

G-AMB Contractor Logistic Support (CLS) - Statement of Work

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Revision history

Version No	Date	Summary of Changes	Changes Marked
1.0	24/04/2018	Original Document	
1.1	02/10/2018	Review – R. Manning	

Contractor Logistic Support (CLS) Statement Of Work (SOW)

1. Scope

- 1.1 The Contractor shall provide services to support the GIRAFFE AMB (G-AMB) systems as delivered under Contracts **DE&S GBAD/00060, JSENS/00114 and JSENS/00125** including relevant accessory equipment delivered by the Contractor for the contracted period.
- 1.2 Basic CLS shall be defined as continuous Contractor Logistic Support Services designed, performed and delivered under Contract. The level of support shall be based on requirements as defined in this SOW.
- 1.3 Enhanced CLS level of support shall be based on additional and/or increased requirements as defined in this SOW. Enhanced CLS can be limited in time and shall be executed in addition to Basic CLS.
- 1.4 It is intended that first and second line support should be organic (military).
- 1.5 The Agreement is not applicable for any GFE.

2. Terminology

2.1 Abbreviations

AMB	Agile Multi-Beam
AMN&D	Accident, Misuse, Neglect or Damage
BER	Beyond Economic Repair
CLS	Contractor Logistic Support
DE&S	Defence Equipment and Support
ESMP	Equipment Support Management Plan
GAMB	Giraffe AMB
GBAD	Ground Based Air Defence
GCT	Giraffe Classroom Teacher
GFE	Government Furnished Equipment
GTS	Giraffe Training System
IETP	Interactive Electronic Technical Publication
JSSENS	Joint Sensor and Engagement Networks
KPI	Key Performance Indicator
LRP	Line Replacement Parts
LRU	Line Replacement Units
MOU	Memorandum of Understanding
NFF	No Fault Found
PSEP	Project Safety and Environmental Panel
PDS	Post Design Services

QA	Quality Assurance
QPM	Quarterly Progress Meeting
QPR	Quarterly Progress Report
SiM	Simulation Manager
SEMP	Safety and Environmental Management Plan
SME	Subject Matter Expert
STTE	Special Tools and Test Equipment
UK	United Kingdom
UPS	Uninterrupted Power Supply

3. CLS Provision

3.1 The Contractor shall support the annual training usage of the G-AMB equipment. In any one 12-month period the table below shows illustrative peacetime usage.

Ref	Item	Description	Schedule	
			From	To
1	G-AMB – CLS Provision	<p>The Contractor shall provide Basic CLS support to UK based G-AMB Systems.</p> <ul style="list-style-type: none"> Ten (10) systems in total, following GBAD deployment this will reduce to seven (7) Systems based in UK Up to 3000 hours usage per annum, spread across the UK based fleet. 	1 st Jan 2019	31 st Dec 2023

Ref	Item	Description	Schedule	
			From	To
2	Giraffe Training System (GTS) – CLS Provision	<p>The Contractor shall provide Basic CLS support to the Giraffe Training System (GTS).</p> <p>GTS Consists of:</p> <ul style="list-style-type: none"> • Simulation Manager (SiM) which is the teachers working station. In SiM exercises are planned, executed, monitored and evaluated. • Giraffe Classroom Trainer (GCT) x8, which is the trainees working place. GCT emulates the real G-AMB. • Uninterrupted Power Supply (UPS) <p>The GTS shall be representative of the current UK G-AMB configuration.</p>	1 st Jan 2019	31 st Dec 2023
3	G-AMB Maintainer Laptop – CLS Provision	CLS Support for the 10 G-AMB Maintainer Laptops	1 st Jan 2019	31 st Dec 2023
4	Special Tools and Test Equipment (STTE)	The Contractor shall provide and maintain 3 sets of STTE to enable level 1 and level 2 maintenance to be performed on the G-AMB by suitably trained military personnel.	1 st Jan 2019	31 st Dec 2023
5	Interactive Electronic Technical Publication (IETP)	<p>The Contractor shall retain responsibility for the configuration control, maintenance, modification & the issue of amendments/updates for all G-AMB IETP publications. Maintenance of Operator and Maintenance publications (IETP) will be performed in accordance with a procedure & process agreed with the Authority.</p> <p>The Publications shall be updated immediately for G-AMB safety amendments. All other amendments shall be complied into an annual update if required.</p>	1 st Jan 2019	31 st Dec 2023

3.2 The hour(s) criterion represents the average training use, which the support system shall sustain, averaged over the fleet during a 12-month period (TA+0).

