sub-contractor.
- 5.3 The Contractor is to ensure suitable arrangements are in place with sub-contractors for the processing of non-conformances.

## **6. Testing, Calibration and Magnetic Signature Testing**

- 6.1 All testing shall be carried out to the latest Production Test Specification in accordance with DEFSTAN 00-52:2010.
- 6.2 The MSS technical team may, at its discretion, attend any testing to review or witness the test processes and results.



### **Calibration**

- 6.3 Any Calibration required shall demonstrate that the Article meets the relevant Specification. The Contractor shall carry out the following activities when supplying Articles:
- 6.3.1 All Articles shall be inspected for conformity prior to dispatch.
  - 6.3.2 All pressure gauges, switches or transmitters shall be calibrated and a Certificate of Conformity (CoC) supplied with each gauge, switch or transmitter, with a copy retained by the Contractor for a period of 5 (five) years.
  - 6.3.3 All pressure relief valves shall be tested and a CoC supplied with each valve and a copy retained by the Contractor for a period of 5 (five) years.
  - 6.3.4 All fabricated/assembled pressure retaining parts (e.g. flexible hoses) shall be pressure tested and a CoC supplied with each Article, and a copy retained by the Contractor for a period of 5 (five) years.

### **Magnetic signature**

- 6.4 Articles for Magnetic Ranging shall be packaged for safe inland transit and consigned by the Contractor to the Land Magnetic Range (LMR), Portland Bill, Portland, Dorset, DT5 2JT for magnetic ranging in accordance with DEFSTAN 02-617 Issue 3. The LMR is open from 0800 to 1600 Monday to Thursdays and 0800 to 1200 on Fridays.
- 6.5 The Contractor shall advise the LMR when large Articles requiring the use of a crane at the LMR are to be dispatched. The LMR can be contacted on the following telephone number: +44 (0) 1305 862000.

## **7. Packaging, Handling, Storage and Distribution**

- 7.1 The Contractor shall ensure that all spare parts and components supplied are packaged in accordance with DEFCON 129:2016 and DEFCON 129J:2016. The Contractor shall ensure any packaging Solution meets the packaging standards as laid down in DEFSTAN 81-41, Parts 1-5 (Issue 8)
- 7.2 The Contractor will be responsible for ensuring the correct standard of packaging is selected that will make certain the Article reaches the customer in a 'as designed' condition. Commercial retail packaging is the anticipated specification unless stated. If other Articles require Military packaging this requirement will be included in the Purchase Order (PO) when raised.
- 7.3 Where Military packaging is carried out, the Contractor shall undertake it in accordance with DEFSTAN 81-41 issue 8.
- 7.4 The Contractor shall ensure that all spares/components designed to be handled manually must meet the Health and Safety Manual Handling Regulations.
- 7.5 The Contractor shall notify MSS immediately if any packaged items received through the supply chain are found to be packed un-professionally. The Contractor shall take photographs of the package and submit to the MSS PM as evidence.

### **Packaging**

- 7.6 The Contractor shall comply with the requirements of DEFSTAN 81-41 (Parts 1 to 5) issue 8 in respect of the packaging of Articles. Where an Article requires a Military level of packaging, such Articles shall be identified through the packaging code on the Purchase Order. The relevant packaging codes are:

## OFFICIAL SENSITIVE - COMMERCIAL

Packaging Code	Packaging Level
05	UK Level J
06	UK Level N
07	UK Level P
08	Retail Trade Pack

**Table 5: Packaging code**

- 7.7 The Contractor shall either maintain Military Packager Approval Scheme (MPAS) certification /registration for the term of this contract or shall sub-contract such services to an MPAS certified/registered company against the requirements set out for the design of Military level packaging in accordance with DEFCON 129.
- 7.8 The Contractor shall notify the MSS PM if there is any change in the MPAS certification/registration process or agent and in addition any change to the packaging process or agent during the Term of this contract.

### **Handling**

- 7.9 It is MOD policy to provide protection for all electronic equipment deemed to be at risk from electrostatic discharge. The requirements for such protection are stated in BS EN 61340-5-1:2016 (Protection of Electrostatic Sensitive Devices from electrostatic phenomena).
- 7.10 Where Electrostatic Sensitive Devices (ESD) or assemblies are known to be or are suspected to be sensitive to static generated voltages, such Articles shall at all times be handled, identified and packed in accordance with the requirements of BS EN 61340-5-1:20016.
- 7.11 Contractors engaged in the design, production, repair, servicing and packaging of equipment containing such ESD are to provide adequate measures for protection. The Contractor shall ensure that similar facilities are also to be provided when their employees carry out work at a Government Establishment.
- 7.12 Handbooks, Setting-to-Work (STW) Instructions and other equipment-related documents should include a "Warning Page" notifying the presence of ESD. This page should appear, at least, in the introduction and maintenance actions.

