EQUIPMENT SUPPORT

Purpose of Requirement

This SOR Section is to read in conjunction with SOR Section 1 – Introduction.

This Service Requirement aims to ensure that:

- Equipment is supported and maintained such that it is available in accordance with the Authorities requirements.
- Spares for Equipment are managed and maintained efficiently.
- Obsolescence risks with Equipment are proactively identified and managed to ensure the ongoing supportability of the Equipment;
- Necessary post-design changes or upgrades to Equipment are identified and implemented in a timely and cost-effective manner;
- Replacement or new Equipment is identified and procured in an efficient and cost-effective manner to secure best VfM for the Authority,
- Associated test, acceptance and installation services are provided to ensure that the Equipment meets the Authority's requirements; and
- Equipment is decommissioned, relocated, recommissioned and/or disposed of in a timely and cost-effective manner.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
Sub Sect 01 - Equipment Support General Services					
R.08.01.01	Provide an equipment management service to maintain an effective Equipment Support (ES) service, which is to include: the inspection, load testing, scheduled maintenance, diagnosis, Level 1 to Level 2 (level 3 iaw R.08.02.06) maintenance and general engineering support for all equipment, including to main equipment, vehicles, weapons, small arms, ancillary equipment and training aids (less those supported under separate contracts) listed either in the REME Schools Army Establishment Tables (AF 8005) or held on the 'Management of the Joint Deployed Inventory (MJDI)' through JAMES which the contractor will have (direct or indirect) access to. The contractor shall provide equipment support to those aircraft, GSE and training aids held by DSAE(L) and any other equipment issued to the 8005 belonging to the schools in order to support training. 2. Comply with the requirements of the Unit Equipment Care Directives (UECD).	Only those repairs waiting 6 monthly inspection or labour can be scored against the Contractor, provided demands for spares were executed in accordance with R.08.01.03. Calibration is the responsibility of Authority's Contracted Service Provider Load Testing is covered under R.08.02.10. The security armoury will be managed by the Soft FM contract; the Soft FM contract will also conduct Level 1 maintenance. Level 2 and 3 ES to those weapons held in the Security Armoury at Lyneham will be provided by the DCTT EMTC. 1. The Authority is responsible for producing and maintaining the UECD. 2. The LEA will cross contractual boundaries and therefore the Contractor will need to liaise closely with the Authority's Contracted Service Provider to ensure a satisfactory grading is achieved for	See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI. See R8, Annex B for security armoury holdings. Approximately 250 small arms and associated sights and ancillaries. 3. ECI annual mandatory inspection by HQ Land.	1. In accordance with the relevant support publications AESP 0200-A-093-013 (Land Equipment User Maintenance Standards) 3. Achieve a Satisfactory grading In accordance with AESP 0200-A-093-013 (Land Equipment User Maintenance Standards)	1. No failure to comply with the Authority Regulations. The benchmarks shall be no justified complaints that a lack of availability of either equipment or materiel caused the cancellation of a course, planned training or resulted in a failure to meet a planned task. 2. No failure to comply with the UECD. 3. No failure to comply with the Authority Regulations.

	3. Ensure that the annual LEA has no attributed Legislative non-conformance to areas of sole control. 4. In conjunction with the Authority produce an action plan to rectify any observations from the LEA in conjunction with the Authority. The contractor must comply with those remedial actions from the plan which are directly in the Contractors area of responsibility 5. Ensure all Contractor ES Staff are, appropriately[1] trained and that records of their training are maintained. 6. Provide a service to manage the Training Armoury housed in the Technical Training Area at Lyneham. The service shall include: a. Provide a service to issue and receive small arms, weapons and associated sights and sighting systems on a pre-booked system for routine technical training. b. Ensure the security of all weapons whilst secured in the Armoury and only issue weapons to authorised personnel in accordance with current MOD Regulations.	equipment within the areas of responsibility of the Contractor. . 5. The Authority to facilitate Contractor access to equipment courses. The Authority shall facilitate contractor training and where required authorise locally for SQEP on Ground Training aids (GTA) 6. In this instance the definition of appropriate is that training shall be commensurate with both the type and level of appointment within the organization and for the types of equipment they are responsible for maintaining. Any service policy authorisations required for SQEP must be provided by the Authority	4. Determined by the results of the ECI. 5. Contractor determined. 6. Approximately 500 small arms of various types. See R8, Annex B for holdings.	6. JSP 886, JSP 440, The Defence Manual of Security. Local Authority Instructions. The service shall meet all statutory requirements. 100% accuracy of issues and receipts at all times. b. No incident of unauthorised weapons being received or issued.	4. No failure to support an action plan or any remedial actions directly in the Contractors area of responsibility 5. No justified failure to provide trained Staff. No failure to maintain Staff training records. 6. No failure to comply with the Authority's Statutory Regulations. No failure to provide. b. No failure to provide.

