

SCHEDULE 2
STATEMENT OF WORK

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1 SECTION 1 SOLUTION OVERVIEW

- 1.1 The Contract shall be performance managed to meet the performance as detailed in Schedule 4 (*Performance Management*). The Service set out in this SOW has been designed to provide the Contractor's CDO and support the Authority's Continued Airworthiness Organisation construct to ensure alignment with the MRP, provide clear accountability and support the Authority with its delivery of Fully Mission Capable Aircraft. This results in three (3) elements of the Service:
- 1.1.1 Manage Service, as detailed in Section 1;
 - 1.1.2 Support Service, as detailed in Sections 2 – 7;
 - 1.1.3 Design Service, as detailed in Section 8;
- 1.2 The Design and Support Services, augmented by GFA in accordance with Schedule 7 (*Government Furnished Assets*), provide logistics support to deliver Sentinel Aircraft into the Forward Available Fleet. The Service is managed and controlled by an overarching Manage Service. The 3 elements of the Service are further illustrated in Figure 1 below.

Figure 1 – Service Model *REDACTED*

MANAGE SERVICE (1)

- 1.3 The Service is managed and controlled by a management service providing change management, Programme Controls, and Quality Assurance (QA). Manage Service is the overarching business and contract management organisation responsible for enabling and controlling the Service and reporting to the Authority. Section 2 provides further detail on Manage Service.

SUPPORT SERVICE (2)

- 1.4 This service provides support to the Authority's Continued Airworthiness Organisation and consists of:

Fleet Management Service (2.1)

- 1.4.1 The Fleet Management Service is the primary control organisation for the Support Service, in terms of planning and executing operational activities in support of both short and long term Fleet planning requirements to achieve the performance in accordance with Schedule 4 (*Performance Management*). It does this by:
- 1.4.1.1 Assisting the Authority via the provision of information from the Support Service to enable realistic timeframes to be established in the Fleet Plans.
 - 1.4.1.2 The coordination of the Support Service and the Support Service's SQEP to execute to the agreed Fleet Plans.
 - 1.4.1.3 Managing the Contractor on Deployed Operations (CONDO) Enabling service.
 - 1.4.1.4 Managing and optimising the Depth maintenance activities on Sentinel Aircraft allotted to the Contractor.
- 1.4.2 Section 3 provides further detail on the Fleet Management Service.

Maintenance Service (2.2)

- 1.4.3 The Maintenance Service operates in accordance with its MOE in Depth and under QR640 and MAP when supporting Forward and consists of:
 - 1.4.3.1 undertaking all Depth maintenance *Redacted*
 - 1.4.3.2 tasked support to Forward at the MOB;
 - 1.4.3.3 tasked support to Forward at Bolthole up to 31st December 2016;
 - 1.4.3.4 Bay Maintenance for Mission System assets; and
 - 1.4.3.5 scheduled checks and calibration of Support Equipment.
- 1.4.4 Section 4 provides further detail on the Maintenance Service.

Technical and Engineering Service (2.3)

- 1.4.5 The TES provides support to the TAA in the achievement of continuing airworthiness across the Sentinel System to meet the requirements of the Regulatory Articles (RAs) detailed in Schedule 3 (*Quality Standards and Requirements*). This will be achieved by the provision of:
 - 1.4.5.1 a Technical Query (TQ) service;
 - 1.4.5.2 a Configuration Management and Data Management Service;
 - 1.4.5.3 an Obsolescence service *Redacted* and,
 - 1.4.5.4 support to Aircraft airworthiness integrity activities.
- 1.4.6 Section 5 provides further detail on the Technical and Engineering Service.