### **Supply and Distribution**

- 7.13 With the exception of items listed at annex B1 Article(s) shall be delivered on an ex-works basis. The Consignee shall be identified on the PO.
- 7.14 The Contractor shall comply with the requirements of DEFSTAN 81-130 issue 4 in respect of the packaging, handling, storage and distribution of magnetically sensitive Articles.
- 7.15 The target stated at paragraph 8 will be used as a KPI for the contract as detailed in the Terms and Conditions of contract and this SOSR.

## **8. Key Performance Indicator**

- 8.1 Performance under this activity will be measured against a KPI relating to the fulfilment of order lines against the contracted Procurement Lead Time.
- 8.2 The period measured commences on the date of the order and ends on the date of delivery.

**OFFICIAL SENSITIVE - COMMERCIAL**

**Key Performance Indicator 3 and 4 - Procurement Lead Time**

KPI	KPI Description	KPI Measure	Target Yr 1	Target Yr 2	Target Yr 3
3	Procurement Lead Time	Percentage of Purchase Order lines due for delivery in previous month Delivered On Time In Full	<div>≥98</div> <div>≥95%-</div> <div>&lt;98%</div> <div>&lt;95%</div>	<div>≥98%</div> <div>≥95%-</div> <div>&lt;98%</div> <div>&lt;95%</div>	<div>≥99%</div> <div>≥96%-</div> <div>&lt;99%</div> <div>&lt;96%</div>
4	Contractor to acknowledge receipt of Purchase Order within 4 (four) hours	Percentage of Purchase Orders acknowledged within 4 (four) hours as detailed in Para 14.5, Activity 1.	<div>&gt;95</div> <div>≥90%-</div> <div>&lt;95%</div> <div>&lt;90%</div>	<div>&gt;96</div> <div>≥91%-</div> <div>&lt;96%</div> <div>&lt;90%</div>	<div>&gt;97</div> <div>≥92%-</div> <div>&lt;97%</div> <div>&lt;90%</div>

**Table 6: KPI 3 & 4 – Procurement Lead Time**

## Activity 3 Equipment Upkeep Management

### 1. Scope of Activity

- 1.1 'Equipment Upkeep Management' means the provision of Equipment Maintenance services including Repair/Refurbishment.
- 1.2 Articles returned to the Contractor for repair or refurbishment shall, subject to their condition on receipt, be 'Stripped, Surveyed and declared Beyond Economical Repair' (BER) or 'Stripped, Surveyed and Repaired' in accordance with Annex B1.

### 2. Repair and Refurbishment of Articles

- 2.1 Both First Level and Non-First Level Articles that are deemed repairable are specified in Annex B1, and as required will be forwarded by MSS to the Contractor under an individual or multiple line purchase order for repair to 'as new' condition and testing to the manufacturer's Commercial standard.
- 2.2 Modifications agreed by the MSS PM shall be incorporated by the Contractor at the time of the repair or refurbishment.
- 2.3 The Contractor shall, as authorised by MSS FPC via repair orders, effect the necessary repairs, to include refurbishment, overhaul, modification, re-assembly and testing of equipment(s) as detailed in the Spares/Repairs and Schedule of Prices at Annex B1 to the Schedule of Requirements to maintain the MoD stock levels.
- 2.4 The Contractor shall ensure that 100% of repaired items are delivered, together with all necessary documentation and certification, within the agreed Repair Turn Round Time stated in the Spares/Repairs list and Schedule of Prices at Annex B1 of this SOSR.
- 2.5 The Contractor shall ensure that all spares repaired or refurbished are retail trade packaged in accordance with DEFCON 129:2016 and DEFCON 129J:2016
- 2.6 The Contractor will be notified of any deletions and additions to the inventory to be repaired under the Contract by formal amendment to contract.

### 3. The Repair Process

- 3.1 For the avoidance of doubt, the firm price agreed for each Strip, Survey and Repair as stated in Annex B1 shall be the total price payable by the MSS for all work required to effect the repair, **irrespective of the condition/completeness of the Article when received by the Contractor; but subject to condition in paragraph 5.8 below.**
- 3.2 The Articles for assessment will be issued to the Contractor and should arrive at the Contractor's premises within 15 (fifteen) Business Days of the date of the repair order. In the event that the Article(s) do not arrive within the timescales stated above, the Contractor shall notify the MSS PM by email immediately.
- 3.3 Each Article forwarded to the Contractor for repair shall be restored to "as new" condition such that it will satisfactorily meet the performance and design intent specified when new, taking into account the effects of any Ministry approved modifications subsequently incorporated or later agreed by formal concessions granted by MSS. All repairs are to be carried out using genuine OEM spares and by OEM or OEM approved authorities unless otherwise authorised by the MSS PM.

