

## 7. Technical Information and Publications

### Aim

To select a supplier who will apply, and adhere to, the correct processes (as required by MOD) to ensure the continual improvement and validity of Technical Publications throughout the contract duration.

### Background

A key element of MAEFS is to provide a Technical Publication Service to the Customer to ensure that the Engine Technical Publications remain up to date through life and incorporate information to enable Forward users to comply with the agreed maintenance policy including routine servicing, fault diagnosis, testing and repair.

### Evaluator References

- MAA RA 1310 – Air System Document Set;
- MAA RA 4303 – Logistic Information Systems;
- Platform Support Policy Statement (SPS);
- MAA RA 4810(3) – Requirement to Inform Technical Information Author of Errors (MRP 145.A.45(c));
- MAP MAA RA 1310 – Air System Document Set;
- MAA RA 4350 – Through Life Management of Technical Information;
- MAA RA 4810 – Technical Information (MRP 145.A.45.)-01, Chapter 8 Publications, Schedules & Forms;
- MAA RA 5401 - Provision of Technical Information;
- DAT, CoMPI 14- Technical Publications - Amendment, Review and Accessibility;
- MERLIN & APACHE ENGINES FUTURE SUPPORT (MAEFS) SYSTEM REQUIREMENTS DOCUMENT - 20181011-MAEFS\_SRD\_Endorsed\_Final-OS.

FOI Act Exemption Section 26 (1)(b)

### Applicable Requirements from Schedule A

SoR ID	Priority	Description	Type
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

### Evidence Expected

The Tenderer is expected, but not limited, to provide:

- Confirmation of the level of compliance against each of the referenced System Requirements, with mitigation for any non-compliance.
- Confirmation of the level of compliance against the ASD-S1000D and ASD-STE100, providing mitigation for any non-compliance.

The Tenderer is expected, but not limited, to describe and provide evidence of their approach to providing an effective Technical Publication Support Service including, but not limited to:

- Continual improvement and ensuring validity of the Technical Publications;
- A robust quality assurance system that ensures the validity and completeness of technical information, prior to its issue to technical publication sponsor.
- Support of revisions to training courses / material;

- Full integration into the Aircraft Document Set (ADS);
- Publication Activity Planning (resources applied, delivery dates, and any additional associated activities);
- Meeting required timescales for processing and responding to UFRs;
- Ensuring the effective and timely submission of updates to platform technical authors.

### Confidence Characteristic Statements

The following confidence characteristics are sought:

- All related SRs are met to at least Threshold MOE.
- Robust quality assurance processes to ensure that all Technical Publications remain up-to-date and accurate.
- Clearly defined processes to ensure that training course documentation and materials are maintained, current, and accurate.
- Clear understanding of the ADS and appropriate approach to integrating engine documentation into the ADS.
- Clearly defined (and appropriate levels of) resources applied to the Technical Publication Service, with a mature approach to planning applied.
- Robust processes and resources in place to meet required timescales for responding to UFRs.
- Well defined distribution process for updated documentation to platform technical authors.

### Scoring Guidance

The Authority judges that:

Measurement	Description	Score
<b>High Confidence</b>	<p>The Tenderer's approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is highly likely to achieve the aim sought in this area.</p> <p>High confidence that the evidence demonstrates compliance with all of the SoR Threshold requirements and, where applicable, high confidence that evidence demonstrates compliance with all of the SoR Objective requirements.</p>	100
<b>Good Confidence</b>	<p>The Tenderer's approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is likely to achieve the aim sought in this area.</p> <p>Evidence demonstrates compliance for all of the SoR Threshold requirements and, where applicable, evidence demonstrates compliance with some of the SoR Objective requirements.</p>	70
<b>Minor Concerns</b>	<p>The Tenderer's approach/justification/evidence to this subject matter is satisfactory in the main however there are some minor areas where either the level of risk to the Authority, the combination of issues or the lack of particular justification/evidence require managing to achieve the aim sought in this area.</p>	30
<b>Just Acceptable</b>	<p>The Tenderer's approach/justification/evidence to this subject matter has some significant areas of concern and demonstrates either a lack of understanding or a reluctance to fully meet/deliver the entire needs of the Authority. These are however deemed manageable and resolvable either prior to contract award or once on contract to achieve the aim sought in this area and so do not warrant exclusion.</p>	10
<b>Major Concerns (Fail)</b>	<p>The Authority does not have sufficient confidence in the Tenderers response in order to successfully deliver the aim of Merlin and</p>	0

