

OFFICIAL

SCHEDULE O (CONTRACT MANAGEMENT) DRAFT CONTRACT C17CSAE/708156451



# **Schedule O**

## **CONTRACT MANAGEMENT**

OFFICIAL

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**1 INTRODUCTION**

- 1.1 This Schedule sets out the contract management procedures and meetings that will be used to manage this Contract.

**2 REPRESENTATIVES**

- 2.1 Each Party shall have a representative for the Contract Period who shall have the authority to act on behalf of their respective Party on the matters set out in, or in connection with, this Contract.
- 2.2 The Contractor shall notify the Authority of the identity of the initial Contractor Representative within five (5) Business Days of the Effective Date. The Contractor shall promptly provide written notice to the Authority if the identity of the Contractor Representative changes.
- 2.3 The Authority shall notify the Contractor of the identity of the initial Authority Representative within five (5) Business Days of the Effective Date. The Authority may, by written notice to the Contractor, revoke or amend the authority of the Authority Representative or appoint a new Authority Representative.

**3 CONTRACT MANAGEMENT AND COMMUNICATION**

- 3.1 The Contractor shall adopt and promote the following management principles within its organisation when working and communicating with the Authority:
- 3.1.1 trust and open dialogue, with a 'no surprises' culture for issue reporting;
- 3.1.2 open sharing of data and information (in accordance with the terms of this Contract); and
- 3.1.3 increased responsiveness during periods of challenge.

**4 RISK MANAGEMENT**

- 4.1 The Contractor shall pro-actively manage its obligations under this Contract and any associated risks attributed to the same.

**5 CONTRACT MANAGEMENT MEETINGS**

- 5.1 The Parties shall, at no cost to the Authority, implement and attend the contract management meetings set out in Annex 1 (Terms of Reference for Contract Management Meetings) to this Schedule. Any additional general liaison required by the Authority shall be at no cost to the Authority.
- 5.2 In relation to each contract management meeting, the:
- 5.2.1 Authority attendees;
- 5.2.2 Contractor Personnel attendees;
- 5.2.3 planned start date;
- 5.2.4 end date;

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- 5.2.5 frequency;
  - 5.2.6 location;
  - 5.2.7 purpose; and
  - 5.2.8 each Party's roles and responsibilities at that meeting,
- shall be as set out in the terms of reference in Annex 1 to this Schedule.

**6 CONTRACT MANAGEMENT MEETING ATTENDANCE**

- 6.1 The Contractor and the Authority shall ensure that their respective attendees shall make all reasonable efforts to attend the contract management meetings set out in Annex 1 (Terms of Reference for Contract Management Meetings) to this Schedule at which they are required to attend. If any attendee is not able to attend a meeting, that person shall use all reasonable endeavours to ensure that:
- 6.1.1 a delegate attends the relevant meeting in their place who (wherever possible) is properly briefed and prepared;
  - 6.1.2 that delegate is empowered to make relevant decisions or has access to empowered individuals for decisions to be made to achieve this; and
  - 6.1.3 that they are debriefed by such delegate after the meeting.
- 6.2 The Contractor and the Authority shall ensure that a meeting takes place on time and, if it is not possible to conduct the meeting at the relevant location set out in a meeting's terms of reference, then it is conducted using an agreed medium that is sensible for effective operation, for example video conference or teleconference.
- 6.3 A chairperson shall be appointed by the Authority for each contract management meeting as identified in Annex 1 to this Schedule.
- 6.4 The responsibilities of the Authority and the Contractor for each meeting are identified in Annex 1 to this Schedule.
- 6.5 Each contract management meeting shall be quorate provided that the following are present:
- 6.5.1 at least two (2) representatives from the Contractor; and
  - 6.5.2 at least two (2) representatives from the Authority.
- 6.6 The Parties shall ensure that, as far as reasonably practicable, their respective attendees at a contract management meeting shall, as soon as reasonably practicable, resolve the issues and achieve the objectives placed before them. The Contractor and the Authority shall endeavour to ensure that their respective attendees at a contract management meeting are empowered to make relevant decisions or have access to empowered individuals for decisions to be made to achieve this.

