



Ministry  
of Defence



## **Statement of Work (SoW)**

**for**

**In-Service Support (ISS) for  
Primary Internal Communications and Closed-Circuit Television  
(Internal Comms and CCTV) Equipment.**

## **Introduction**

This Statement of Work (SOW) defines the scope for the In-Service Support (ISS) for Internal Comms and CCTV equipment, on the platforms detailed at Appendix 1 to this SOW. The Master Equipment List is at Appendix 2 to this SOW.

The Contractor shall be responsible for the delivery of the Core and Non-Core Activities as detailed on the Schedule of Requirements (SoR) in accordance with the requirements set out in this SOW.

## **Core Activities**

### **1. In-Service Support Core Activities**

#### **1.1. Project Management**

- a. The Contractor shall manage all project requirements, including delivery against the following:
  - i. Liaison and co-ordination with the Authority, in particular the Maritime Combat Systems (MCS) Communications and Situational Awareness (CSA) team;
  - ii. Management of the Contractor's supply-chain, including performance monitoring and incentivisation;
  - iii. Planning, progress reporting and resource monitoring of major tasks;
  - iv. Managing deliveries of orders for Spares, Repairs and Tasks, as defined at paragraphs 2, 3 and 4 below, ensuring delivery timescales are met;
  - v. Risk, Issues & Opportunities Management Plan (RIOMP);
  - vi. Obsolescence Management Plan;
  - vii. Safety and Environmental Management System, Safety and Environmental Management Plan and Hazard Identification (HAZID);
  - viii. Quality Assurance and Configuration Management Plan;
  - ix. Project Management Plan;
  - x. Subcontractor Management Plan;
  - xi. Equipment Management Plan;
- b. Project Management Plan
  - i. The Contractor shall produce and maintain a Project Management Plan, which shall detail as a minimum the following:

- (a) Details of key project requirements and scope;
- (b) Assumptions, dependencies, exclusions and constraints;
- (c) Identification and management of stakeholders,
- (d) Risk, Issues and Opportunities Management Plan (RIOMP), including Risk, Issues and Opportunities register;
- (e) Project organisation, including key role descriptions, terms of reference and authority levels;
- (f) Subcontractor Management Plan;
- (g) Equipment Management Plan;
- (h) GFA Management;
- (i) High level project schedule, including key activities and resources;
- (j) Continuous Improvement;
- (k) Obsolescence Management, including an Obsolescence Management Plan;
- (l) Safety and Environmental Management System, including a Safety and Environmental Management Plan;
- (m) Quality Management; and
- (n) Suitably Qualified and Experienced Personnel (SQEP) recruitment, skills training and retention.

c. Risk, Issues and Opportunity Management Plan

- i. The Contractor shall implement a risk management procedure for the process of risk identification, analysis, mitigation planning and management, including the tools, techniques, methodologies and SQEP to be employed in quantifying the overall impact of the risks on performance, cost and time.
- ii. The Contractor shall produce and maintain a Joint Risk, Issues and Opportunities Register.
- iii. The Joint Risk, Issues and Opportunities Register shall be a live document, and shall be reviewed jointly by the Authority and the Contractor in the Quarterly Progress Meetings (QPM).

- iv. The Contractor shall manage risk on a daily basis, and inform the APM immediately of any new significant risk identified.
- v. All identified risks shall be assigned owners, probability and impact assessments, mitigation actions and review/decision points.
- vi. An update on risk shall be provided in the Monthly Progress Report. The Joint Risk, Issues and Opportunities Register will be reviewed as part of the QPM.
- d. Obsolescence Management
  - i. Obsolescence Management Scope
    - (a) The Contractor shall be responsible for the identification and notification to the APM of all obsolescence concerns and issues associated with the Internal Comms and CCTV equipment detailed at Annex A to the Contract.
  - ii. Obsolescence Management Plan (OMP)
    - (a) The Contractor shall produce and maintain an Obsolescence Management Plan (OMP) compliant with IEC 62402:2007 for the Internal Comms and CCTV equipment listed at Annex A to the Contract.
- e. Quality Management
  - i. The Contractor shall produce and maintain a Quality Management Plan (QMP), in accordance with ISO 9001:2008.
  - ii. The Contractor shall conduct quality management in accordance with ISO 9001:2008, as detailed in the QMP.
- f. Subcontractor Management Plan
  - i. The Contractor shall produce and maintain a Subcontractor Management Plan which shall detail the appropriate processes, policies and procedures to manage the supply chain to deliver the Authority's requirements.
- g. Equipment Management Plan (EMP)
  - i. The Contractor shall produce and maintain an Equipment Management Plan which details how the Authority's Equipment will be managed, including compliancy with the Authority's policies and procedures for managing Equipment and Def-Stan 05-99.