	Apache Mk1 Future Engine Support in this area and is therefore unable to proceed.	
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SRD ID	Priority	Description	Type
█	█	█	█

**Evidence Expected**

The Tenderer is expected, but not limited, to provide:

- Confirmation of the level of compliance against each of the referenced System Requirements, with mitigation for any non-compliance.

The Tenderer is expected, but not limited, to describe and provide evidence of their overall approach to Modifications including, but not limited to:

- Assessment of modifications proposed by the Authority;
- Communicating proposed modifications to the Authority;
- Managing modification embodiment across the entire pool of engines (including currently deployed, spares, and engines currently undergoing repair). Ensuring that all modifications are recorded accurately and maintained as part of Configuration Management.

The Tenderer is expected, but not limited, to describe and provide evidence of their overall approach to Configuration Management including, but not limited to:

- A clearly defined and robust Configuration Management Plan produced in accordance with the Defence Airworthiness Team (DAT) template.
- Minimising the requirement for multiple configurations.
- Ensuring an accurate record of all different configurations with clear details for the specific configuration.

The Tenderer is expected, but not limited, to describe and provide evidence of their overall approach to Obsolescence Management including, but not limited to:

- A clearly defined and robust Obsolescence Management Plan.
- Early communication of potential / proposed obsolete items to the Authority;
- Planning for resourcing replacements for items of concern.
- Ensuring that all obsolescence items are recorded and managed effectively.

**Confidence Characteristic Statements**

The following confidence characteristics are sought:

- All related SRs are met to at least Threshold MOE.
- Clearly defined approach to Modification Management.
- Clearly defined approach to integration and use of the Authority’s Engineering & Asset Management system (GOLDesp).

**Scoring Guidance**

The Authority judges that:

Measurement	Description	Score
<b>High Confidence</b>	The Tenderer’s approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is highly likely to achieve the aim sought in this area.  High confidence that the evidence demonstrates compliance with all of the SoR Threshold requirements and, where applicable, high confidence that evidence demonstrates compliance with all of the SoR Objective requirements.	100
<b>Good Confidence</b>	The Tenderer’s approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought	70

	<p>results in the Authority judging that it is likely to achieve the aim sought in this area.</p> <p>Evidence demonstrates compliance for all of the SoR Threshold requirements and, where applicable, evidence demonstrates compliance with some of the SoR Objective requirements.</p>	
<b>Minor Concerns</b>	The Tenderer's approach/justification/evidence to this subject matter is satisfactory in the main however there are some minor areas where either the level of risk to the Authority, the combination of issues or the lack of particular justification/evidence require managing to achieve the aim sought in this area.	30
<b>Just Acceptable</b>	The Tenderer's approach/justification/evidence to this subject matter has some significant areas of concern and demonstrates either a lack of understanding or a reluctance to fully meet/deliver the entire needs of the Authority. These are however deemed manageable and resolvable either prior to contract award or once on contract to achieve the aim sought in this area and so do not warrant exclusion.	10
<b>Major Concerns (Fail)</b>	The Authority does not have sufficient confidence in the Tenderers response in order to successfully deliver the aim of Merlin and Apache Mk1 Future Engine Support in this area and is therefore unable to proceed.	0