## OFFICIAL SENSITIVE - COMMERCIAL

### Strip, Survey and Beyond Economical Repair (BER)

- 3.4 On receipt, each Article shall be stripped and examined. A Strip and Survey report shall be prepared by the Contractor and forwarded to the MSS PM. The report, shall state whether a repair is considered appropriate, shall reference the repair order number and detail the extent of the work to be performed on each Article together with comments/findings with the details of any of the following:
- 3.4.1 Excessive wear/corrosion;
  - 3.4.2 Unusual wear patterns;
  - 3.4.3 Apparent lack of maintenance;
  - 3.4.4 Packaging defects;
  - 3.4.5 Completeness of equipment.
  - 3.4.6 A list of component parts to be repaired;
  - 3.4.7 The nature of the work to be undertaken;
  - 3.4.8 Probable cause of failure if not normal wear and tear.
- 3.5 A copy of each Strip and Survey report shall be retained by the Contractor for the duration of the contract.
- 3.6 Stripping of the Article and commencement of the repair shall be undertaken as soon as possible after receipt of the Article following issue of the repair order and in accordance with the agreed FIRM Repair Turn-Round Time.
- 3.7 If the Contractor considers it necessary to transfer Article(s) allocated from one repair order to another, details of such action or of any other deviations from the information included in the original Strip and Survey report shall be notified to the MSS PM.
- 3.8 If, following Strip and Survey, the Contractor concludes the required repair cost excluding profit would be **equal to or greater than 60% of the 'as new' price** included in Annex B1 a repair is deemed impracticable or uneconomical shall be declared BER and no further work shall be undertaken. In this instance the Contractor will be responsible and paid for the safe disposal of these items in accordance with Annex B1 (Task 4-3).
- 3.9 Notwithstanding the provisions of DEFCON 601:2014, Articles certified by the Contractor to be BER shall be subject to MOD Form 650/650A action.
- 3.10 Where the Contractor decides that any Article is BER, the Contractor shall dismantle the Article if it is considered by the Contractor that serviceable or repairable parts will thereby be recovered and such action is economical. A list of parts recovered shall be submitted to the MSS PM for further instructions.

### 4. Disposal of Hazardous Material

- 4.1 The Contractor shall maintain a Control Of Substances Hazardous to Health (COSHH) Register of the MSS assets and record the disposal of hazardous material(s). The Contractor shall maintain a Hazard Log recording the controlled disposal of hazardous material as per Hazardous waste Regulations 2018. This shall be included within the Safety and Environmental Management Plan. Where such disposal is necessary then the Contractor shall generate a protocol that will satisfy the appropriate authorities, describing the means by which such materials are disposed of and shall include methodology, quantity and certification.

## **5. The Ordering Process**

### **Repair Orders**

- 5.1 Repair order(s) will be placed by MSS FPC using CP&F. Repair order(s) will be sent to the Contractor in the form of BPA Release. Each repair order will generate a unique BPA release number referring as a minimum to the contract and details of the associated order. No work shall commence by the Contractor without receipt of such authorisation.
- 5.2 Receipt of each repair order shall be acknowledged by the Contractor within 4 (four) hours of its release through CP&F.
- 5.3 Each initial repair order shall be raised at the agreed Firm Price for a Strip/Survey and BER assessment. If it is deemed that a full repair is achievable, MSS FPC shall revise the repair order to reflect the Firm price agreed for Strip, Survey and Repair.

### **Repair Turn-Round Time**

- 5.4 Upon receipt of both the repair order and the associated Article(s) the Contractor shall undertake the repair process to meet the contractual Turn Round Time.
- 5.5 The contract Turn Round Time for each Article will commence upon receipt of order and the relevant Article(s) by the Contractor. The Turn Round Time for each Article is measured from receipt of the Article(s) and repair order up to the date of the notification of collections by MOD Transport or as otherwise agreed.
- 5.6 Should MSS require a reduction in the quantity ordered, cancellation of the repair order, changing of the reference(s) or packaging requirements etc. prior to the item(s) being delivered then MSS FPC will use an amendment to the repair order via the BPA Release to notify the Contractor accordingly. The amended repair order will refer to the original BPA release and will constitute a formal amendment to the order.
- 5.7 In the event of a reduction of quantity or cancellation MSS may be liable to pay reasonable cancellation costs incurred by the Contractor, subject to a limit of the value of the original requirement. The Contractor shall provide MSS FPC with a full breakdown of these costs within 20 (twenty) Business Days from receipt of the amended/cancelled order. In instances where the cancelled order has Articles that are complete, part built, and/or parts have been procured to meet the cancelled/amended order, then these Articles shall be vested in MSS to meet future requirements. Details of the Articles and/or parts consigned shall be provided to MSS at the same time as the Contractor's breakdown of cancellation costs.