3.3 The Authority may purchase enhancements to the CLS solution for operational deployments as described in Para 5.

4. Usage Transition Mechanics to ECLS

4.1 When enhanced operational Support is declared the Authority will note the usage on the G-AMB time clocks for the systems that will be transferred to Operational usage. Remaining Peacetime transmitting hours from the systems that will be transferred to Operational usage can be used for any system remaining in Peacetime usage.

5. Contractor's Responsibilities

5.1 Equipment Support, Summary

5.1.1 The Equipment Support is summarised below and comprises the following.

- a. Management Services
- b. Design and Engineering Support Services
- c. Supply Support Services
- d. Training Support Services
- e. Alert to start up Enhanced CLS
- f. Support to Integrator Services

6. Management and Administration

6.1.1 Equipment Support Management.

6.1.1.1 The Contractor shall appoint a suitably qualified and experienced Equipment Support Manager (CLS Manager) to carry out the CLS Program. The CLS Manager will be a member of the SAAB Project Management organisation with the exclusive right of managing all CLS activities. The CLS Manager will monitor the proceedings of the program and be responsible for reporting the status of the CLS work. The CLS Manager will, under normal conditions, be the single point of contact to the Authority in matters regarding equipment support.

6.1.2 Meetings.

6.1.1.2 Progress of the Contract shall be formally monitored through a series of meetings and reviews as identified below.

Ref	Description	Description	Schedule
a.	Quarterly Progress Meeting (QPM)	<p>CLS Quarterly Progress Meeting (QPM).</p> <p>The QPM shall be chaired by the contractor and shall be held alternately at the Authorities and Contractors Premises. The Contractor shall invite the Authority and key personnel to attend this review. (Attendees TBC)</p> <p>Content to be mutually agreed, but shall as a minimum include:</p> <p>Failure Statistics Assistance Activities Statistics Spares Delivery Time Reporting of system usage (hours) Obsolescence Items System Safety and Environmental issues Technical Notes & Service Bulletins Quality Assurance (QA) issues AMN&D Sentencing Committee (if applicable) Update of Swedish Public and Bank Holidays KPI and performance mechanism GFA</p>	Quarterly throughout contract period
b.	Joint Governance Board	The Contractor shall attend the MOU Joint Governance Board with minimum of one suitably qualified delegate according to the schedule in the MOU JSENS/000115.	One (1) Per Annum
c.	Advisory Team Visit	<p>4.1. The Contractor shall once a year, in conjunction with a QPM, visit the user for a planned meeting in accordance with the master time schedule. The meeting will be chaired by DE&S. Secretariat support will be provided by DE&S. The purposes of these meetings are:</p> <ul style="list-style-type: none"> • Presentation of Roadmaps • Collecting users experience regarding operational issues • Giving advice regarding operational and/or maintenance issues • Discussing future upgrades and improvements • Inventory of STTE 	One (1) Meeting Per Annum

Ref	Description	Description	Schedule
d.	Configuration Change Board	The Contractor shall attend and support a meeting in UK, with a minimum of one suitably qualified delegate to manage implementation of G-AMB software and hardware updates and assess their potential impact on [REDACTED] and LEAPP integration.	Two (2) meetings per Annum
e.	Project Safety and Environmental Panel (PSEP)	The Contractor shall attend and support a one day meeting, with a minimum of one suitable safety qualified delegate to assess and assure the G-AMB Hazard log changes and any accidents reported in the period.	Two (2) Per Annum
f.	Security Working Group	The Contractor shall attend and support Security Working Groups with a minimum of one suitably qualified delegate.	Quarterly
g.	Security Vulnerability Assessments	The Contractor shall attend and support an annual Vulnerability assessment with a minimum suitably security qualified delegate.	Annual

6.1.3 Documentation and Management Plans

6.1.3.1 The Contractor shall maintain the following documentation throughout the duration of the contract, in accordance with section **XX** defined in the Terms and Conditions to this Contract.

Ref	Item	Document Reference
a.	Risk Management Plan	SAAB to provide reference
b.	System Security Management Plan	SAAB to provide reference
c.	Configuration and Data Management Plan	SAAB to provide reference
d.	Change Management Plan	SAAB to provide reference
e.	Government Furnished Assets (GFA) Register	SAAB to provide reference
f.	Obsolescence Management Plan	SAAB to provide reference
g.	Safety and Environmental Management Plan (SEMP)	SAAB to provide reference
h.	Equipment Support Management Plan (ESMP)	SAAB to provide reference
i.	Software Support Plan	SAAB to provide reference
j.	Earned Value Management Plan	SAAB to provide reference
k.	Key Performance Indicator (KPI) Plan	SAAB to provide reference

6.1.4 Quarterly Progress Report

6.1.4.1 The Contractor shall provide a written quarterly report (QPR) detailing the Contractor's performance and achievements undertaken on the G-AMB CLS Service Contract.