<b>Minor Concerns</b>	The Tenderer's approach/justification/evidence to this subject matter is satisfactory in the main however there are some minor areas where either the level of risk to the Authority, the combination of issues or the lack of particular justification/evidence require managing to achieve the aim sought in this area.	30
<b>Just Acceptable</b>	The Tenderer's approach/justification/evidence to this subject matter has some significant areas of concern and demonstrates either a lack of understanding or a reluctance to fully meet/deliver the entire needs of the Authority. These are however deemed manageable and resolvable either prior to contract award or once on contract to achieve the aim sought in this area and so do not warrant exclusion.	10
<b>Major Concerns (Fail)</b>	The Authority does not have sufficient confidence in the Tenderers response in order to successfully deliver the aim of Merlin and Apache Mk1 Future Engine Support in this area and is therefore unable to proceed.	0



### Scoring Guidance

The Authority judges that:

Measurement	Description	Score
<b>High Confidence</b>	<p>The Tenderer's approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is highly likely to achieve the aim sought in this area.</p> <p>High confidence that the evidence demonstrates compliance with all of the SoR Threshold requirements and, where applicable, high confidence that evidence demonstrates compliance with all of the SoR Objective requirements.</p>	100
<b>Good Confidence</b>	<p>The Tenderer's approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is likely to achieve the aim sought in this area.</p> <p>Evidence demonstrates compliance for all of the SoR Threshold requirements and, where applicable, evidence demonstrates compliance with some of the SoR Objective requirements.</p>	70
<b>Minor Concerns</b>	<p>The Tenderer's approach/justification/evidence to this subject matter is satisfactory in the main however there are some minor areas where either the level of risk to the Authority, the combination of issues or the lack of particular justification/evidence require managing to achieve the aim sought in this area.</p>	30
<b>Just Acceptable</b>	<p>The Tenderer's approach/justification/evidence to this subject matter has some significant areas of concern and demonstrates either a lack of understanding or a reluctance to fully meet/deliver the entire needs of the Authority. These are however deemed manageable and resolvable either prior to contract award or once on contract to achieve the aim sought in this area and so do not warrant exclusion.</p>	10
<b>Major Concerns (Fail)</b>	<p>The Authority does not have sufficient confidence in the Tenderers response in order to successfully deliver the aim of Merlin and Apache Mk1 Future Engine Support in this area and is therefore unable to proceed.</p>	0

## 11. System Specific Support Equipment (System SSE) Management

### Aim

To select a supplier who will provide and / or manage and maintain Engine Ground Support Equipment (EGSE) required for maintenance activity.

### Background

This section is looking at the management of an ESSE Availability Service.

### Evaluator References

- MAA RA 4457 – Special Instructions (Technical);
- MAA RA 5405 – Special Instructions (Technical);
- DEFCON 611 – Issued Property;
- DEFCON 694 – Accounting For Property Of The Authority;
- MERLIN & APACHE ENGINES FUTURE SUPPORT (MAEFS) SYSTEM REQUIREMENTS DOCUMENT - 20181011-MAEFS\_SRD\_Endorsed\_Final-OS.

FOI Act Exemption Section 26 (1)(b)

### Applicable Requirements from Schedule A

SoR SR	Priority	Description	Type
█	█	█	█

### Additional requirements for consideration from System Requirement Document

SRD SR	Priority	Description	Type
█	█	█	█
█	█	█	█

### Evidence Expected

The Tenderer is expected, but not limited, to provide:

- Confirmation of the level of compliance against each of the referenced System Requirements, with mitigation for any non-compliance.
- The proposed Range and Scale of EGSE, including location of items.
- The proposed Maintenance Schedule for the EGSE.
- The proposed EGSE Management Plan ensuring availability is maintained.

### Confidence Characteristic Statements

The following confidence characteristics are sought:

- All related SRs are met to at least Threshold MOE.
- A clearly defined, robust EGSE Management Plan.
- A Maintenance Schedule that provides optimised availability of EGSE without impacting Front Line Command.