Supply Chain and Procurement Service (2.4)

- 1.4.7 The Supply Chain and Procurement Service element will support the performance of the Service through the management of the supply chain. This includes:
 - 1.4.7.1 the provision of parts to conduct maintenance and repair activity;
 - 1.4.7.2 management of an approved vendor base including supplier assessments, purchase order negotiation and placement;
 - 1.4.7.3 inventory management including goods receiving and inspection and stock checks;
 - 1.4.7.4 packing, handling and the physical movement to the storage facilities utilised by the Contractor and,
 - 1.4.7.5 the provision of a modelled spares output to the Authority which will recommend a level of spares required to re-prime the spares supply pipeline.
- 1.4.8 Section 6 provides further detail on the Supply Chain and Procurement Service.

Training Service (2.5)

- 1.4.9 The Training Service will provide training to personnel allocated to Sentinel duties in accordance with the TNA, including:
 - 1.4.9.1 Operations Training will be provided to the following Sentinel personnel employed on, or in support of the Sentinel System:
 - 1.4.9.1.1 Air Operators
 - 1.4.9.1.2 Pilots
 - 1.4.9.1.3 Ground Operators
 - 1.4.9.1.4 Liaison Officers
 - 1.4.9.1.5 Geospatial Technicians
 - 1.4.9.1.6 Operations training supports five (5) Crews plus seven (7) Pilots over the Contract Period.
 - 1.4.9.2 Technical Training shall be provided to the following Sentinel personnel employed on, or in support of the Sentinel System:
 - 1.4.9.2.1 Air Maintainers
 - 1.4.9.2.2 Communications and Information Systems (CIS) Personnel
 - 1.4.9.2.3 Maintenance Managers
- 1.4.10 Section 7 provides further detail on the Training Service.

DESIGN SERVICE (3)

- 1.4.11 This is the CDO element of the Service and consists of the DAOS approved design support to the Sentinel System. The Design Service consists of:

Design and Build Service (3.1)

- 1.4.11.1 The Design and Build Service provides the CDO services required to support the operational Fleet including TQ resolution beyond the capability of TES, the proposal and development of Small Modifications and an integrated Technical Publications update programme.

Design Support Service (3.2)

- 1.4.11.2 The Design Support Service will provide the relevant support activities to allow the CDO to function under a DAOS approval in accordance with the DAOS Exposition. The Design Support Service shall include other supporting skillsets that are fundamental in supporting design activities.

- 1.4.12 Section 8 provides further detail on the Design Service.

ASSUMPTIONS

1.4.13 *Redacted*

EXCLUSIONS

Redacted

Table 1 – *Redacted*

Item	Subject
Redacted	*Redacted*

1.4.14 *Redacted*

2 SECTION 2 MANAGE SERVICE (1)

Figure 2 – Manage Service Overview *REDACTED*

Description of the Service

2.1 Level 3 Manage Service Breakdown

Figure 3 – Manage Service Breakdown *REDACTED*

2.2 The Contractor shall establish and maintain the Service to support the Sentinel System based at the MOB. The Contractor shall manage the Service by providing the management, governance, reporting and enabling activities as detailed in this Schedule 2 (*Statement of Work*).

Change Management

2.3 The Contractor shall provide an enabling capability that will manage Contract Change as a result of new, emerging and/or changing requirements in accordance with Schedule 6 (*Contract Change*) and Clause 71 (*Contract Changes*).

Management of Emerging Requirements

2.4 The Contractor shall provide support to the Authority to develop their Forward Business Plan and to enable the Authority to raise a Contract Change Proposal Form Stage 1, as set out in Paragraph 3 of Schedule 6 (*Contract Change*), by:

2.4.1 Reviewing emerging requirements, identified as potential changes to the Service, as a specific agenda item at the Monthly Performance Review Meeting (MPRM).

2.4.2 The Contractor shall inform the Authority of the impact that such emerging requirements may have on its capacity and capability to execute the emerging requirements.

Service Transition

2.5 This section details the Contractor's solution for Transition.

General

2.5.1 The Contractor shall appoint a Transition Manager to manage and coordinate Transition.

Joint Contract Launch

2.5.2 The Contractor shall hold a joint communications briefing to Authority and Contractor personnel to communicate the responsibilities and obligations set out in this Contract. The Joint Contract Launch shall take place no later than 30 Business Days from the Effective Date.