## 1.2. Configuration Management

- a. Configuration Management Procedure

- i. The Contractor shall manage configuration in accordance with Def Stan 05-057 - "Configuration Management of Defence Materiel" and Def Stan 02-041 - "Requirements for Configuration Management of Surface Ships".
- ii. Configuration management shall also include maintenance of system drawings, specifications (for proprietary and non-proprietary articles), handbook amendments, equipment codification, installation information and the Authority's data packs. The Contractor shall be responsible for identifying to the Authority any changes necessary to the relevant documentation, as a result of any technical or procedural changes.

### 1.3. Technical Support

- a. The Contractor shall be available to provide engineering support and advice on the Internal Comms and CCTV equipment on working days, as defined in DEFCON 501, between 0900 hours and 1700 hours.
- b. The Contractor shall respond to requests for engineering support and advice within the availability times at paragraph 1.3.a above, as follows:
  - i. Priority (01)
    - (a) Request to be acknowledged within 3 working hours of request;
    - (b) Response to be provided within 1 working day of request.
  - ii. Priority (02)
    - (a) Request to be acknowledged within 1 working day of request; and
    - (b) Response to be provided within 2 working days of request .
  - iii. Priority (03) & (04)
    - (a) Request to be acknowledged within 1 working say of request; and
    - (b) Response to be provided within 3 working days of request.
- c. In the event that the Contractor is contacted directly by a vessel, they are to inform the APM and provide the following information as a minimum within 2 working days:
  - i. Date and time of contact;
  - ii. Unit/Vessel;
  - iii. Nature of the defect being discussed;
  - iv. Target resolution date.

- d. The Contractor's initial technical response shall provide sufficient information to enable the APM to determine the best course of action to minimise equipment downtime.
- e. Equipment Performance Verification
  - i. The Contractor shall have the capability to confirm the performance of the Contractor's originated Internal Comms and CCTV equipment under the Contract, at the system and individual equipment levels. The Contractor shall also be able to conduct live system fault diagnosis and to enable Authority approved product development and testing to be undertaken in a controlled environment. This capability shall address legacy equipment and shall provide test equipment that can be interlinked, connected and safely modified as required. This shall enable the Internal Comms and CCTV equipment to be powered up, operated, tested and provide detailed information on the equipment and system operation, performance, faults and outputs.
  - ii. For the equipment that enables this capability, the Contractor shall maintain that equipment to an acceptable standard, as agreed with the APM and also maintain that equipment to the latest APM approved configuration standard. The status of this capability and the associated equipment is to be reported to the APM monthly, as part of the progress report. The Contractor shall maintain a record of use, maintenance, repair, calibration, and periodic functional tests, and any pre-approved modification embodiment activity carried out on all equipment used.
- f. Investigations of Defect Reports (S2022)
  - i. The Contractor shall investigate and analyse S2022 Shortcoming Reports and Maritime Capability Trials and Acceptance (MCTA) Reports referred by the APM or their representative for action or information. The APM is to provide the Contractor with all relevant S2022s for their action.
  - ii. Within agreed timescales from receipt of the S2022, the Contractor shall provide a written report for each S2022 referred for 'action', giving conclusions and making recommendations. Where necessary, include sketches and a full description of any design proposals, in sufficient detail to enable the APM to decide how to proceed.

#### 1.4. Engineering Stores

- a. The Contractor shall provide storage for non-patenised CCTV, Telephone Exchange and RICE 2 equipment in accordance with clause 50 of the Contract.

#### 1.5. Meetings

- a. Contract Start-Up Meeting
  - i. A Contract start-up meeting shall be held by the Contractor within 20 working days of the date of Contract commencement at the Contractor's premises.

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Attendance at the meeting shall be from all parties concerned with the Contract. The required attendees shall be confirmed to the Contractor by the Authority's Commercial Officer (ACO) no later than 5 working days prior to the date of the start-up meeting.

b. Progress Meetings

i. Quarterly Progress Meeting (QPM)