6.1.4.2 The QPR shall contain but is not limited to the sections shown below. Any other supplementary information shall be

provided in the form of additional Annexes to the Report and suitable cross-references to indicate their relevance.

- a. Maintenance status
- b. Sentencing (items for discussion by the Sentencing Committee)
- c. Repairs & NFF
- d. Disposals (BER)
- e. Help Desk Report status
- f. Software Incidents status
- g. Technical Publications' status
- h. Inventory status
- i. Obsolescence status
- j. Configuration Management status
- k. Equipment Change Requests / Modifications
- l. Safety
- m. Security
- n. Risks
- o. PDS Tasking(s)
- p. Monitoring of KPI performance
- q. Enhanced CLS Service - Theatre Support (If applicable)
- r. Government Furnished Assets – Management Plan
- s. Earned Value Management (EVM) Report
- t. Key Performance Indicator (KPI) Report

6.1.4.3 Annexes shall be included to cover, as necessary, the detail to support the content, or recommendations of the report.

6.1.4.4 The Contractor shall deliver the Quarterly Progress Report two (2) weeks prior to each QPM.

6.1.5 Quality Management

6.1.5.1 The Contractor shall maintain quality monitoring and control in accordance with AQAP 2110 Edition D.

6.1.6 Risk Management

6.1.6.1 The Contractor shall operate a risk management process to ensure that risks are removed or the probability of occurrence and impact are minimised.

6.1.6.2 The Contractor shall implement and maintain a G-AMB Risk Management Plan. The plan is a live document that shall be reviewed and amended when approved changes to the project baseline are made.

6.1.6.3 The Contractor shall implement and maintain a G-AMB Contractor Risk Register. The register shall be live throughout the period of the Contract.

6.1.6.4 The Risk Register review shall be a standing QPM agenda item.

6.1.7 Configuration and Data Management

6.1.7.1 The Contractor shall maintain configuration management of the G AMB design reference material (including but not limited to drawings, technical publications, installation specifications, reports, and system-level documentation) in accordance with the requirements of DEFSTAN 05-57 'Configuration Management of Defence Material'.

6.1.7.2 The Contractor shall deliver and maintain a Configuration Management Plan that will clearly define the Configuration Management activities for the project in accordance with MOD DEFSTAN 05-57.

6.1.7.3 The Contractor shall implement and operate a data management process to ensure that data is effectively managed, access is controlled and updates are only conducted by authorised persons.

6.1.8 Change Management

6.1.8.1 The Contractor shall jointly manage change and planning for the implementation with the Authority through a joint Change Board on an approved PDS tasking process.

6.1.8.2 Where a requirement for a hardware and/or software engineering or modification action is identified by the Authority or Contractor, this shall be subject to a review and a report by the Contractor. Subsequent actions to rectify shall only be carried out under an approved PDS task.

6.1.9 Roadmap Management

6.1.9.1 The Contractor shall at the QPM, inform the Authority about available, as well as planned, hardware and/or software upgrades for improvement of system performance.

6.1.9.2 For information concerning planned upgrades the Contractor shall deliver and maintain a Roadmap for the delivered system.

6.1.9.3 The content and the direction of the Roadmap shall be based upon:

- a. Benchmark for future threats/system performance
- b. Investigation of new technologies to be used in the existing systems – for support and upgrade
- c. Investigations and feasibility studies for functional upgrade
- d. User feedback
- e. Technology insertion
- f. Planned functional upgrades

6.1.9.4 The Roadmap shall be updated annually.

6.1.10 Government Furnished Assets Management.

6.1.10.1 The Contractor shall manage any Government Furnished Assets provided in accordance with Def Stan 05-99 Issue 4. Note: GFA review shall be a standing QPM agenda item.

6.1.11 Enhanced CLS Support Management.

6.1.11.1 As an addition to the basic CLS services the Contractor shall be prepared to start up Enhanced CLS within thirty (30) working days after an agreement on the level of services required during the enhanced support period has been reached, ordered and acknowledged.

6.2 Design and Engineering Support Services

6.2.1 Design Authority.

6.2.1.1 The Contractor shall maintain the design throughout the contracted period. Should there for any reason be a requirement for a change to the system design through a new requirement or an obsolescence issue then the Contractor will notify the Authority.

6.2.2 Sentencing Committee.

6.2.2.1 The sentencing of failed items shall take place as part of the Quarterly Progress Meetings (QPM). The sentencing of failed items will determine where liability falls in terms of cost for repair or replacement. The Sentencing Committee will consist of a representative from the Contractor and the Authority.

6.2.3 Failure Analysis and Reporting

6.2.3.1 The Contractor shall establish and maintain a fault history archive in order to capture usage, failure and corrective action data.