### **Packaging and Consignment**

- 5.8 Where packaging standards are increased above the level defined within the original repair order, the Contractor shall submit a firm price quotation for any additional cost incurred to meet the new packaging standards, within 5 (five) business days from receipt of the request. No additional work beyond the original agreed repair order shall begin until the MSS PM has authorised any additional costs.
- 5.9 When circumstances require the Article(s) to be diverted from the original consignment address direct to a vessel MSS FPC will amend the original BPA release, detailing the revised consignment requirements/address. In the event that this requires the Contractor to deliver the items in accordance with DEFCON 621B edn. 10/04 the Contractor shall submit a firm price quotation for any additional cost incurred within 5 (five) Business Days from receipt of the amended repair order. No additional work beyond the original agreed order shall begin until MSS FPC has authorised any additional costs.
- 5.10 The Contractor shall dispatch Article(s) to the Consignee address detailed within the BPA repair order in accordance with DEFCON 5J:2016, DEFCON 129J:2016 and

## OFFICIAL SENSITIVE - COMMERCIAL

accompanying DEFFORM 129J:2017. However, in the vast majority of cases, the final point of delivery will be to either of the following unless a diversion order is requested.

Devonport	Portsmouth	Faslane
Devonport Distribution Facility	Goods Inward Reception	Babcock Naval Services
W024 Building	Building 3/88	GPSS HM Naval Base
Camelshead Gate	Circular Road	Clyde
HM Naval Base	HM Naval Base	Faslane
Devonport	Portsmouth	Helensburgh
Plymouth	PO1 3LU	G84 8HL
PL2 2BG		

- 5.11 The Contractor shall submit their invoice electronically via CP&F, following the despatch of the Articles in accordance with the order.
- 5.12 The Contractor shall supply Articles to the specification and part number identified within the characteristics of the NATO Stock Number. The Contractor shall check the latest drawing issue state and, if different to that identified by the NATO Stock Number/Part Number, notify MSS FPC to confirm the requirement. Where such specifications cannot be met, then the Contractor shall propose an alternative Article of a similar robustness that will meet the fit, form and function criteria specified.

### 6. Packaging, Handling, Storage and Distribution

- 6.1 The Contractor shall ensure any packaging Solution meets the packaging standards as laid down in DEFSTAN 81-41, Parts 1-5 issue 8.
- 6.2 The Contractor shall be responsible for ensuring the correct standard of packaging is selected that will make certain the Article reaches the customer in a serviceable condition. Commercial retail packaging is the anticipated specification unless Military packaging is specified in the Repair Purchase Order which identifies those Articles requiring Military packaging.
- 6.3 Where Military packaging is carried out, the Contractor shall undertake it in accordance with DEFSTAN 81-41 issue 8
- 6.4 The Contractor shall ensure that all spares/components designed to be handled manually must meet the Health and Safety Manual Handling Regulations (Manual Handling Regulations 1992).

#### Packaging

- 6.5 The Contractor shall comply with the requirements of DEFSTAN 81-41 (Parts 1 to 5) issue 8 in respect of the packaging of Articles. Where an Article requires a Military level of packaging, such Articles shall be identified through the packaging code on the Repair Purchase Order. The relevant UK packaging codes can be found on Table 4, Activity 2 within this document.
- 6.6 The Contractor shall either maintain MPAS certification/registration for the Term of this contract or shall sub-contract such services to an MPAS certified/registered Company against the requirements set out for the design of Military level packaging in accordance with DEFCON 129:2016.

## OFFICIAL SENSITIVE - COMMERCIAL

- 6.7 The Contractor shall notify the MSS PM if there is any change in the MPAS certification/registration process or agent and in addition any change to the packaging process or agent during the Term of this contract.
- 6.8 It is MOD policy to provide protection for all electronic equipment deemed to be at risk from ESD. The requirements for such protection are stated in BS EN 61340-5-1:2016 (Basic Specification for Protection of Electrostatic Sensitive Devices).
- 6.9 Where static sensitive devices or assemblies are known to be or are suspected to be sensitive to static generated voltages, such Articles shall at all times be handled, identified and packed in accordance with the requirements of BS CECC 00015, Part 1:1992 (Handling of Electrostatic Sensitive Devices).
- 6.10 Contractors engaged in the design, production, repair, servicing and packaging of equipment containing such ESD are to provide adequate measures for protection. The Contractor shall ensure that similar facilities are also to be provided when their employees carry out work at a Government Establishment.
- 6.11 Handbooks, Setting-to-Work (STW) instructions and other equipment-related documents should include a "Warning Page" notifying the presence of ESDs. This page should appear, at least, in the Introduction and maintenance sections.

### **Supply and Distribution**

- 6.12 The Article(s) shall be delivered on an ex-works basis. The Consignee shall be identified on the Repair Purchase Order.
- 6.13 Where Articles requiring magnetic assessment shall be identified as such on the repair order and consigned via the LMR.
- 6.14 The Contractor shall comply with the requirements of DEFSTAN 81-130/1 issue 4 in respect of the packaging, handling, storage and distribution of magnetically sensitive Articles.