[1] The Authority recognises that the Contractor will employ a range of qualified individuals ranging from apprentices, fitters and mechanics up to charge hands and section heads.

	7.Carry out routine stock takes and materiel assessment checks in the Training Armoury 8. Provide administration services, instruction, support and safety staff to achieve the safe and effective operation of the equipment within the Training Armoury and during those occasions when weapons are taken out for training conducted by contractor personnel.	7. The Authority is responsible for the authorisations of any 3rd party maintenance personnel if it is a requirement of service policy. 8. 8 . The Training Armoury holds those weapons used for the delivery of engineering training and includes some historic weapons. The training Armoury is required from Sep 15 .			
R.08.01.02	1. Provide a service to ensure the availability of sufficient Training Equipment, at agreed times and locations, that are fit for task to safely support delivery of the EOs and TOs and support any other training activity dictated by the Authority. 2. Bring to the Authority's attention any instance or likelihood of training or	Times and locations are agreed between the Authority and the Contactor. The Contractor will not be held to account due to delays in the Authority's supply chain. The Representative for the Authority's DO will be responsible for conflict resolution. Equipment with limited utilisation, due to the nature of the TO for which it is allocated, may be defined as 'Static Role' in agreement with the Authority. Static Role equipment may be subject to a revised preventative maintenance and inspection policy, in accordance with, and as directed by the Authority's Whole Fleet Management (WFM) requirement.	See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI. 2. On arising.	In accordance with the Authority's Documentation.	1. The benchmarks shall be no more than 1 justified complaint per month that causes any disruption to training through the lack of availability of either equipment or materiel to meet a planned task. No failure to comply with the Authority Regulations.

	support to training being constrained by lack of Training Equipment.	Where Aircraft are classified as Ground Training Aids (GTA) and are not required by the Project Teams to be maintained iaw Air Publications or MAA regulations, the Authority are to provide any written schemes for reduced maintenance, servicing and inspection regimes. These schemes are to be agreed with the Contractor and approved and authorised by DSAE(L).			2. All instances to be notified to the Authority within 1 working day.
R.08.01.03	1. Utilise the Authority provided Military Supply System (MSS) to place Spares Demands, in order to maintain availability of Training Equipment: 2. Submit Spares Demands within 1 working day of the fault being diagnosed. 3. The Contractor shall raise LPO's when consumable items are not available through MSS or when instructed to do so by the Authority and pass them to the Authority for approval and purchase. EMTC related LPOs only. 4. Hasten demands, in the event that Supply Chain Pipeline Times are exceeded, through the Authority's Contracted Service Provider.	1. DSEME use the Military Supply System for the provision of replacement NATO Codified spare parts, although certain items such as tyres and windscreens, are obtained and fitted by local suppliers via MOD Contracts under the Direct Repair Scheme. The interface for the Military Supply System is through the Authority's Contracted Service Provider. 2. Demands must be justifiable i.e. spares required to repairs faults, which have been accurately diagnosed during inspection by a competent trade person. All Spares Demands will be audited by the Authority and the Authority's Contracted Service Provider.	1. On arising. 2. On arising. 3. On arising. LPO Volume: DSEME - Indicative volume of 12 hrs per week. 4-5 LPOs per month. DSAE(L) – Indicative volume of 12 times a year with spares support. 4. On arising.	All demands must be placed in accordance with JSP 886 (The Defence Logistics Support Chain Manual). JSP 332. JSP 895.	No failure to comply with Authority's Regulations. No more than 1 justified complaint per month. 2. 90% of spares required should be ordered within 1 working day of the fault being accurately diagnosed by a competent tradesman. The remaining 10% must be met within the following working day.