6.2.3.2 The Contractor shall conduct (in conjunction with the Authority) analysis of reliability and maintainability data.

6.2.3.3 The archive shall include information about repairs, as well as statistics regarding achieved reliability and maintainability data.

6.2.4 Resource Management.

6.2.4.1 The Contractor shall for the duration of the support Contract adapt and maintain the existing repair and test facility as well as needed competences on the Contractor premises in Sweden in order to support the Authority.

6.3.4.2 The Contractor shall provide the resources and materials to successfully deliver all its obligations under the Contract.

6.3.4.3 The Contractor shall assign suitably qualified and experienced Project Manager for the project and inform the Authority of Key Personnel.

6.2.5 Software Support Services

6.2.5.1 General

6.2.5.1.1 The Contractor shall maintain the required software and firmware support infrastructure needed to be able to manage upgrades to the system software and firmware suite cost-effectively on an arising basis.

6.2.5.1.2 The Contractor shall implement and maintain the G-AMB Software Support Plan in accordance with Risk Management Plan, Obsolescence Management Plan and system Security Management Plan.

6.2.5.1.3 The Contractor shall maintain a database of issues identified by the Authority or Contractor. Note: A review of the Database will be a standing QPM agenda item. Issues are defined as bugs, errors, software short-comings, failings reported by the Users to Saab

6.2.5.2 Software Related Post Design Service Tasks

6.2.5.2.1 The Contractor shall prepare for the G-AMB Software and Firmware PDS tasks;

- a. Maintain the Software Development Environments and Source Material to maintain the delivered software / firmware
- b. Provide technical query support enabling Users to seek help on software / firmware related issues
- c. Provide in depth problem evaluation in conjunction with PDS tasks

- d. Process agreed software / firmware changes
- e. Provide qualified software / firmware releases

6.2.5.2.2 Each software release shall correct an agreed set of bugs, errors, software short-comings, failings in the 'as-delivered' G-AMB software baseline.

6.2.5.2.3 For all software changes, the Contractor shall ensure that the physical software baselines are controlled and tested at the Software Configuration Item level.

6.2.5.2.4 The Contractor shall maintain and update all software media and licence agreements such that the rights of the Contractor and the Authority to install and utilise such software are established.

6.2.6 Technical Publication Service

6.2.6.1 The Contractor shall retain responsibility for the configuration control, maintenance, modification & the issue of amendments/updates for all G-AMB Interactive Electronic Technical Publication (IETP) publications. Maintenance of IETP will be performed in accordance with a procedure & process agreed with the Authority.

6.2.6.2 The Publications shall be updated immediately for G-AMB safety amendments. All other amendments shall be compiled into an annual update if required.

6.2.7 Support Desk

6.2.7.1 The Contractor shall give the Authority technical support for the resolution of G AMB incidents via telephone or e-mail during normal office hours 08.00-16.00 CET Monday to Friday, excluding UK and Swedish Public and Bank Holidays as declared in advance during the initial QPM.

6.2.7.2 The support shall be answers to technical/operational questions related to this contract.

6.2.7.3 Technical/operational support issues shall be handled as follows:

6.2.7.3.1 A first response, including an estimated time for an answer to the matter, shall be provided within two (2) working days.

6.2.7.3.2 If the request involves a more extensive investigation or specific expertise the Contractor shall inform the Authority about any extra cost for the support. The Authority

shall inform the Contractor of his decision, confirmed by a firm order.

6.2.7.4 The Contractor shall provide the log of all G-AMB incidents for review as a standing QPM agenda item.

6.2.8 NATO Codification

6.2.8.1 The Contractor shall deliver all data necessary for NATO codification of G-AMB parts as well as for any and all G-AMB inventory additions and alterations.

6.2.9 System Safety and Environmental Impact Services

6.2.9.1 The Contractor shall manage, maintain, and if applicable update the System Safety and Environmental Impact Plan.

6.2.9.2 The Contractor shall support the Authority in maintaining the System Safety Case throughout the in-Service life (including disposal) as changes are introduced to the design, the equipment's operation, conditions under which it is used or any other reason to question the validity of the extant safety case such as technological advances or accidents.

6.2.9.3 The Contractor shall maintain the body of evidence that underpins the G-AMB Safety Case.

6.2.9.4 The Contractor shall maintain the Hazard Logs on behalf of the Authority and report any changes to these in periodic G-AMB Safety Case Reports.

6.2.10 Post Design Services

6.2.10.1 The Contractor shall for the duration of the support contract adapt and maintain competences and resources needed to be able to manage upgrades to the system cost-effectively on an arising basis.

6.2.10.2 The Contractor shall conduct PDS tasks as authorised by the Authority. All PDS activities shall be placed onto Contract through a tasking mechanism.

