

# Annex A to Schedule 1: Statement of Requirement (710595450) – Integrated Support Plan (ISP) Product Description

## Introduction

This Product Description (PD) contains the requirements for the content and format of the Integrated Support Plan (ISP).

The ISP is the primary management tool used to establish and execute an effective Through Life Support Solution of the Rotary Wing Command Support Air Transportation (RWCSAT) Service.

The plan identifies the contractor's approach and description of how the Contractors solution will be conducted to meet the Through Life Support requirements as part of the Technical Evaluation Criteria to the Tender response.

The ISP is to be written in accordance with Def Stan 00-600 - ILS for MOD Projects, Schedule 1: Statement of Requirement to Contract 710595450.

## Format

The document sections shall be as follows:

<b>Product Description</b>	
<b>Product Title</b> Integrated Support Plan (ISP)	<b>Product Description Identifier</b> ISP
<b>Description Synopsis</b> This PD contains the requirement for the format and content of the Integrated Support Plan (ISP) to utilised as evidence to support the Tender submission.	
<b>Purpose</b> The ISP is used by the MOD to evaluate, monitor, and accept the contractor's planning and performance of the Through Life Support (TLS) programme task(s) associated to the Rotary Wing Command Support Air Transportation (RWCSAT) Service, as specified within the Statement of Requirement and Evaluation Criteria.	
<b>Full Description \ Product Composition</b> The ISP documents the management plans of the contractor for data gathering and analyses; task management, control, and execution; and interface of the TLS programme task(s). The management plans of the contractor will demonstrate that integration of the new service, when deployed, will satisfy all supportability criteria. The plan shall at a minimum comply with the Def Stan 00-600 - ILS for MOD Projects, Schedule 1: Statement of Requirement to Contract 710595450.  The ISP must contain each of the sections listed below, further sub sections can be included if the supplier deems these relevant to expanding on their support solution. If there is no data or text requirement, the contractor will enter 'NOT APPLICABLE' and justify the reasons, tailoring out the section and (or) Supportability Element. The sections are as follows:  1. <b>Introduction</b>	

This section identifies the requirements of the ISP as specified in the Statement of Requirement. This section contains the following sub-sections:

**Purpose and Scope.** This sub-section provides a statement regarding the purpose and scope of the ISP as the document for the management and performance of the contractual TLS programme.

**ISP Summary.** This sub-section provides a description of the ISP so as to establish a clear understanding of the scope, content and organization of the material presented.

**Updating Procedure.** This sub-section provides a description of how alterations to the ISP are to be developed, authorized, and incorporated.

## 2. ILS Programme Management, Organization and Performance.

This section provides a description of the overall process, involving both the MOD and the contractor, for use in managing and performing the contractual ILS programme. This section contains the following sub-sections:

**Contractor's Objectives, Policies, General Management Procedures.** These shall state the objectives, policies and general management procedures that relate to the TLS programme.

**Contractor's TLS Organizational Structure.** This shall describe the contractor's organizational structure. The identification of names, positions, functions, responsibilities, and authority of those responsible for satisfying the service requirement.

**Sub-contractor and Vendor Interface Management.** This sub-section contains a list of all major sub-contractors (for the purpose of the ISP, major sub-contractors are termed as those responsible for supply of deliverables directly to the Prime contractor of the MOD) involved in the TLS methods of control and the organizational interfaces with the sub-contractors.

## 3. Related Plans, Certification and Regulations Applicable to the TLS Programme.

This section contains appropriate appendices as related plans required for the TLS programme effort. This section contains the following sub-section:

**Related Plans, Certification and Regulations.** This sub-section references the contractually required deliverable plans to support TLS; e.g. Project Management Plan, Training and Training Equipment Plan. Critical Spares Lists, etc

## 4. Programme Plan and Milestone Schedule.

This section contains the programme plan and master milestone schedule for the TLS and transition into service effort.

## 5. Support Concept.

This section contains the detail and an explanation of how the capability and service will be utilized and supported in its intended operational role to meet the RWCSAT requirement and aligned Support Elements. This section contains the following sub-sections:

**System/Equipment Description.** This sub-section provides a brief description of the functional and physical characteristics of the system/equipment and its major sub-systems/equipment's. Also included is a description of the physical and functional relationship between the equipment or system and any associated systems or equipment's that it will interface with when operational.

**Reliability and Availability Requirements.** As an appendix to the ISP, this sub-section should provide a brief description on how the Availability requirements will be achieved

through-out the duration of the Contract, aligning to the Statement of Requirement to Contract 710595450

**Maintenance Planning.** Provide a description on how maintenance and maintenance planning will be conducted throughout the duration of the Contract, identification but not limited to Scheduled maintenance activities, facilities, certification, personnel plus FTE, processes and data needed to enable maintenance services to be competently provided. IAW Part 145 AMO Exposition.

**In Service Monitoring.** This section details evidence which demonstrates that In-Service activities such as Incident and Problem Management has been established.

**Supply Support.** This sub-section provides a description on how Supply Support will be conducted throughout the duration of the Contract. This section details the evidence which demonstrates that the Supply Support processes and activities are fully functional, including but not limited to; timely procurement; sustainment; positioning; distribution and replenishment of spares, repair parts and special or consumable supplies.

**Supply planning.** As an appendix to the ISP, provide a description of the strategy for critical spares management, including anticipated spares holding, quantity and location to underpin a value for money argument, aligning to the Statement of Requirement to Contract 710595450.

**Support and Test Equipment (ST&E).** The equipment (mobile and fixed) required to sustain the operation and maintenance of a capability.

**Obsolescence Management.** Provide a description on how Obsolescence will be proactively managed, monitored, reviewed, and mitigated. In alignment with BS EN IEC 62402:2019 Obsolescence Management.

**Configuration Management.** Provide a description on how Configuration Management will be conducted, and these will interact with the necessary configuration management system(s) and Engineering outputs.

**Facilities and Infrastructure.** Provide a description on the entire physical infrastructure and associated services required to integrate, operate, repair, and maintain a product. (IAW Part 145 AMO Exposition.)

**Technical Document.** Provide a description on how Technical Documentation will be managed throughout the duration of the Service.

**Technical Information.** This section details the evidence which demonstrates that the Technical Information (TI) which is necessary to install, operate, maintain, repair, and support the product through life is captured, configured, and appropriately stored.

**Software Support and associated Licences.** This section details evidence which demonstrates that Software Support has been established through-life to support the capability to ensure that software products and services are managed and controlled to ensure that equipment fit, form and function is not compromised. Provide a brief description on how Software support and associated Licences will be managed throughout the duration of the Service.

**Equipment Transportability.** Provide a description on how equipment will be transported throughout the duration of the Service.

**Handling, Storage and Distribution.** Provide a description of the Storage and Distribution aspects of the support solution to support the service through life. This section details evidence which demonstrates that the Packaging, Handling and Storage management activities ensures that all products and support items are packaged, handled, stored properly and in conformance with appropriate legislation - particularly for hazardous materials. (IAW Part 145 AMO Exposition.)

**Disposals.** Provide a brief description of how Disposal which demonstrates that the Disposal processes and activities are operational and consider the efficient, effective, and safe disposal of products, spares, and consumables, throughout the product life.

6. **Glossary, Acronyms and Terms.**

This section shall contain a glossary of all acronyms and special terms, or words used in the text.

7. **Appendices.**

1. Critical spares strategy