R.08.01.04	Provide a service to load, off-load and manoeuvre equipment on site.	All tracked vehicle drivers must hold the appropriate equipment licence. Equipment to be loaded or off-loaded as is reasonably practical after arrival of the transport asset After maintenance or repair Equipment to be manoeuvred and in place in time for commencement of training.	All loading and unloading of tracked vehicles their movement on roads to be iaw, Army Code No 71276 (Standing Orders for the Safety of Crews of AFVs).	To be completed within 2 hours from arrival (within core working hours) . No more than 1 justified complaint per month. No failure to comply with the Authority Regulations.	
R.08.01.05	Provide a service to move vehicles being used as training aids, on site, to the location of training and if necessary moved to a storage location on completion of training.	All vehicle must hold appropriate driving licenses and have been familiarised with the vehicles. Vehicle familiarisation will be provided by authority to contractors. Vehicles are to remain in place for duration of training course. Movement will be on MOD Lyneham site only. Movement as per training course scheduling. No unnecessary movement and movement is to be minimised to reduce track mileage.	As per TP and scheduling.	Vehicles their movement on roads to be iaw, Army Code No 71276 (Standing Orders for the Safety of Crews of AFVs).	No courses cancelled due to lack of vehicles in place for training. No more than 1 justified complaint per month. No failure to comply with the Authority Regulations.
R.08.01.06	Provide a service to move vehicles from training or storage locations on site to contractor maintenance servicing and repair facilities.	All vehicle must hold appropriate driving licenses and have been familiarised with the vehicles. Vehicle familiarisation will be provided by authority to contractors. Movement in line with contractor maintenance plan.	As per TP scheduling and maintenance and servicing plan.	Vehicles their movement on roads to be iaw, Army Code No 71276 (Standing Orders for the Safety of Crews of AFVs).	No courses cancelled due to lack of fully fit vehicles. No maintenance activity cancelled due to vehicle not being in place.

		De-confliction with scheduling to ensure maximum vehicles available for training. Movement will be on MOD Lyneham site only. No unnecessary movement and movement is to be minimised to reduce track mileage.			
R.08.01.07	Provide a service to load, off-load and manoeuvre equipment on site for those vehicles requiring maintenance and servicing events (this does not include regimental motor transport). Provide a service to manoeuvre aircraft around the designated training space and on request assist the Authority with aircraft movement externally.	All tracked vehicle drivers must hold the appropriate equipment licence. Equipment to be loaded or off as soon as is reasonably practical after arrival of the transport asset. After maintenance or repair equipment to be manoeuvred and in place in time for commencement of training. DSAE(L) will procure, maintain, service and arrange periodic/6 monthly thorough examination/inspection of the equipment used to manoeuvre aircraft e.g. Heli lift. Any specific training required to use the manoeuvring equipment will be provided by DSAE(L).	Contractor determined based upon mobile GFA.	All loading and unloading of tracked vehicles their movement on roads to be iaw, Army Code No 71276 (Standing Orders for the Safety of Crews of AFVs).	These are to be completed within 2 hours from arrival (within core working hours) No more than 1 justified complaint per month. No failure to comply with the Authority Regulations.
R.08.01.08	1. Provide an accurate Training Equipment documents service to include the tracking/reporting of all the servicing, inspection, diagnosis, repair and modification activities of all Government Furnished Assets (GFA items and non-IPT supported training aids. The service shall ensure:	1. Instructions contained in the appropriate equipment documents and vehicle record books.	See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI.	In accordance with ACSO 9015 and JSP 800 Vol 5, Part 3, Chap 5 (F/MT1000 Series and Vehicle Asset Management) and the appropriate AESP, EMER, MRPs or approved Manufacturer's	No more than 1 justified complaint per month. LEA identifies a minimum of 95% of Contractor managed equipment documentation correctly recorded.