## **7. Kitting, Testing, Supply and Delivery of Submarine Escape Valves**

7.1 The Contractor shall on receipt of a demand order for one of the sets listed in Table 7 undertake a validity check, which shall include a check that there is sufficient stock of serviceable component valves in the Contractor's store, and shall then either satisfy that demand order or, if the order is invalid or there is insufficient stock, refer the demand order to MSS-FPC with recommendations of how that demand order might be best satisfied and await instructions of MSS-FPC before proceeding further.

7.2 Upon completion of the validity check, the Contractor shall conduct the following activities:

- a. Draw the necessary component valves to form the required set from his store
- b. Inspect all items for conformity
- c. Calibrate all pressure gauges/switches/transmitters and provide appropriate certification
- d. Perform a functional test demonstrating satisfactory performance of the kit when the components working in concert
- e. Pack the set
- f. Ship the set to a UK destination specified in the order.

7.3 Delivery to the specified destination shall be completed within five business days of receipt of a valid order.



## OFFICIAL SENSITIVE - COMMERCIAL

7.4 Upon completion of these actions, the contractor is to obtain Proof of Delivery to the specified destination and supply a copy to MSS FPC within one business day of delivery.

7.5 Order(s) will be placed by MSS FPC using the Electronic Purchasing System of CP&F. Order(s) will be sent to the Contractor in the form of a Blanket Purchase Agreement (BPA) Release. Each order will generate a unique BPA Release number, referring as a minimum, to the contract and details of the associated order. No work shall commence by the Contractor without receipt of such authorisation.

7.6 Receipt of each order shall be acknowledged by the Contractor within 4 (four) hours of the orders receipt. The lead time stated against each item will commence upon issue of the order by MSS FPC not the receipt of order by the Contractor. The lead times for each Article from issue of order up to the date of the notification to MOD Transport that the Article is ready for collection, or as otherwise agreed, are Firm and shall not be exceeded. This lead time is the maximum timescale acceptable.

7.7 Should MSS require a reduction in the quantity ordered, cancellation of the order, changing of the reference(s) or packaging requirements etc. prior to the item(s) being delivered, MSS FPC will use an amendment to the order via the BPA Release to notify the Contractor accordingly. The amended order shall refer to the original BPA Release and shall constitute a formal amendment to the order. In the event of a reduction of quantity or cancellation MSS may be liable to pay reasonable cancellation costs incurred by the Contractor, subject to a limit of the value of the original requirement. The Contractor shall provide MSS FPC with a full breakdown of these costs within 20 (twenty) Business Days from receipt of the amended/cancelled order. In instances where the cancelled order has Articles that are complete, part built, and/or parts have been procured to meet the cancelled/amended order, then these Articles shall be vested in MSS to meet future requirements. Details of the Articles and/or parts consigned shall be provided to the MSS at the same time as the Contractor's breakdown of cancellation costs.

7.8 Where packaging standards are increased above the level defined within the original order, the Contractor shall submit a Firm Price quotation for any additional cost incurred to meet the new packaging standards, within 2 (two) Business Days from receipt of the amended order. No additional work beyond the original agreed order shall begin until MSS FPC has authorised any additional costs.

7.9 When circumstances require the Article(s) to be diverted from the original consignment address direct to a vessel, MSS FPC will amend the original BPA Release, detailing the revised consignment requirements/address. In the event that this requires the Contractor to deliver the items in accordance with DEFCON 621B (Edn. 10/04) then the Contractor shall submit a Firm Price quotation for any additional cost incurred within 1 Business Day from receipt of the amended release. No additional work beyond the original agreed order shall begin until MSS FPC has authorised any additional costs.

7.10 The Contractor shall dispatch Article(s) to the Consignee address detailed within the BPA order Release in accordance with DEFCONs 5J:2016, 129J and accompanying DEFFORM 129J:2016. However, in the vast majority of cases, the final point of delivery will be to one of the following unless a diversion order is requested:

## OFFICIAL SENSITIVE - COMMERCIAL

<b>Devonport</b>	<b>Faslane</b>
Devonport Distribution Facility	Babcock Naval Services
W024 Building	GPSS HM Naval Base
Camelshead Gate	Clyde
HM Naval Base	Faslane
Devonport	Helensburgh
Plymouth	G84 8HL
PL2 2BG	

7.11 Performance under this activity will be measured as part of the key performance indicators associated with Task 4 which are explained on paragraph 2 and 3 of Activity 3. The period measured commences on the date of receipt of purchase order and expires on the date shown upon the proof of delivery to the UK destination nominated on the order.