6.3 Supply Support Services

6.3.1 Pool of Spare Parts and Components.

6.3.1.1 The Contractor shall give the Authority access to the Contractor's spare part and component pool.

6.3.2 Spares Availability.

6.3.2.1 The Contractor shall dimension the CLS so it is possible to get a re-supply availability of 95.8% of G-AMB Spares (LRU and LRP). The LRU and LRP re-supply availability shall be defined as being 'unavailable' when there are failed assemblies, identified as LRU or LRP in the Authority's G AMB systems and the corresponding item is not available in the Contractor's storage or the contracted delivery time from the Contractor is not met. At other times the systems shall be defined (for contract purposes) as being available. The Contractor shall assist in the measurement of re-supply availability. The decision whether a system is available or not rests with the Authority.

6.3.3 Systems Availability.

6.3.3.1 The Contractor shall increase the number of repairable spares if the numbers of failures or repair turn-round time in industry results in the availability figure not being met.

6.3.4 No Fault Found.

6.3.4.1 The Authority shall have no responsibility for 'no fault found', as defined by BIT and publications fault procedures and any reduction in availability figures shall be the Contractors' responsibility.

6.3.5 Boundary between Contractor and Authority.

6.3.5.1 The interface between the Authority's support/supply chain and the Contractor shall be a UK location, the LSC Donnington or a mutually agreed alternative UK location. The Authority will advise the delivery addresses for all items to be returned after being repaired, modified or replaced. The Contractor will be responsible for transportation of serviceable and non-serviceable assemblies from and to the military supply chain.

6.3.6 Configuration Control.

6.3.6.1 By replacement is meant exchange with a corresponding item with the same form, fit and function. The replacement can be a repairable standard item and is to be considered accepted by the Authority for permanent installation in the Authority's G-AMB systems.

6.3.6.2 The Contractor shall ensure that all Spare Parts required for supporting the G-AMB equipment will be updated or replaced in line with G-AMB system configuration changes that affect the Spares. No additional contract cost shall result.

6.3.7 AMN&D Repairs

6.3.7.1 The service does not include repair/replacement of units, with defects that are resulting from accident, misuse, neglect or damage (AMN&D). The same applies to modifications or repair attempts, performed by the Authority or their representative, which are not in full conformity with the Contractor's specification and not carried out in full conformity with the Contractor's released modification instructions. Service for this kind of failures will be delivered after a case-by-case agreement.

6.3.7.2 The sentencing of failed items shall determine where liability falls in terms of cost for repair or replacement. The sentencing Committee will consist of a representative from Contractor and the Authority. The sentencing of failed items will take place as part of the Quarterly Progress Meetings (QPM).

6.3.7.3 The Contractor shall on request and after a written order from the Authority also repair LRUs and/or replace LRPs damaged by accident, misuse, neglect, damage.

6.3.7.4 The repair time for this kind of defects can be longer than the repair times stated normally and the repair shall not be included in the statistics as a repair exceeding the repair times stated above.

6.3.7.5 If an obsolete component has to be used for a repair dependent of AMN&D, the Authority shall sanction its use.

6.3.8 Request Handling

6.3.8.1 The Contractor shall take full responsibility for supporting the Authority with needed spares for as long as the agreement lasts. Needed spares are defined as spares for all random failures.

6.3.8.2 The Contractor shall be responsible for replacement of all defective Line Replaceable Units, (LRUs), replacement of defective Line Replaceable Parts (LRPs), supply of Consumables, and other parts that are supplied by the Supplier. LRU's are defined as repairable units and LRP's are defined as not repairable.

6.3.8.3 By replacement is meant exchange with a corresponding item with the same form, fit and function. The replacement item can be a refurbished item and is to be considered accepted by the Authority for permanent installation in the Authority's G AMB systems.

6.3.8.4 This service is valid for parts delivered by the Contractor and is parts of the Authority's G-AMB system.

6.3.9 Inventory Management

6.3.9.1 The Contractor shall increase the content of the pool with spare parts and components needed for the execution of the repair services in this contract.

6.3.9.2 The Contractor shall maintain the spare part and component pool during the contracted period.

6.3.9.3 The Contractor shall administrate the supply of components and spare parts needed for the execution of the repair services.

6.3.9.4 The Contractor shall guarantee the availability of spare parts and components held in store for the contracted period.

6.3.10 Support & Test Equipment Services.

6.3.10.1 The Contractor shall ensure that all Special to Type Test Equipment / Tools (STTE) required for supporting the G-AMB equipment will be updated or replaced in line with G-AMB system configuration changes that affect the STTE. No additional contract cost shall result.

6.3.11 Delivery services

6.3.11.1 Delivery time

6.3.11.1.1 The delivery time for items identified as LRUs and LRPs not included in the PEP shall be less than ten (10) working days.