**ANNEX 1****TERMS OF REFERENCES FOR CONTRACT MANAGEMENT MEETINGS****1 TRANSITION PLAN REVIEW MEETING**

|                             |  |
|-----------------------------|--|
| <b>NAME OF MEETING</b>      | Transition Plan Review Meeting   |
| <b>AUTHORITY ATTENDEES</b>  | Authority Representative (Chairperson)<br>Commercial Lead<br>Technical Representative<br>Project Manager<br>Supply Manager   |
| <b>CONTRACTOR PERSONNEL</b> | Contractor Representative<br>Accountable Manager for Maintenance<br>Operational Lead<br>Commercial Lead  |
| <b>START DATE</b>           | Effective Date   |
| <b>END DATE</b>             | A date to be agreed between the Parties (such date to reflect the completion of the Transition Services and commencement of the Operational Services)  |
| <b>FREQUENCY</b>            | Monthly (unless otherwise agreed between the Parties from time to time)  |
| <b>LOCATION</b>             | Online – Microsoft Teams (unless otherwise agreed between the Parties from time to time)   |
| <b>PURPOSE</b>              | To govern implementation of the Final Transition Plan during the Transition Period including to:<br>(a) Review status of the Transition Services against the Final Transition Plan;<br>(b) review and resolve Transition Services delivery issues and disputes;<br>(c) review and resolve commercial issues, disputes and financial issues relating to the Transition Services, agreeing any remedies or mitigation activities required;<br>(d) prioritise and direct in the event of clashing activities;<br>(e) ensure wider stakeholder involvement and awareness of the Transition Services;<br>(f) consider, approve or reject all proposed Changes to the Transition Services initiated in accordance with the Change Control Procedure; |

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|                                  | (g) review commercial, technical, logistical, delivery and financial risks and issues and the appropriate risk and issues registers for the Transition Services.  |
| <b>ROLE AND RESPONSIBILITIES</b> | <p>The Authority is responsible for:</p> <ul style="list-style-type: none"> <li>(a) organising the meeting on MS Teams;</li> <li>(b) providing an agenda;</li> <li>(c) circulating the agenda together with relevant supporting materials to all attendees no later than five (5) Business Days in advance of a meeting;</li> <li>(d) ensuring that minutes for meetings are recorded and disseminated electronically to the appropriate persons and to all meeting participants within seven (7) Business Days after the meeting; and</li> <li>(e) monitoring the progress of any follow up tasks and activities agreed to be carried out following a meeting.</li> </ul> <p>The Contractor is responsible for providing up to date status reporting of the following:</p> <ul style="list-style-type: none"> <li>(f) Transition Services schedule overview and update;</li> <li>(g) GFE: <ul style="list-style-type: none"> <li>(i) Delivery status;</li> <li>(ii) Storage facility readiness;</li> </ul> </li> <li>(h) Contractor project personnel ramp up status;</li> <li>(i) Transportation planning readiness;</li> <li>(j) Maintenance readiness;</li> <li>(k) Training readiness;</li> <li>(l) Facility readiness;</li> <li>(m) Issues;</li> <li>(n) Risk.</li> </ul> |

**2 QUARTERLY CONTRACT STATUS MEETING**

|                                  |  |
|----------------------------------|--|
| <b>NAME OF MEETING</b>           | Quarterly Contract Status Meeting  |
| <b>AUTHORITY ATTENDEES</b>       | Authority Representative (Chairperson)<br>Commercial Lead<br>Technical Representative<br>Operations Manager<br>Supply Chain Manager  |
| <b>CONTRACTOR ATTENDEES</b>      | Accountable Manager for Maintenance<br>Operations Manager<br>Commercial Lead   |
| <b>START DATE</b>                | 25 <sup>th</sup> June 2025   |
| <b>END DATE</b>                  | The End Date of the Contract   |
| <b>FREQUENCY</b>                 | Quarterly, every first week of every third Month from the Operational Services Commencement Date (unless otherwise agreed between the Parties from time to time)   |
| <b>LOCATION</b>                  | Online – Microsoft Teams (unless otherwise agreed between the Parties from time to time)   |
| <b>PURPOSE</b>                   | To provide the Authority with an opportunity to have a joint review with the Contractor into delivery status including schedule, risks and issues related to the following services:<br><br>(a) Core;<br>(b) Parachute Equipment Delivery;<br>(c) Rapid Packing;<br>(d) Non-Core;  |
| <b>ROLE AND RESPONSIBILITIES</b> | The Authority is responsible for:<br><br>(a) Organising the meeting on MS Teams;<br>(b) Providing an agenda based on Quarterly Contract Status Report (Contractor Deliverable 1) requirements;<br>(c) Circulating the agenda with relevant supporting materials to all attendees no later than five (5) Business Days in advance of a meeting;<br>(d) Ensuring that minutes for meetings are recorded and disseminated electronically to appropriate persons and to all meeting participants within seven (7) Business Days after the meeting. |