	a. The mandatory recording of equipment history, including maintenance and servicing activities, to be recorded accurately using the Authority provided asset management system (JAMES). b. Attend the DSAE(L) ASM Production meeting providing an update on all Aircraft, GSE and other training equipment as required (weekly) c. Maintaining a record of the Equipment used in the delivery of the Training Services. d. Tracking and recording of incidents / defects which affected the provision of scheduled training to Trainees within the agreed Training Plan; e. Recording of incidents / defects which resulted in an unplanned maintenance action; f. Conducting a full audit of the GFA Register to inform the Public Store Account, when requested by the Authority; g. A stock check of the Public Store Account and producing reconciled reports in	a. For DSAE(L) mandatory recording of aircraft and equipment history, including maintenance, servicing and inspection activities, to be recorded accurately using the Authority provided or approved Air documentation system. DSAE(L) GSE equipment is to be maintained using JAMES		Documentation and JSP 930..	No failure to comply with Authority's Regulations.

	accordance with the Terms and Conditions of the Contract. h. Providing quarterly reports on GFA holdings in accordance with the Terms and Conditions of the Contract.				
R.08.01.09	1. On the request of the Authority meet the Authority's requirement for all relevant Equipment Support Reports and Returns (R2), these will include: a. Weekly Equipment Availability Return (WEAR). b. Critical Operational Spares List (COSL) as required. c. Track Mileage. d. Training Aid Returns. e. JAMES. f. Attend the DSAE(L) ASM Production meeting providing an update on all Aircraft, GSE and other training equipment as required (weekly)	Contractor shall provide to the Authority's Equipment Manager (EM) will collect availability and utilisation reports from the Contractor Equipment Manager (ESM) The DO representative will collect the WEAR and COSL information from the Contractor Equipment Support Manager when requested The contractor is not responsible for negotiation DSEME annual track mileage allocation	Contractor determined based upon holdings and utilisation.	In accordance with LFSO 4505 and JSP 800 Vol 5, Part 3, Chap 5.	No failure to provide and maintain accurate Equipment Support Reports and Returns. No more than 1 justified complaint per month.
Sub Sect 02 – Equipment Support Services					
R.08.02.01	1. Produce and publish an accurate periodic Inspection and Servicing Plan covering all GFA the contractor is responsible for which requires inspection or servicing. This does not include either calibration or lifting equipment which are covered separately. The plan must:	Calibration is the responsibility of Authority's Contracted Service Provider t Load Testing is covered under R.08.02.10.	See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI.	In accordance with ACSO 9015 and JSP 800 Vol 5, Part 3, Chap 5 (F/MT1000 Series and Vehicle Asset Management) and compliant with the relevant AESP, EMER, MRP or	1. No failure to provide an accurate Inspection and Servicing Plan. No failure to comply with the Authority Regulations.

	a. Not adversely affect the delivery of training or the support to training. b. Comply with the servicing frequency and standards as follows: (1) For mobile equipment, the frequency and standard of inspection must be in accordance with the relevant AESP, EMER, MRP or approved Manufacturer's Documentation and DET(R) legislation, where appropriate. (2) For non-mobile equipment, those which are used for training shall be inspected at the frequency and standard laid down in the relevant AESP, EMER, MRP, approved Manufacturer's Documentation or Equipment Support Standing Instructions (ESSI). (3) For non-mobile Training Equipment/training aids where there are no AESP, EMER, MRP, approved Manufacturer's Documentation or ESSIs provided, then these equipment shall be inspected at least annually and to the standard stated iaw locally produced instructions.	b. The plan must not impinge on the delivery of training. B(1) – DSEME training vehicles must be serviced and maintained in accordance with the Unit Equipment Care Directive (UECD) (2) Currently, there are Authority agreed concessions in place to reduce over –servicing on non-mobile equipment. (3) The Authority shall supply a list of these equipment in the UECD and specify the standard to inspect against c. All relevant branches to receive a		approved Manufacturer's Documentation.	No more than 1 justified complaint per month. a. No instances of delivery of training or the support to training being adversely affected in areas of responsibility directly controlled by the Contractor. c. No failure to give 1 month notice.