Sets and Component Valves subject to the arrangements specified in Task 5

Set		Component Valves		
Identity	NSN	Identity	NSN	Qty in set
T Class Box Set	992276374	G24 Pressure Controller	996654139	1
		HIS Controller	999792194	1
		Stole Charging Valve	997576588	1
V Class Box Set	999971581	G24 Pressure Controller	996654139	1
		HIS Controller	999792194	2
		Stole Charging Valve	997576588	2

**Table 7: Box Set**

### 8. Key Performance Indicator

- 8.1 Performance under this activity will be measured against a KPI relating to the fulfilment of repair order lines delivered on time in full against the contracted maintenance Turn Round Time.
- 8.2 The period measured commences on the date of receipt of Article or repair purchase order whichever is the latter by the Contractor or it's nominated third party
- 8.3 The period measured expires on notification to MOD transport that the Articles are ready for collection or as agreed between the Parties.
- 8.4 The calculation of KPI 6 shall include orders and deliveries made under task 5 on this contract.

### Key Performance Indicator 5 and 6 - Repair Turn-Round Time

KPI	KPI Description	KPI Measure	Target Yr 1	Target Yr 2	Target Yr 3
5	Contractor to acknowledge receipt of requirement within 4 (four) hours	Percentage of Equipment Repair Purchase Orders acknowledged within 4 (four) hours	<div style="background-color: #28a745; color: white; padding: 2px;">&gt;95</div> <div style="background-color: #ffc107; color: black; padding: 2px;">≥90%-&lt;95%</div> <div style="background-color: #dc3545; color: white; padding: 2px;">&lt;90%</div>	<div style="background-color: #28a745; color: white; padding: 2px;">&gt;96</div> <div style="background-color: #ffc107; color: black; padding: 2px;">≥91%-&lt;96%</div> <div style="background-color: #dc3545; color: white; padding: 2px;">&lt;91%</div>	<div style="background-color: #28a745; color: white; padding: 2px;">&gt;97</div> <div style="background-color: #ffc107; color: black; padding: 2px;">≥92%-&lt;97%</div> <div style="background-color: #dc3545; color: white; padding: 2px;">&lt;92%</div>

## OFFICIAL SENSITIVE - COMMERCIAL

6	Repair Turn-Round Time	Percentage of Orders due for delivery in previous month Delivered On Time In Full (OTIF)	≥98%	≥98%	≥99%
			≥95%-	≥95%-	≥96%-
			<98%	<98%	<99%
			<95%	<95%	<96%

**Table 8: KPI 5 and 6 – Repair Turn-Round Time**

## Activity 4 – Post Design & Technical Services

### 1. Scope of Activity

- 1.1 The Contractor shall provide when tasked by the MSS PM, Post Design and Technical Services within the scope of the definitions in this Activity 4, to support continuing mission capability and system availability.
- 1.2 The Contractor shall provide SQEP to carry out any such tasks authorised by MSS PM. As far as is practicable, the Contractor should seek to ensure that the personnel deployed on a task remain the same throughout the period of that task.
- 1.3 Individual TAFs may require activities conducted under this task to be performed at specified locations. These locations may include, but shall not be limited to, aboard RN Ships and Submarines either at sea or in harbour, within dockyard or harbour sites or within other industrial facilities and may be located either within the UK or overseas.
- 1.4 The Contractor may be required to attend a government establishment and in doing so is reminded of their obligations under DEFCON 76 edn. 12/06 to notify the MSS PM or Officer in Charge of any health and safety hazards associated with the work to be performed by him or any of his Representatives; any foreseeable risks to the health and safety of all persons associated with such hazards including but not limited to Contractors Representatives; Contractors Related Parties and the Authorities Related Parties and any precautions to be taken by him as well as any precautions which, in his opinion, ought to be taken by MSS, the Authority or RN Ships in order to control such risks. The Contractor should familiarize itself with any entry restrictions, safety training or security clearances necessary for such attendance, shall ensure that all personnel provided are fully trained, aware of the requirements and meet the security requirements and shall remain so throughout the period of the contract.

### Post Design Services (PDS)

- 1.5 The Contractor may be required to support the following PDS Activities:
  - 1.5.1 **Equipment Sponsorship & Design** - To investigate design shortcomings, defect reports, equipment failures, equipment interface studies, operating problems (OPDEFs/S2022's) reported by Ships staff as directed by the MSS PM;
  - 1.5.2 **Equipment Modifications** - To design, develop and test modifications for the equipment and their installations. Modification embodiment instructions are to include in-situ test instructions to confirm the correct operation of the new or revised functionality;
  - 1.5.3 **Obsolescence** - To investigate component obsolescence and design appropriate modifications to accommodate changes with minimal disruption to existing equipment(s) and without compromising safety, system operation or functionality.

### Technical Services

- 1.6 The Contractor may, as tasked, be required to support the following TS activities:
  - 1.6.1 **Engineering and Project Support** - To include planning and programming, technical evaluations, technical reviews, statements of work, investment appraisals, through life costings and cost of ownership assessments,

## OFFICIAL SENSITIVE - COMMERCIAL

capability assessments, performance appraisals, risk assessments and analysis, RCM studies.