2.5.3 The Contractor shall produce a briefing pack in accordance with the Contractor Data Requirements List (CDRL) Serial 11 as detailed in Paragraph 9.2, Table 18.

2.5.4 The Contractor shall arrange for attendance of its nominated Contractor personnel.

2.5.5 The Authority shall arrange for attendance of its nominated Authority personnel.

2.5.6 The brief shall be delivered by both Contractor and Authority speakers.

Documentation

2.5.7 The Contractor shall provide initial delivery of documentation as set out in Paragraph 9.1, Table 18.

2.5.8 The Integrated Programme Management Plan (IPMP) shall detail how the Contractor shall manage the Service and shall include the following as a minimum:

- 2.5.8.1 Introduction
- 2.5.8.2 Project Overview and Structure
- 2.5.8.3 Programme Plans Summary and Document Tree
- 2.5.8.4 Project Governance
- 2.5.8.5 Performance Management
- 2.5.8.6 Budget and Cost Control
- 2.5.8.7 Change Management
- 2.5.8.8 Contractor internal Contract management (Schedule 9 (*Contract Management*) covers the joint Contract management activities)
- 2.5.8.9 Export/Import (EXIM)
- 2.5.8.10 Resource Management
- 2.5.8.11 GFA Management

Resource Planning

2.5.9 The Contractor shall provide the Authority with visibility of its workload forecast when reasonably requested by the Authority.

Programme Controls

2.6 The Contractor shall provide Programme Controls support to the Service. This shall be in accordance with the IPMP.

Reporting Governance

2.7 The Contractor shall provide Programme Controls support to the Service to provide both internal and external governance and reporting. The meetings and reports in relation to Manage Service are detailed in Table 2 and Table 3 respectively below.

2.8 Schedule 9 (*Contract Management*) shall include TORs for the meetings defined in Table 2 and the detail with regards to the format of reports as defined in Table 3.

Table 2 – Manage Service Meetings

Meetings	Cycle	Contractor Responsibility	TORs
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Meetings	Cycle	Contractor Responsibility	TORs
Annual Performance Review Meeting	Annual	Manage	In accordance with Schedule 9 (<i>Contract Management</i>).
CASP Performance Review	No greater than quarterly	Participate	
Quarterly Performance Review Meeting	Quarterly	Manage	
Monthly Performance Review Meeting	Monthly	Manage	
Joint Risk and Opportunities Review Board	No greater than quarterly	Manage	
Air Command Capability Integration Working Group (CIWG)/Sentinel Programme Board	No greater than quarterly	Participate	
Air Command Sentinel Programme Working Groups	No greater than quarterly	Participate	

Table 3 – Manage Service Reports

Reports	Cycle	Content
Monthly Performance Reports to include retrospective performance for the previous month against:	Monthly; delivered ten (10) Business Days from the start of the calendar month.	In accordance with Schedule 9 (<i>Contract Management</i>).
Quarterly Performance Reports to include:	Quarterly	In accordance with Schedule 9 (<i>Contract Management</i>).
SSRO Reports	In accordance with the requirements of Schedule 5 (<i>Pricing and Payment</i>).	In accordance with the requirements of Schedule 5 (<i>Pricing and Payment</i>).
Standards Review Reports	Six (6) monthly	In accordance with Paragraph 2.16.2.
CASP impact statement	Annual	In accordance with Paragraph 2.10.1.

Performance Management

2.9 The Contractor shall monitor the Service performance in accordance with Schedule 4 (*Performance Management*).

- 2.10 A joint performance management process will be developed and implemented by the Contractor and the Authority. Daily coordination and recording will be undertaken within the Support Service and be consolidated and coordinated by Programme Controls.
- 2.10.1 The Contractor shall assess annual changes to the CASP and their potential impact on the Service; this shall be documented on a CASP impact statement and as an agenda item at the APRM. Any resultant follow on action will be contracted as a Change to the Service in accordance with the provisions of Schedule 6 (*Contract Change*).