	c. Be reviewed and published monthly to all branches using the relevant equipment. d. Be re-published as and when amendments are agreed with the User.	minimum of 1 month notice before equipment is called for serving/ inspection. The Authority will ensure that the AMD will remain current and reflective of DSAE(L) operational equipment iaw Air Publications, AESO's, MAP01 and RA4212 Where DSAE(L) GTA are no longer required to be maintained as operational equipment, written schemes shall be provided by the Authority. Any unofficial modifications or adaptions to GTA or training aids which are not routine maintenance are DSAE(L)'s responsibility.			d. No failure to re-publish amendments within 1 week of agreement with the User.
R.08.02.02	1. The Contractor shall carry out: a. The servicing of all Training Equipment at the times set in the published Servicing and Inspection Plan. b. Conduct all servicing tasks specified for the Training Equipment in the appropriate AESP, EMER, MRP or approved Manufacturer's Documentation.	The Contractor shall produce the Servicing and Inspection Plan. Service all Training Equipment at the times set out in the published Servicing and Inspection Plan. Training Equipment to be serviced within one month ahead of the due date.	See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI.	All servicing tasks to be conducted iaw LFSO 4505 and JSP 800 Vol 5, Part 3, Chap 5 (F/MT1000 Series and Vehicle Asset Management) and the relevant AESP, EMER, MRP or approved Manufacturer's Documentation.	95 % of equipment to be serviced within one month of the due date the balance within a further week. No failure to comply with Authority's Regulations. No more than 1 justified complaint per month.
R.08.02.03	1. Provide an Inspection service to:	Inspections to be conducted by appropriately trained person on all equipment at the times set in the published Servicing and Inspection Plan.	See Annexes A, B & C for baseline equipment information. A live base for equipment	In accordance with the Authority's documentation. All inspections to be conducted LFSO 4505 and JSP 800 Vol 5, Part 3,	No failure to conduct inspections on time. No failure to comply with Authority's Regulations.

	a. Inspect all Training Equipment at the times set out in the published Servicing and Inspection Plan, in accordance with the relevant AESP, EMER, MRP or approved Manufacturer's Documentation. b. Conduct and facilitate those inspections which are specified in the AESP, EMER, and MRP or approved Manufacturer's Documentation, to be completed by the equipment User. c. Conduct Receipt and Disposal Inspections as and when GFA arrives or leaves the Schools. d. DSAE(L) GTA and GSE servicing and maintenance will be set out in the published plan, in accordance with the relevant Air Publications, MAP01, RA4212 and Authority provided written schemes	Receipt and Disposal Inspections to be carried iaw the specified AESP, EMER, MRP or approved Manufacturer's Documentation.	holdings will be on the MJDI. a. As determined by the published Servicing and Inspection Plan. b. As determined by the published Servicing and Inspection Plan. c. As required.	Chap 5 (F/MT1000 Series and Vehicle Asset Management) and the relevant AESP, EMER, MRP or approved Manufacturer's Documentation.	No instances of planned inspections impinging on training delivery. No more than 1 justified complaint per month.
R.08.02.04	Operate a fault reporting system. The system must be simple for the equipment Users to understand and operate, shall be published in the UECD and well advertised in all user branches within the Schools.	User/ES interactive JAMES system replaces the AF G1045 system. The AF G1045 system will remain as a permanent back-up	On arising. See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI.	In accordance with JSP 800, Vol 5, Part 3; Chap 5 and AESP 0200-A-093-013. All faults are raised in accordance with the Authority's policy (AFG 1045).	No failure to provide and operate a fault reporting system. No failure to comply with Authority's Regulations. No more than 1 justified complaint per month.
R.08.02.05	1. Provide a service which on identifying a fault during servicing or inspection, diagnoses and asses the necessary repair.	Equipment Failure Reports (EFR) to be submitted i.a.w. the UECD.	On arising See Annexes A, B & C for baseline equipment information. A live	In accordance with the UECD	No failure to provide a diagnostic service. No instances of spares required not being ordered within 1 working