- 1.6.2 **Safety Assessments** – To assist with and/or participate in safety assessments, hazard assessments and the generation of the relevant safety case in accordance with DEFSTAN 00-56 (Issue 6). The Contractor may also be required to provide a safety case for any new to service equipment;
- 1.6.3 **Test and Trials** – The Contractor shall provide equipment for test and trial purposes to be fitted on-board RN Ships and Submarines and at the contractor's premises when requested by MSS-FPC. Attendance to conduct Test and Trials on-board RN Ships and Submarines and the Contractor's premises when requested by MSS-FPC. Requests for Contractor attendance to conduct trials and testing on-board RN Ships and Submarine in the UK, are to be satisfied within 10 (Ten) business days. Requests for foreign attendance are to be satisfied within 15 (fifteen) business days.
- 1.6.4 **Installation, Setting to Work & Commissioning** – To embody new systems and equipment(s), updates and modification kits to systems and their associated equipment including setting to work and commissioning. To support the removal of equipment and, where disposal is required, conduct such activity in accordance with environmental legislation.
- 1.6.5 **Training** - To provide support to the development of training materials and the provision of training services.
- 1.6.6 **Technology Evaluations** - To include the provision of advisory and research reports, a 'technology-watch' and reporting service, and technology roadmaps.
- 1.6.7 **Independent Evaluations and Reports** – To include the provision of impartial expert advice, analysis, research and development activities, from third party SMEs, OEMs and academic institutions.
- 1.6.8 **Defect Analysis** - To undertake the examination of defective equipment on-board RN Ships and Submarines at the Contractor's premises when requested by MSS FPC. To produce a written report to provide technical evaluation and recommendations for rectification of defects post examination. To undertake the examination of Defect Reports (S2022) received from RN Ships, and Submarines. To produce a set of written recommendations to provide technical advice for rectification of the defect.

## 2. The Tasking Process

- 2.1 Tasks will be initiated by means of a formal Task Approval Form (TAF) a copy of which is enclosed as Annex F and consists of four parts:
  - Part A:** Proposal – sets out the MSS PM's requirements and required outputs of the task;
  - Part B/B1:** Proposition – sets out the Contractor's solution, associated costs and **FIRM price for the task;**
  - Part C:** Internal Approvals – captures the internal approval of the task allowing formal authorisation to proceed.
  - Part D:** Completion – captures and records the Contractors confirmation that all work and deliverables have been satisfied.
- 2.2 Each task will be allocated a unique and sequential reference number. Issue numbers will only vary where the TAF has been subjected to a duly approved amendment to the task.

## OFFICIAL SENSITIVE - COMMERCIAL

- 2.3 Upon receipt of a Part A TAF, the Contractor shall complete Parts B and B1 and return it to the MSS within 5 (five) Business Days. The Contractor's Firm price quotation shall be broken down under the headings specified in the TAF at Part B1 and shall utilise the labour and travel/subsistence rates agreed under the contract.
- 2.4 Where the task, by exception, requires the Contractor to procure Assets or Spares, for example in support of a modification activity, the Contractor shall confirm that such costs have been secured competitively or where this has not been possible shall justify within their proposition as to the reasons why.
- 2.5 Other than for those reasons set out at paragraph 2.8 below, MSS shall in no way be liable for any costs incurred by the Contractor for the production or revision of the TAF documentation or any associated activity until such time as formal approval of the task and the agreement of costs have been provided by the MSS PM.
- 2.6 Upon completion of the MSS internal approval process TAF Part C, FPC will raise a CP&F Purchase Order which will be sent to the Contractor as the approval to commence work and enable payment upon the satisfactory conclusion of the task.
- 2.7 Upon satisfactory completion of all activities authorised under the TAF, the Contractor shall complete TAF Part D (Task Closure) and forward to the MSS PM for agreement. Following receipt by the Contractor of TAF Part D signed by the MSS PM or authorised signatory, the Contractor shall claim payment by raising an electronic invoice against the relevant CP&F Purchase Order.
- 2.8 In exceptional circumstances which requires the Contractor to operate at very short notice, for example over the course of a weekend, where it is not possible to fully prosecute the above process and agree a Firm price in advance, authorisation for work to proceed may be given by the MSS PM by email or, if outside normal hours, by telephone with an email confirmation on the next business day. Such authorisations will include a Limit of Liability (LoL) equating to a provisional price for the purposes of pricing under DEFCON 127 (edn. 10/04) which, in any case, shall not exceed the equivalent of 48 (forty-eight) man-hours plus any directly associated travel and subsistence costs.
- 2.9 The Contractor is to acknowledge receipt of the requirement within 4 (four) hours of the instruction detailed in 2.8 above. Requests for Contractor attendance on-board RN Ships and Submarines in the UK are to be satisfied within 10 (ten) Business Days on receipt of the request. Requests for Foreign visits are to be satisfied within 15 (fifteen) Business Days.
- 2.10 When requested to attend an RN vessel the Contractor shall ensure that his nominated representatives have the adequate security clearance level required (in most cases Security Check (SC)) and shall report personnel names in advance to the MSS PM. Following such visits, a report is to be completed by the Contractor which includes but is not limited to the findings, descriptions of remedial actions taken or recommended and forwarded to the MSS PM within 5 (five) Business Days.
- 3. Contractors On Deployed Operations (CONDO)**
- 3.1 The Contractor and/or his sub-Contractor(s) may be requested to provide direct support at a location defined as an Operations Area within the meaning and provisions of DEFSTAN 05-129:2013.
- 3.2 The Contractor shall ensure that all service engineers have suitable up to date travel and medical documentation and appropriate training in order to expedite rectification of defects on vessels deployed overseas.