- (a) Progress meetings shall be held on a quarterly basis from the date of Contract commencement. The Quarterly Progress Meetings (QPMs) shall be held at the Contractor's premises, or as otherwise advised by the ACO. The Contractor shall ensure that adequate and appropriate representation, is available at these meetings.
- (b) The Contractor shall provide administrative duties for the QPMs, including but not limited to:
  - (i) Calling Notice
  - (ii) Agenda
  - (iii) QPM Datapack
  - (iv) Record of Decisions and Actions
- (c) The Contractor shall issue a Calling Notice, including the Agenda for the QPM, no later than 20 working days prior to the date of the QPM.
- (d) The Contractor shall provide a QPM Datapack, in the format at Appendix 3 to this SOW, no later than 10 working days prior to the date of the QPM.
- (e) The Contractor shall provide a Record of Decisions and Actions from the QPM, in the format at Appendix 3 to this SOW, together with an updated QPM Datapack (if required by the ACO/APM) no later than 5 working days after the date of the QPM.

ii. Annual Review Meeting (ARM)

- (a) Every fourth QPM shall constitute an Annual Review Meeting (ARM).
- (b) The ARM shall include:
  - (i) Review of previous twelve months performance;
  - (ii) Forward view of next twelve months performance;
  - (iii) Continuous improvement progress and status;

- (iv) Obsolescence Management status; and
- (v) Supplier Relations review.
- (c) In addition to the QPM datapack, the Contractor shall provide an annual summary document to report any updates and changes against the information detailed at paragraph 1.4.b.ii above, and the following:
  - (i) Equipment Safety Case;
  - (ii) QMS (ISO 9001) Reports;
  - (iii) Technical handbooks and operating manuals;
  - (iv) Intellectual Property Register.

iii. Ad-Hoc Progress Reviews

- (a) Ad-hoc progress meetings called by the APM to address persistent performance concerns shall be held at the Authority's premises, or as otherwise advised by the APM. The Contractor shall provide adequate and appropriate attendance to these meetings at their own expense.

1.6. Safety and Environmental Management

a. Safety and Environmental Management System

- i. Safety management shall be conducted in accordance with Def Stan 00-056 - "Safety Management Requirements for Defence Systems", Project Orientated Environmental Management System (POEMS), Project Orientated Safety Management System (POSMS), MCS Organisation and Arrangements (O&A), and CSA Safety and Environmental Management Plan (SEMP).
- ii. Project Safety and Environmental Committee (PSEC), hereafter referred to as Safety Panels, shall be held quarterly in accordance with the SEMP. The Contractor shall provide adequate and appropriate SQEP representation at the safety panels and Hazard Identification (HAZID) reviews.
- iii. The Contractor shall inform the Authority of any risk arising from an equipment modification, which will require an update to the overall safety case. The Contractor shall record these risks in the joint risk register.
- iv. The Contractor shall produce and maintain a Safety and Environmental Management Plan in accordance with Def Stan 00-056

b. Safety and Environmental Case



- i. The Contractor shall maintain the evidence to support the Safety and Environmental Case, shall review and provide updates to the Safety Case as required and shall review, as a minimum, every 3 years from the date of last review.

#### 1.7. Contract Administration and Reporting

##### a. Progress Reports

- i. The Contractor shall provide Progress Reports on a monthly basis from the date of Contract commencement, in the agreed format at Appendix 3 to this SOW.

##### b. Contract Administration

- i. The Contractor shall provide routine Contract administration, which shall include, but not be limited to:
  - (a) Management of orders, deliveries and the Contractor's supply-chain;
  - (b) Arranging transportation as required;
  - (c) Responding to Requests for Quotation (RFQ) within the required timescale;
  - (d) Responding to general commercial queries.

#### Non-Core Activities

#### 2. Provision of Internal Comms and CCTV equipment Equipment Spares

- 2.1. The Articles supplied under the Contract shall conform to the approved drawings and specifications relating to the reference and part number for the Articles, and shall be in accordance with the CP&F Purchase Order. The Articles supplied shall incorporate all relevant modifications unless otherwise instructed by the APM.
- 2.2. The Articles shall be supplied by the required delivery date specified in the CP&F Purchase Order.
- 2.3. The Articles required under the Contract are detailed at Annex B to the Contract.

#### 3. Provision of Internal Comms and CCTV equipment Equipment Repairs

- 3.1. Upon receipt of the article and the CP&F order, the Contractor shall carry out a strip and survey on the item. The Contractor shall present the strip and survey findings in a report, which shall also include a recommendation for repair or confirm BER. This strip and survey report shall be provided to the Authority. Authorisation for any subsequent repairs shall be provided by the Authority separately in accordance with the process below.

- 3.2. The Contractor shall complete the repair of Articles to ensure the repaired Articles meet the design and performance parameters as detailed in the approved drawings and specifications for the Articles.
- 3.3. Assumed repair standard for equipment repairs is to be to a serviceable, but not new, standard.
- 3.4. The Contractor shall carry out any repairs required by the Authority as detailed on the CP&F Purchase Order.
- 3.5. The Articles required to be repaired under the Contract are detailed at Annex C to the Contract.