6.3.11.1.2 The delivery time for replenishment of items identified as LRUs and LRPs in the PEP shall be less than fifteen (15) working days calculated as an average on a yearly basis.

6.3.11.1.3 The delivery time is measured from when the Contractor receives and acknowledges a request to the time an item is delivered to the Authority's supply chain.

6.3.11.1.4 The delivery time of spares is only valid for LRUs and LRPs. Consumables used for servicing shall be delivered as a batch on a yearly basis.

6.3.11.1.5 Defective parts shall be returned to the Contractor's premises in Sweden for repair/exchange by the Contractor.

6.3.11.1.6 If the defective part is not returned to the Contractor or the Contractor's agent within thirty (30) working

days after the Contractor has delivered the corresponding replacement part the sentencing Committee shall determine liability.

6.3.11.1.7 Acceptance test in the presence of the Authority's inspector is not included.

6.3.11.2 Transports.

6.3.11.2.1 The delivery terms shall be as stated in the contract.

6.3.11.3 Custom Clearance.

6.3.11.3.1 The Contractor shall be responsible for the Customs Clearance of Spare Parts in Sweden.

6.3.12 OEM Level Repair or Replacement Service

6.3.12.1 The Contractor shall be responsible for repair or replacement of all defective Line Replaceable Units, (LRUs), and replacement of defective Line Replaceable Parts (LRPs) for all random (reliability) failures and supply of Consumables needed for servicing.

6.3.12.2 The service shall be valid for parts delivered by the Contractor for the Authority's G-AMB system.

6.3.12.3 LRU's are defined as repairable units and LRP's are defined as not repairable

6.3.13 Obsolescence Management

6.3.13.1 The Contractor shall be responsible for all obsolescence issues during the contracted period in accordance with the Obsolescence Management Plan. This means that if the Contractor misses a last time buy during the contracted period, the Contractor shall be responsible for the consequences without any additional cost for the Authority.

6.3.13.2 The Contractor shall provide an update on Obsolescence issues at the Quarterly Progress meetings.

6.3.14 Disposal services

6.3.14.1 The Contractor shall implement and maintain the G-AMB Disposal Plan in accordance with System Safety and Environmental Impact Plan as per the delivery contract.

6.3.14.2 Items for disposal shall be a standing QPM agenda item.

6.3.15 Packaging

6.3.15.1 The Contractor shall be responsible for packaging of Spare Parts in accordance with DEFSTAN 81-001 Part 1, the commercial standard for the transport to the Authority's transfer point.

6.3.15.2 The Contractor shall ensure that all items (delivered to the Military Supply System) are accompanied by a completed MOD Consignment Tracking Information Sheet, in accordance to the requirements of JSP 886, Vol 3, Part 7.

6.4 Training Services.

6.4.1. The Contractor will inform the Authority of any training revisions required due to identified changes to the system and provide updated G-AMB technical data and material relating to changes to the configuration of the equipment to allow the Authority Training personnel to update the Operator service provided course(s).

6.5 Maintainer Laptops

6.5.1 The Contractor shall provide support (including software licences) for the Maintainer Laptops throughout the contract period to enable level 1-3 maintenance to be performed on the G-AMB. (Total systems 12, 1 per system, 1 for training and 1 as a spare)

6.6 REME Maintainer Training (G-AMB Course Provision)

6.6.1 The Contractor shall conduct a six week G-AMB Maintainer Training course in the UK (16 RA Regiment, Thorney Island or another mutually agreed location)

6.6.2 The course shall provide a minimum of four and maximum of eight students with the knowledge and understanding of the G-AMB system such that they can maintain the G-AMB to the required level of maintenance and availability.

6.6.3 On completion of each Maintainer Training Course the Contractor shall produce individual student reports. The reports will provide recommendations as to whether the student has passed or failed a course of instruction for which the Contractor is responsible.

6.7 Giraffe Training System (GTS)

6.7.1 The Contractor shall provide CLS support (including software licences) for the GTS throughout the contract period, one (1) GTS teachers station, with 8 spare student stations.

6.7.2 The Giraffe Training System is a synthetic G-AMB for training of Giraffe AMB operators in a classroom environment. There is no need for real training surroundings, live targets or real radar systems when training on GTS.

6.7.3 The GTS consists of the following parts:

- a. Simulation Manager (SiM) which is the teachers working station. In SiM exercises are planned, executed, monitored and evaluated.
- b. Giraffe Classroom Trainer (GCT) which is the trainees working place. GCT emulates the real G-AMB.
- c. The GTS shall represent the current UK G-AMB configuration.