	2. Provide a service, in response to other faults reported, to inspect, diagnose and assess the repair requirements.	Where suitable, the Direct Repair Scheme (DRS) Procedure[2], as outlined in the Defence Logistics Support Chain Manual JSP 886, Volume 4, Pt 200, Sect 32 – Direct Repair Scheme (DRS) Procedures, shall be utilized.	base for equipment holdings will be on the MJDI.		day of the fault being identified where practicable. No more than 1 justified complaint per month.
R.08.02.06	1. Provide a level 1 maintenance service for vehicles detained in the Contractors Article in Use (AinU) and equipment which the Contractor is responsible for 2. The AinU or User of the equipment shall conduct all maintenance level 1 repairs in accordance with the appropriate AESP, EMER, MRP approved Manufacturer's Documentation or UECD 3. ESD shall conduct Level 2 maintenance and also some Level 3 maintenance, for which the appropriate AESP, EMER, MRP, approved Manufacturer's Documentation or UECD and facilities allow, arising from planned servicing, inspection and reported faults. 4. All Level 1 and Level 2 modifications on equipment listed in the Ainu.	1. Regardless of how the fault has been identified. Level 3 maintenance may exceptionally be undertaken by mutual agreement 2. The equipment User is responsible for Level 1 maintenance. In this context the word User is deemed to refer to the Instructor using the equipment for either training or support to training purposes. 3. The Contractor is responsible for conducting all Level 2 maintenance and those Level 3 maintenance for which the appropriate AESP, EMER, MRP, approved Manufacturer's Documentation or UECD and facilities allow. 4. Safety modifications will automatically be awarded the highest priority at all times.	See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI.	Repairs shall be carried out in accordance with the appropriate AESP, EMER, and MRP or approved Manufacturer's Documentation.	No failure to provide a Level 1 to 3 service. No instances of delivery of training being adversely effected. No justified failure to comply with the Authority's Regulations. No more than 1 justified complaint per month. 4. 100% of urgent modification timescales to be met on any equipment provided spares are available. 99% of modification timescales to be met on mobile equipment and on

[2] The DRS was initiated to provide the three Services with a cost-effective means by which they can exchange /repair a variety of common MT Components within a short 'lead time'. Consequently reducing the time vehicles are off the road for the want of low cost components.

		Thereafter the priority shall be as follows: Priority 1 - Tasks on any equipment which if not carried out will impinge on either the delivery of training or the support to training. Priority 2 - Equipment used in the delivery of training but not required immediately for training. Priority 3 - Equipment which is subject to WFM but not immediately required for training. Priority 4 - All other equipment.			the systems, which are used for training on non-mobile equipment, when spares are available. Provided spares are available, 99% non-mobile equipment or systems which are never used for training that require first line repairs or modifications shall be maintained within one year of the requirement being identified. Equipment that requires immediate modifications which affect safety shall not be utilised but shall be maintained within an agreed timescale.
R.08.02.07	When instructed by the Authority the Contractor shall provide requirements development services for new or replacement Equipment, to ensure that the requirement specifications for such equipment are fit for purpose, aligned with training modernisation and meet the Authority's training requirements. The requirements development services may include, but shall not be limited to: • Analysis and production of concepts of employment and operation; • Development of requirements documentation, including User Requirements Documents, System	The requirements for new or replacement may arise from the training requirements generated from the Analysis of Training activities.		In accordance with standards set out in the Tasking Order. In accordance with Authority policy / guidance docs on requirements management and acceptance as set out in UK MOD Knowledge in Defence, Tools: Requirements and Acceptance; Requirements Management; and Requirements Principles.	

	Requirements Documents and Statements of Requirements; and • Production of output documentation which can be used by the Authority in subsequent requirements definition or procurement processes.				
R.08.02.08	Provide a Training Equipment back-loading service[3] which includes; the inspection and preparation of equipment or items either for back-loading for Level 3 and Level 4 maintenance at designated Authority facilities or eventual disposal.	This can range from returning a Line Replacement Unit (LRU) for repair to back-loading a complete piece of equipment for a base overhaul. All direction on and authority to back-load will come from the Authority's Contracted Service Provider. The designated Authority facility is to be informed of the repair requirement and where applicable specialist transport services are to be booked.	On arising See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI.	Back-loading in accordance with LFSO 4520 (Provision of Contracted Maintenance Support to Land Supported Units). Return unserviceable items, correctly packaged and with the correct documentation in accordance with the direction in JSP 886, to the Authority's Contracted Service Provider for repair or disposal through the MSS.	No failure to comply with the Authority's Regulations. 90% of back-loading to be booked through DSG or specialist transport within one working day of the fault being diagnosed. The remaining 10% to be processed within the following working day. No more than 1 justified complaint per month.
R.08.02.09	1. Provide charged vehicle batteries to replace all discharged batteries occurring on all equipment listed in the UET. 2. Requisition, through the Authority's Contracted Service Provider MSS iaw JSP 886, replacement batteries to replace any discharged batteries which cannot be recharged to the manufacturer's specification.	DSEME has a Battery Charging capability within the Workshop. New batteries are supplied by the Authority. Ensure charged vehicle batteries are available to replace all discharged batteries occurring on all training and training support equipment.	On arising. See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI.	All battery requisitions in accordance with JSP 886. Batteries tested, maintained and charged in accordance with the manufacturer's specification or appropriate AESP, EMER, MRP or approved Manufacturer's Documentation. Replacement batteries shall be of specification in accordance with	No more than 1 justified complaint per month. No failure to comply with the Authority's Regulations. No failure to provide charged batteries in an emergency during other parts of the working day. The replacement batteries are to be available on demand, for