#### **4. Provision of Internal Comms and CCTV equipment Supplementary Tasks**

- 4.1. The Contractor shall carry out any Supplementary Tasks required by the Authority as detailed on the Task Authorisation Form (TAF) (see Annex F to the contract) in accordance with the Task Authorisation Procedure detailed in the Contract.
- 4.2. Supplementary Tasks may include, but not be limited to:
  - a. In depth defect investigations;
  - b. Design studies;
  - c. Obsolescence Rectification;
  - d. Modifications;
  - e. Training;
  - f. Call outs and On-Board investigations (UK and non-UK Waters);
  - g. Trials; and
  - h. Ad-hoc meetings.
  - i. Health Checks

**Legacy and Future Platforms:**

Equipment Class	Legacy							Future Options	
	CCTV	PABX	RICE 1	RICE 2	Main Broadcast	Flight Deck Comms	IR Comms	CCTV	VSS
									X
	X	X				X	X		
	X	X				X	X		
								X	
	X	X		X	X	X	X		
	X		X		X				
	X	X		X	X				
		X					X		
		X		X	X				
		X		X		X	X		
	X	X		X	X	X	X		

## Equipment List

### Digital PABX

- NICER Meridian 11c Telephone Exchange
- FROST Definity G3 Telephone Exchange
- VCS 706
- Terminal Equipment e.g Telephones and devices
- TRUNK Interface Box (TIV)

### CCTV

- Flight Deck CCTV
- Boat Bay CCTV
- Crane Operation CCTV
- Machinery Space CCTV
- Briefing

### VSS Visual Surveillance System

### Flight Deck Communication System

- 3Kw Magnetic Loop
- FDO Talkback Radio
- FDO Keybox

### RICE 1 Rationalised Internal Communications EquipmentMk1

### RICE 2 Rationalised Internal Communications Equipment Mk2

### Main Broadcast

- AF250 Series
- Main Broadcast Alarm Unit (RICE 2 integrated systems)

### IR Comms

- Analogue
- Digital

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**Progress Reports and Progress Meeting Formats****1. Progress Reports**

1.1. The Monthly Progress Report shall address as a minimum the following:

- a. Summary Page
  - i. Spares / Repairs / Supplementary Tasks
    - (a) Number of spares / repairs / supplementary tasks placed in the month;
    - (b) Number of spares / repairs / supplementary tasks completed in the month;
    - (c) Number of spares / repairs / supplementary tasks on target in the month;  
and
    - (d) Number of spares / repairs / supplementary tasks at risk in the month.
- b. KPI Performance Scorecard
  - i. Against each KPI in the Contract, the Contractor shall report on the following:
    - (a) actual status against target;
    - (b) reason and root cause of any deviation from target;
    - (c) planned mitigation actions; and
    - (d) forward view of when target level will be recovered, including a look forward for the KPI's for next quarter.
- c. Information to include, but not be exclusive of:
  - i. List of all orders (i.e. spares and repairs), including the following information:
    - (a) NSN;
    - (b) Item Description;
    - (c) Serial Number;
    - (d) Order Number;
    - (e) Quantity;
    - (f) Contractual Delivery Date; and
    - (g) Forecasted Delivery Date.

- ii. Reason for the delay in completion of any and all order(s) and task(s), including the corrective action.

CP&F invoice number.

- iii. Core Tasking, closed, active approved and pending, including a current status
- iv. Non-Core Tasking, closed, active approved and pending, including a current status and percentage of work complete to date.

## **2. Progress Meetings**

2.1. The Quarterly Progress Meeting Data Pack shall address as a minimum the following:

- a. QPM Datapack Format:
  - i. KPI summary slide
  - ii. In addition to the information provided as part of the monthly progress report, report against the following:
    - (a) Technical Queries Register
    - (b) Obsolescence Concerns, Issues and Resolutions, including disposals
    - (c) QA Activity
    - (d) In depth review of performance against KPI results
    - (e) Risk review
    - (f) Progress of delivery against documentation identified under the Deliverables List (Annex M)

2.2. The Quarterly Progress Meeting Record of Decisions and Actions shall address as a minimum the following:

- a. Open Actions (including no. days open/no. days overdue/reason for overdue)
- b. New Actions (with Action Owner, and Commitment close-out date)
- c. Actions closed since last update
- d. Decision Record (Decision description, Decision authority, implementation date if appropriate).

**Health Check Checklist (Option)**

To be inserted