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|  | <p>The Contractor is responsible for:</p> <ul style="list-style-type: none"><li>(a) providing status against all requirements, including if nothing significant to report, that are listed in Contractor Deliverable 1 for the relevant quarter; and</li><li>(b) monitoring the progress of any follow up tasks and activities agreed to be carried out following a meeting.</li></ul> |
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**3 ENGINEERING REVIEW MEETING**

|                                  |   |
|----------------------------------|---|
| <b>NAME OF MEETING</b>           | Engineering Review Meeting  |
| <b>AUTHORITY ATTENDEES</b>       | Authority Representative (Chairperson)<br>Type Airworthiness Authority<br>Operations Manager(s)<br>Engineering Representatives<br>Safety Manager(s)<br>Quality Representative(s)<br>AE CAMO Representative(s)   |
| <b>CONTRACTOR ATTENDEES</b>      | Contractor Representative<br>Accountable Manager for Maintenance<br>Operations Manager<br>Technical lead  |
| <b>START DATE</b>                | 12 Months after the Effective Date  |
| <b>END DATE</b>                  | The End Date of the Contract  |
| <b>FREQUENCY</b>                 | Annually (unless otherwise agreed between the Parties from time to time)  |
| <b>LOCATION</b>                  | Online – Microsoft Teams (unless otherwise agreed between the Parties from time to time)  |
| <b>PURPOSE</b>                   | To provide assurance to the Authority with respect to the Contractor engineering practices, Spares and Consumables holdings and Incident reports. To review how the Contractor responded to Incident reports and the actions taken to address any issue(s). To review the Regulatory Compliance Matrix. This annual review will include a summary/review of all applicable Incidents since the last Engineering Review Meeting. |
| <b>ROLE AND RESPONSIBILITIES</b> | The Authority is responsible for:<br>(a) organising the meeting either on MS Teams or at the Contractor's facility as agreed;<br>(b) establishing a Terms of Reference for the meeting;<br>(c) providing an agenda for the meeting no later than four weeks in advance of a meeting;<br>(d) chairing the meeting; and<br>(e) ensuring that minutes for meetings are recorded and disseminated electronically to the appropriate |

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|  | <p>persons and to all meeting participants within twenty (20) Business Days after the meeting.</p> <p>The Contractor is responsible for:</p> <p>(a) Providing the latest versions of the following Contractor Deliverables (CD) no later than four weeks prior to the meeting:</p> <ul style="list-style-type: none"> <li>(i) Configuration Plan (CD3);</li> <li>(ii) Engineering Management Plan (CD4);</li> <li>(iii) Safety Documentation (CD5);</li> <li>(iv) Human Factors Integration Plan (CD6);</li> <li>(v) Through Life Support Service Plan (CD7);</li> <li>(vi) Legislation/Standards Register (CD8);</li> <li>(vii) Quality Plan (CD9); and</li> <li>(viii) Environmental Management Plan (CD10);</li> </ul> <p>(b) providing the latest version of the Regulatory Compliance Matrix; and</p> <p>(c) monitoring the progress of any follow up tasks and activities agreed to be carried out following a meeting.</p> |
|--|---|

**4 WEEKLY STATUS REVIEW**

|                                  |   |
|----------------------------------|---|
| <b>NAME OF MEETING</b>           | Weekly Status Review  |
| <b>AUTHORITY ATTENDEES</b>       | Authority Representative (Chairperson)<br>Operations Manager(s)<br>Engineering Representative(s)<br>Technical Representatives   |
| <b>CONTRACTOR ATTENDEES</b>      | Operations Manager<br>Accountable Manager for Maintenance   |
| <b>START DATE</b>                | 2 weeks after the Effective Date  |
| <b>END DATE</b>                  | The End Date of the Contract  |
| <b>FREQUENCY</b>                 | Weekly on Wednesday, commencing 19 <sup>th</sup> March 2025 (unless otherwise agreed between the Parties from time to time)   |
| <b>LOCATION</b>                  | Online – Microsoft Teams (unless otherwise agreed between the Parties from time to time)  |
| <b>PURPOSE</b>                   | The Contractor will attend a weekly meeting to agree the exact quantity, parachute type, and role fit required in the following week and advise of likely tasking for the following three-Month period. The Contractor is to confirm the tasking is achievable and any constraints/risks that may prevent delivery.   |
| <b>ROLE AND RESPONSIBILITIES</b> | <p>The Authority is responsible for:</p> <ul style="list-style-type: none"> <li>(d) organising the meeting either on MS Teams or at the Contractor's facility as agreed;</li> <li>(e) establishing a Terms of Reference for the meeting;</li> <li>(f) providing a standing agenda for the meeting;</li> <li>(g) chairing the meeting; and</li> <li>(h) ensuring that actions or decisions are recorded and disseminated electronically to the appropriate persons and to all meeting participants within two (2) Business Days after the meeting.</li> </ul> <p>The Contractor is responsible for:</p> <ul style="list-style-type: none"> <li>(i) meeting attendance;</li> <li>(j) monitoring the progress of any follow up tasks and activities agreed to be carried out following a meeting.</li> </ul> |