6.8 Deployable Spares Pack.

6.8.1 The Contractor shall provide at 16 Regt RA Thorney Island or another mutually agreed location in UK a Spares Pack drawn from Contractor held spares. The Spare Pack shall be ranged and scaled to sustain the level of availability required to complete training exercises, up to 30 Days in duration.

6.9 STTE.

6.19.1 The Contractor shall provide and maintain 3 sets of Special Tools and Test Equipment (STTE) to enable level 1-3 maintenance to be performed on the G-AMB.

7 Contract Options

Ref	Item	Description	Comment
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Ref	Item	Description	Comment
7.1	Operator Train the Trainer Refresher Course	<p>The Contractor shall conduct a (Three – TBD) week Operator Train the Trainer refresher course utilising a G-AMB in the UK (16 RA Regiment, Thorney Island or another mutually agreed location)</p> <p>The content of this course shall be mutually agreed two (2) months before the course starts.</p>	Up to 4 students per course including operation of Giraffe Training System
7.2	REME Maintainer Training (Technical)	The Contractor shall conduct a six week G-AMB Maintainer Training course in the UK (16 RA Regiment, Thorney Island or another mutually agreed location).	<p>Cost to be provided for:</p> <ul style="list-style-type: none"> • 4 Students • 8 students
7.3	REME Maintainer Training (Mechanical)	<p>The Contractor shall conduct a 2 Week G-AMB REME (Mechanical) Maintainer training course in the UK (16 RA Regiment, Thorney Island or another mutually agreed location).</p> <p>Course content should include Hydraulic System, Power Plant and Cooling System.</p>	<p>Cost to be provided for:</p> <ul style="list-style-type: none"> • 4 Students • 8 students
7.4	<p>ERES Software Tool</p> <p>ERES Training</p>	The Contractor shall provide, on loan, a software tool for data analysis (ERES reading tool and tool for conversion into Matlab format) with an introduction to that tool at the Contractor's premises.	<p><u>Duration of loan:</u></p> <ul style="list-style-type: none"> • <u>One year</u>
7.5	Subject Matter Expert (SME) Support for Field Exercise or Trials	The Contractor shall provide, in UK mainland a Subject Matter Expert for the period of operational running (see below) allowing resolution of faults within 2 hours for a minor fault, 8 hours for an intermediate fault and 24 hours for a complex fault.	<p>Duration of event :</p> <ul style="list-style-type: none"> • 1 Week • 2 Weeks • 4 Weeks
7.6	G-AMB Transportation	One way transport of one (1) G-AMB system between UK mainland and Sweden in either direction, insurance included.	

Ref	Item	Description	Comment
7.7	European Training/Exercise Support	Enhanced CLS support for Training Exercises within Europe.	Duration of event : <ul style="list-style-type: none"> • 1 Week • 2 Weeks • 4 Weeks
7.8	Deployable Spares Pack	Provision of Spares pack scaled according to 30 day deployment – not including major assemblies e.g. Power Plant, Air Conditioning Unit etc.	Duration of event : <ul style="list-style-type: none"> • 1 Week • 2 Weeks • 4 Weeks
7.9	G-AMB Refurbishment	Refurbishment/reset of G-AMB at contractors premises.	One system to include Transportation from UK to Sweden and Return to UK
7.10	Deployed ■ CLS Support	<p>The Contractor shall provide Basic CLS support to G-AMBs deployed under ■.</p> <ul style="list-style-type: none"> • Up to 3600 hours usage per annum. • Provision of deployed spares pack to enable operational usage availability of 95% • Provision and maintenance of 1 set of STTE 	<p><u>Total 3 systems deployed.</u></p> <ul style="list-style-type: none"> • 2 systems – in use • 1 System – hot spare. <p>Usage to be spread across available systems.</p> <p>From Late 2020 (TBD) to end of contract duration.</p>
7.11	Special To Type Test Equipment	Additional sets of STTE	<u>Price per set for a one (1) year period</u>

Ref	Item	Description	Comment
7.15	Enhanced CLS (Low Profile)	<p>- Up to 2000 active transmitting hour Operational usage / 3 months, across the deployed systems and to include:</p> <p>24/7 Helpdesk Support</p> <p>Priority Access to Contractors spares part pool.</p> <p>3 Day delivery of demanded spares, to UK.</p> <p>Provision and maintenance of 1 set of STTE pack for each deployed system.</p>	Assume 2 systems in use
7.16	Enhanced CLS (Medium Profile)	<p>Up to 4000 active transmitting hour Operational usage / 3 months across the deployed systems and to include.</p> <p>24/7 Helpdesk Support</p> <p>Priority Access to Contractors spares part pool.</p> <p>3 Day delivery of demanded spares, to UK.</p> <p>Provision and maintenance of 1 set of STTE pack for each deployed system</p>	Assume 2 systems in use
7.17	Enhanced CLS (High Profile)	<p>Up to 6000 active transmitting hour Operational usage / 3 months and to include:</p> <p>24/7 Helpdesk Support</p> <p>Priority Access to Contractors spares part pool.</p> <p>3 Day delivery of demanded spares, to UK.</p> <p>Provision and maintenance of 1 set of STTE pack for each deployed system.</p>	Assume 2 systems in use

8 Authority's Responsibility

8.1 General

8.1.1 The Authority shall ensure that all of its personnel have successfully completed Operator and/or Maintenance training before they operate and maintain the G-AMB.