### Scoring Guidance

The Authority judges that:

Measurement	Description	Score
High Confidence	<p>The Tenderer's approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is highly likely to achieve the aim sought in this area.</p> <p>High confidence that the evidence demonstrates compliance with all of the SoR Threshold requirements and, where applicable, high confidence that evidence demonstrates compliance with all of the SoR Objective requirements.</p>	100

<b>Good Confidence</b>	<p>The Tenderer's approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is likely to achieve the aim sought in this area.</p> <p>Evidence demonstrates compliance for all of the SoR Threshold requirements and, where applicable, evidence demonstrates compliance with some of the SoR Objective requirements.</p>	70
<b>Minor Concerns</b>	<p>The Tenderer's approach/justification/evidence to this subject matter is satisfactory in the main however there are some minor areas where either the level of risk to the Authority, the combination of issues or the lack of particular justification/evidence require managing to achieve the aim sought in this area.</p>	30
<b>Just Acceptable</b>	<p>The Tenderer's approach/justification/evidence to this subject matter has some significant areas of concern and demonstrates either a lack of understanding or a reluctance to fully meet/deliver the entire needs of the Authority. These are however deemed manageable and resolvable either prior to contract award or once on contract to achieve the aim sought in this area and so do not warrant exclusion.</p>	10
<b>Major Concerns (Fail)</b>	<p>The Authority does not have sufficient confidence in the Tenderers response in order to successfully deliver the aim of Merlin and Apache Mk1 Future Engine Support in this area and is therefore unable to proceed.</p>	0



### Scoring Guidance

The Authority judges that:

Measurement	Description	Score
<b>High Confidence</b>	<p>The Tenderer's approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is highly likely to achieve the aim sought in this area.</p> <p>High confidence that the evidence demonstrates compliance with all of the SoR Threshold requirements and, where applicable, high confidence that evidence demonstrates compliance with all of the SoR Objective requirements.</p>	100
<b>Good Confidence</b>	<p>The Tenderer's approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is likely to achieve the aim sought in this area.</p> <p>Evidence demonstrates compliance for all of the SoR Threshold requirements and, where applicable, evidence demonstrates compliance with some of the SoR Objective requirements.</p>	70
<b>Minor Concerns</b>	<p>The Tenderer's approach/justification/evidence to this subject matter is satisfactory in the main however there are some minor areas where either the level of risk to the Authority, the combination of issues or the lack of particular justification/evidence require managing to achieve the aim sought in this area.</p>	30
<b>Just Acceptable</b>	<p>The Tenderer's approach/justification/evidence to this subject matter has some significant areas of concern and demonstrates either a lack of understanding or a reluctance to fully meet/deliver the entire needs of the Authority. These are however deemed manageable and resolvable either prior to contract award or once on contract to achieve the aim sought in this area and so do not warrant exclusion.</p>	10
<b>Major Concerns (Fail)</b>	<p>The Authority does not have sufficient confidence in the Tenderers response in order to successfully deliver the aim of Merlin and Apache Mk1 Future Engine Support in this area and is therefore unable to proceed.</p>	0



The Tenderer is expected, but not limited, to describe and provide evidence of the following, and demonstrate how they will be implemented to ensure quality across the life of the contract:

- An ISO Certified Quality System;
- A Quality System meeting the requirements of AQAP 2310 and 2210;
- A Quality Occurrence reporting process compliant with RA 4815;
- A concession process that meets the requirements of Def Stan 05-61 Part 1;
- Contractor working party arrangements that meet the requirements of Def Con 76 and Def Stan 05-61 part 4.

The Tenderer is expected, but not limited, to demonstrate their:

- Management commitment to meeting & reporting agreed QPIs as per DQA Policy;
- Provision for the avoidance of Counterfeit Material as per Def Stan 05-135.