#### **4. Performance Standards – TAF RESPONSE**

##### **4.1. Task Approval Forms (TAFs)**

4.1.1 Performance under this activity will be measured against a Key Performance Indicator (KPI) relating to the response time for submission of a firm price to the MSS PM in respect of the Part A (Scope) of a TAF. The performance standard is set out at table below.

4.1.2 The period measured commences at the point of submission of the TAF (Part A) by the MSS PM and ends at the point of receipt of the TAF (Part B) by the MSS PM.

##### **Key Performance Indicator 7,8,9 and 10 - TAF Response**

<b>KPI</b>	<b>KPI Description</b>	<b>KPI Measure</b>	<b>Target Yr 1</b>	<b>Target Yr 2</b>	<b>Target Yr 3</b>
<b>7</b>	Acknowledgement of requirement within 4 (four) hours	Within 4 (four) hours of the TAF Part A or instruction detailed in Activity 4, 2.8	<div>&gt;95</div> <div>≥90%-&lt;95%</div> <div>&lt;90%</div>	<div>&gt;96</div> <div>≥91%-&lt;96%</div> <div>&lt;91%</div>	<div>&gt;97</div> <div>≥92%-&lt;97%</div> <div>&lt;92%</div>
<b>8</b>	TAF Response Time	TAF (Part B) is completed and returned to the MSS PM within 5 (five) Business Days	<div>&lt;5 Days</div> <div>≥5 Days-&lt;10 Days</div> <div>&gt;10 Days</div>	<div>&lt;5 Days</div> <div>≥5 Days-&lt;9 Days</div> <div>&gt;9 Days</div>	<div>&lt;5 Days</div> <div>≥5 Days-&lt;8 Days</div> <div>&gt;8 Days</div>
<b>9</b>	TAF Delivery within agreed date	Delivery On Time in Full (OTIF) of the requirement	<div>&lt;5 Days</div> <div>≥5 Days-&lt;10 Days</div> <div>&gt;10 Days</div>	<div>&lt;5 Days</div> <div>≥5 Days-&lt;9 Days</div> <div>&gt;9 Days</div>	<div>&lt;5 Days</div> <div>≥5 Days-&lt;8 Days</div> <div>&gt;8 Days</div>
<b>10</b>	Requests for Contractor attendance on-board of the Ship in the UK are to be satisfied within 10 (ten) Business Days and for overseas 15 (fifteen) days	In UK to be satisfied within 10 (ten) Business Days and Overseas within 15 (fifteen) Business Days	<div>100%</div> <div>&lt;100%</div>	<div>100%</div> <div>&lt;100%</div>	<div>100%</div> <div>&lt;100%</div>

**Table 9: KPI 7,8,9 & 10 – TAF Response Time and Delivery On Time In Full**

## **Deliverable list**

<b>Description</b>	<b>Reference</b>	<b>Frequency/Due date</b>
Delivery of Project Management Plan (PMP)	SOSR, Task 1	6 weeks after Contract award
Delivery of Quality Plan (QP)	SOSR, Task 1	6 weeks after Contract award
Delivery of Risk Management Plan and Risk Register (RMP)	SOSR, Task 1	6 weeks after Contract award
Delivery of Configuration Management Plan (CMP)	SOSR, Task 1	6 weeks after Contract award
Disposal Management Plan (DMP)	SOSR, Task 1	6 weeks after Contract award
Obsolescence Management Plan	SOSR, Task 1	6 weeks after Contract award
Communication Plan	SOSR, Task 1	6 weeks after Contract award

**Table 10: Milestone description**

## **Reviews and meetings**

<b>Meeting or report</b>	<b>Frequency</b>	<b>Chair</b>	<b>Attendees</b>
Progress/Performance review meeting	Monthly of initial 3 months and quarterly thereafter	MSS	As per SOSR, Task 1
Work in Progress report	Monthly, 5 business days from the end of the preceding calendar month	MSS	As per SOSR, Task 1

**Table 11: Management frequency**