8.1.2 The Authority shall ensure all routine maintenance of the G AMB system in accordance with Operators' and Maintenance instructions, including provision of fuel, oil, water, lamps and fuses.

8.1.3 The Authority shall ensure all corrective maintenance at first and second line i.e. fault finding/fault isolation, removal and replacement of any faulty part/parts (LRPs and/or LRUs) identified as exchangeable at first and second line in the delivered maintenance plan.

8.2 Program Management.

8.2.1 A suitably qualified Equipment Support Manager (ESM) shall be appointed at the Authority. The ESM shall manage the execution of the CLS Contract and shall be the single point of contact towards the Contractor.

8.3 Spare Part Support

8.3.1 Announcement.

8.3.1.1 The Authority shall inform the Contractor, by e-mail, as soon as possible the request for a spare part. The announcement shall contain information of the type of LRU/LRP and error symptoms.

8.3.2 Delivery to Contractor.

8.3.2.1 Defective LRU's shall be sent to the Contractor's facilities in Sweden. If the defective LRU is not returned to the Contractor within thirty (30) working days after the Contractor has delivered the corresponding replacement part the Sentencing Committee will determine liability for replacement.

8.3.3 Failure Report.

8.3.3.1 The defective part shall be delivered to the Contractor accompanied by a Failure report. The failure report shall contain the following information:

- a. Name, e-mail, phone number of the reporting person
- b. Product number, R-state

- c. Serial number
- d. Probable reason for failure
- e. Frequency of failure
- f. Failure detected at/after
- g. Fault description (heading and long description, including e.g. effects of the fault, fault codes in the BIT system etc.)
- h. Other information (humidity, temperature)
- i. Total operational time for the item

8.3.4 Transports.

8.3.4.1 The delivery terms according to the contract.

8.3.5 Packaging.

8.3.5.1 The Authority shall be responsible for the packing of defective parts for transport to the Contractor in a reusable container in accordance with DEFSTAN 81-001 Pt 1

8.3.6 Storage of Spares.

8.3.6.1 The Authority shall be responsible for the storage of the leased Spare Pack and STTE.

8.3.6.2 The storage area shall include the following facilities:

- a. Dust controlled environment
- b. Temperature and humidity controlled environment
- c. Air humidity shall be 40% \pm 10%
- d. Temperature of 25 \pm 5 degrees Celsius
- e. Amount of air needed:
Cabin: 4.4 litres/second (16 m³/h)
Antenna: 2.8 litres/second (10 m³/h)
- f. Shelves
- g. Refrigerator for storing of labels, glues, chemicals, paint etc.
- h. For storing of the TWT Unit, special requirements are valid. The TWT as spare is delivered in a special transportation box. The TWT shall be stored in this box and the ion pump shall be supplied with 230 V / 60 Hz voltage.
- i. Magnetic material shall be stored separately.

8.3.7 Customs Clearance.

8.3.7.1 The Contractor shall be responsible for the Customs Clearance of parts in the Authority's country.

8.3.8 Maintenance.

8.3.8.1 The Authority shall provide the Contractor with all available information regarding any changes and modifications to the equipment carried out by the Authority as well as information regarding any installed third-party hardware or software that may affect the performance of the support services.

8.4 Training

8.4.1 General

8.4.1.1 During the maintenance training period it is the Authority's responsibility to make at least one G AMB system per four students available for practical training purpose.

8.4.1.2 The Authority shall be responsible that the personnel selected for training programs fulfil the following prerequisites:

- a. Basic training in the field of electronics.
- b. Good knowledge of digital techniques and supply systems.
- c. Knowledge and experience of maintenance of electronic systems.
- d. Experience of operating electronic measuring instruments.
- e. Some experience from mechanical workshops.
- f. Good knowledge of own maintenance organization.

8.4.2 Training facilities.

8.4.2.1 The Authority is responsible for the provision of the required training facilities at customer site.

8.4.3 Report of Operational Mission Time.

8.4.3.1 The Authority shall report the status of the operational mission time for each G-AMB system yearly starting at the T0 of the contracted period.