[3] The Authority's Contracted Service Provider provides the physical back-loading facility.

	3. Provide a monthly service to RAF Middle Wallop on behalf of DSAE(L) to exchange non task worthy aircraft batteries for fully charged batteries utilising the Authority approved contracted services			AESP/EMER to the discharged batteries.	a period of 2 hours at the start of each working day.
R.08.02.10	1. Interface with and deliver to the Authority's Contracted Service Provider[4] when requesting AinU requested those items that are to be sent away for calibration or cross checking.	The Authority's Contracted Service Provider shall be responsible for; maintaining a register, for calling in (2 to 4 weeks notice given) and submitting for calibration those tools and other items (Pressure Vessels and Test and Measuring Equipment (TME)) that require periodic calibration either by certification off site[5] or cross checking[6] on site. Training Equipment requiring calibration is to be inspected at the mandatory intervals and the dates set out in the published Calibration and Testing Plan. The timeframe for Calibration sent off site is out of the Contactor's hands. It is the responsibility of the equipment User to submit items requiring calibration to the Authority's Contracted Service Provider in accordance with the published Calibration and Testing Plan.	On arising See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI. Indicative numbers are: There are approximately 800 items require to be routinely calibrated n house per annum and 300 separate items to be routinely calibrated externally per annum. Lyneham - approximately 240 items per annum require to be routinely calibrated.	In accordance with the published Calibration and Testing Plan.	95% submitted on the date required the remainder within 1 day. 100% of the time all equipment in use is within its calibration period. No more than 1 justified complaint per month.

[4] The Authority's Contracted Service Provider under the Authority contract is responsible for despatching equipment for calibration and testing.
[5] The Technical Stores at both sites hold and manage the register of assets and calibration dates; this service is provided under the Authority contract.
[6] Cross checking is the practice where one item of training equipment is sent for calibration and all other similar items are cross checked against this.

		All Training Equipment in use is to be within its calibration period and/or has been load tested appropriately.			
R.08.02.11	1. Maintain an accurate register, to include the interval between inspections, of all those items deemed lifting equipment which includes cranes, hoists, winches and all associated lifting equipment at both sites. Access to the register to be allowed during normal working hours by the DO, the Authority's Contracted Service Provider and authorised 3rd parties. 2. Inspect all those items deemed lifting equipment which includes cranes, hoists, winches and all associated lifting equipment at both sites.	Excludes infrastructure fitted or fixed Lifting Recovery Equipment e.g. Overhead Gantry Crane OHGC. Contractor is responsible for all user checks as laid out in relevant publications (AESPs, Standing Orders, Tech Pub, manufactures documents) these include before and after use checks and any time-based user checks for items on the contractor's Ain U. Issues are to be raised as an EFR to Equipment Support Department for action. DSAE(L) Heli Lift and OHGC are the responsibility of the Authority for annual thorough examinations/Inspections and all maintenance activities	On arising See Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI. Indicative quantities are: DSEME approximately 3500 items per annum to be inspected in house and 10 items per annum to be externally proof load tested. DSEME- approximately 2500 hrs per annum required to conduct all inspections.	In accordance with AESPs 0200-A-093-013 (LEUMS) and 2590-E-100-013 (Management of Lifting and Recovery Equipment in the Land Environment)	1. 100% of the lifting equipment is to be accurately recorded in the register. No failure to allow the Authority access to the register during normal working hours. 2. No failure to inspect lifting equipment.
R.08.02.12	1. On behalf of the Authority comply with the requirements of those DE&S IPT contracts which provide for maintenance support to major equipment and training aids. The Contractor is to ensure that:	Where applicable, the routine inspection and servicing of these equipment is to be included in the overall Inspection and Serving Plan (see R.8.02.01). Inform the Authority when problems occur with the contracted	On arising See Annexes A, B & C for baseline equipment information. A live base for equipment	Comply with all maintenance support contracts provided by the Authority.	No more than 1 justified complaint per month. No failure to report to the Authority within 6 hours of the problem starting or occurring.