**Confidence Characteristic Statements**

The following confidence characteristics are sought:

- All related SRs are met to at least Threshold MOE.
- Clearly defined process for the Management of Quality Occurrence Reports
- Demonstrated that quality is embedded in Company processes and culture.
- The Draft Quality Plan is clear, concise and specifies how all contract related quality requirements shall be fulfilled.
- Clearly defined process for Concession Management.
- Clearly defined process for Contractors Working Party Management.

**Scoring Guidance**

The Authority judges that:

Measurement	Description	Score
<b>High Confidence</b>	<p>The Tenderer’s approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is highly likely to achieve the aim sought in this area.</p> <p>High confidence that the evidence demonstrates compliance with all of the SoR Threshold requirements and, where applicable, high confidence that evidence demonstrates compliance with all of the SoR Objective requirements.</p>	100
<b>Good Confidence</b>	<p>The Tenderer’s approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is likely to achieve the aim sought in this area.</p> <p>Evidence demonstrates compliance for all of the SoR Threshold requirements and, where applicable, evidence demonstrates compliance with some of the SoR Objective requirements.</p>	70
<b>Minor Concerns</b>	<p>The Tenderer’s approach/justification/evidence to this subject matter is satisfactory in the main however there are some minor areas where either the level of risk to the Authority, the combination of issues or the lack of particular justification/evidence require managing to achieve the aim sought in this area.</p>	30

<b>Just Acceptable</b>	The Tenderer's approach/justification/evidence to this subject matter has some significant areas of concern and demonstrates either a lack of understanding or a reluctance to fully meet/deliver the entire needs of the Authority. These are however deemed manageable and resolvable either prior to contract award or once on contract to achieve the aim sought in this area and so do not warrant exclusion.	10
<b>Major Concerns (Fail)</b>	The Authority does not have sufficient confidence in the Tenderers response in order to successfully deliver the aim of Merlin and Apache Mk1 Future Engine Support in this area and is therefore unable to proceed.	0



- Demonstration that the contractor has the ability to continually measure and assess staff training requirements and upskill as required.
- Demonstration that staff delivering the training have the knowledge, experience and ability to demonstrate specific skills to successfully deliver the syllabus.
- A clearly defined process for feedback on the training course and how that feedback is reviewed and implemented as required.
- A clearly defined cost-effective process for updating the training course syllabus as a result of new requirements.
- A clearly defined process to ensure that training course documentation and materials are maintained, current, and accurate.

### Scoring Guidance

The Authority judges that:

Measurement	Description	Score
<b>High Confidence</b>	<p>The Tenderer's approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is highly likely to achieve the aim sought in this area.</p> <p>High confidence that the evidence demonstrates compliance with all of the SoR Threshold requirements and, where applicable, high confidence that evidence demonstrates compliance with all of the SoR Objective requirements.</p>	100
<b>Good Confidence</b>	<p>The Tenderer's approach/justification/evidence to this subject matter and the delivery of the confidence characteristics sought results in the Authority judging that it is likely to achieve the aim sought in this area.</p> <p>Evidence demonstrates compliance for all of the SoR Threshold requirements and, where applicable, evidence demonstrates compliance with some of the SoR Objective requirements.</p>	70
<b>Minor Concerns</b>	<p>The Tenderer's approach/justification/evidence to this subject matter is satisfactory in the main however there are some minor areas where either the level of risk to the Authority, the combination of issues or the lack of particular justification/evidence require managing to achieve the aim sought in this area.</p>	30
<b>Just Acceptable</b>	<p>The Tenderer's approach/justification/evidence to this subject matter has some significant areas of concern and demonstrates either a lack of understanding or a reluctance to fully meet/deliver the entire needs of the Authority. These are however deemed manageable and resolvable either prior to contract award or once on contract to achieve the aim sought in this area and so do not warrant exclusion.</p>	10
<b>Major Concerns (Fail)</b>	<p>The Authority does not have sufficient confidence in the Tenderers response in order to successfully deliver the aim of Merlin and Apache Mk1 Future Engine Support in this area and is therefore unable to proceed.</p>	0