	a. The appropriate maintenance contractor is called in normal working hours for routine inspection and servicing. b. The appropriate maintenance contractor is requested to conduct repair action within the parameters and time frame stipulated within the enabling contract.	maintenance service that will affect the delivery of training.	holdings will be on the MJDI.		
R.08.02.13	The contractor shall provide suitable staff to fulfil the role of Cryptographic User. NB - The Authority shall provide a Cryptographic custodian.	Defined as the person who is required to use the cryptographic items in the course of their duties. The User will only to be issued with the minimal quantities of cryptographic items necessary to perform the duty.	Determined by the equipment holdings listed Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI. To include the associated classified material and documents.	In accordance with: JSP490 (Defence Crypto security Operating Instructions), JSP 440 (Defence Manual of Security) and DSAE(L) Standing Order 2410.	No failure to comply with the Authority's Regulations. No failure to gain a satisfactory grading at the annual Authority's Comsec Audit (Crypto). No justified complaints.
R.08.02.14	Provide and maintain a Legionella Management Plan I.a.w HSE L8 Approved Code of Practice.		A single Plan covering the required buildings updated i.a.w with changes in legislation and HSE guidance.	I.a.w JSP 375 - Pt 2, Vol 1 Ch. 32 - Legionella. HSE L8 Approved Code of Practice & Guidance 'The control of Legionella bacteria in water systems'.	No instances of non-compliance of internal or external regulatory body inspections/audits. Meet the requirements of Internal and External audits.
R.08.02.15	The Contractor shall cover the responsibilities of the Legionella Responsible Person to act as custodian of the Legionella Management Plan and ensure that suitable and sufficient COSHH risk assessments are conducted to identify and access the risk of exposure to legionella, that			JSP 375 - Pt 2, Vol 1 Ch. 32 - Legionella.	

	suitable control measures are identified and that significant findings are recorded in the LMP.				
Sub Sect 03 - Indefinite Requirement – DSEME					
R.08.03.01	1. Hold and maintain low usage Training Equipment in long term storage using designated buildings provided by the Authority. a. Equipment shall be prepared for and maintained in long term storage. b. On receipt of instructions from the Authority these equipment are to be brought to fully serviceable standard within 10 working days.	This may involve third parties when tasks identified are outside the contractors. On request from the Authority ensure that the low usage Training Equipment is fit for operational task.	On arising Annexes A, B & C for baseline equipment information. A live base for equipment holdings will be on the MJDI. All Training Equipment is considered as whole fleet management unless exemption applies through the build standard of the equipment or as directed by the EM within the relevant IPT.	In accordance with the relevant AESP, EMER, MRP or approved Manufacturer's Documentation.	No failure to provide. No failure to comply with the Authority's Regulations. 95% availability within the designated timeframe. Remaining 5% within 2 days of the 10 day timeframe. No more than 1 justified complaint per month.
R.08.03.02	Comply with the Authority's surge capability requirement. On instructions from the Authority activate as necessary a surge capability to meet abnormal labour intensive urgent modification programmes or operational requirements.	This is an infrequent requirement and relates to urgent modifications of vehicles/eqpt for safety reasons. Averaging twice per annum, an example is the Man Support Vehicle Recovery hub seal replacement: four of the five training vehicles are off the road pending repair and all five will be needed for programmed training within a week.	Event driven and implemented iaw Schedule 4.	Rates of production of vehicles/eqpt prepared and modification or repair tasks to be achieved will be negotiated with the Authority.	No justified complaints.