Performance Measurement and Optimisation Service

- 2.11 The Contractor shall provide a Performance Measurement and Optimisation Service to identify performance and/or cost improvement opportunities within the Contract, specifically against Schedule 4 (*Performance Management*) and the CASP to ensure that Optimisation opportunities are focussed on what is important to the Contract and to Sentinel operations. This service shall gather data centrally from across the Service in order to measure and report performance and identify improvement opportunities. At the core of this activity is a performance analysis process, similar to the FRACAS process, but tailored for reviewing service rather than product. In analysing the failures or opportunities it also looks for maximum gearing in the solution in terms of looking for the most cost effective corrective action. Only as a last resort does it consider product change as this is the most expensive and time consuming solution and least likely to provide benefit across a small fleet over a 4.5 year period.
- 2.12 The Contractor shall deliver a Performance Measurement and Optimisation Plan in accordance with Paragraph 9, Table 18 to detail:
- 2.12.1 How Optimisation opportunities shall be identified, recorded and analysed and should include:
- 2.12.1.1 A register of identified optimisation opportunities, which shall be created from the Effective Date and maintained throughout the Contract Period.
- 2.13 The Contractor shall submit the optimisation opportunities register to the Authority in the MPR, which shall be a specific item within the MPRM agenda.
- 2.14 The optimisation opportunities shall each be considered in their own right and will fall broadly into the following categories, subject to Schedule 6 (*Contract Change*):
- 2.14.1 Quick Win optimisation opportunities – can be implemented with minimal cost and without changing the Approved Data Set;
- 2.14.2 Viable (self-funding) optimisation opportunities – require Authority (TAA) involvement and approval but which can be self-funded by the savings the Contractor can make by implementing the opportunity; or
- 2.14.3 Viable (none self-funding) optimisation opportunities – considered viable but cannot be self-funded within the Contract Period and/or would require Authority funding if they were to be implemented.

GFA Management

- 2.15 The Contractor shall manage GFA in accordance with Schedule 7 (*Government Furnished Assets*) and Clauses 50 (*Issued Property*) and 51 (*Accounting for the Property of the Authority*) of the Contract.

Quality Assurance

- 2.16 The Contractor shall produce a Quality Plan in accordance with the provisions of Schedule 3 (*Quality Standards and Requirements*). The Quality Plan shall be maintained throughout the Contract Period in accordance with Paragraph 9, Table 18. The Contractor shall deliver the QA service in accordance with the Quality Plan and monitor compliance against the standards detailed in Schedule 3 (*Quality Standards and Requirements*).

Personnel Management

- 2.16.1 The Contractor shall provide SQEP to meet its obligations under the Contract. The Contractor shall develop a SQEP database and ensure that personnel records are maintained throughout the Contract Period.

Standards Reviews

- 2.16.2 The Contractor shall provide a Standards Review Report to the Authority six (6) months from the Effective Date and every six (6) months thereafter.

- 2.16.2.1 The Standards Review Report shall identify:

- 2.16.2.1.1 new standards and/or regulations that may apply to the Contract in the future;
- 2.16.2.1.2 new standards and/or regulations that have been adopted by the Contractor since the previous Standards Review Report (or if there has not been a previous Standards Review Report, the Effective Date) that the Contractor has to comply with by law;
- 2.16.2.1.3 changes to contracted standards and/or regulations since previous Standards Review Report (or if there has not been a previous Standards Review Report, the Effective Date);
- 2.16.2.1.4 the impact of any changes to the standards and/or regulations pursuant to Paragraphs 2.16.2.1.2 and 2.16.2.1.3 of this Schedule 2 (*Statement of Work*) including a recommended plan of action and the impact on the Contractor's costs;
- 2.16.2.1.5 following submission of the Standards Review Report the Authority shall, within ten (10) Business Days, either: accept the submitted Standards Review Report and the provisions of Paragraph 2.16.2.2 shall apply; or seek further clarification from the Contractor which the Contractor shall provide within ten (10) Business Days;
- 2.16.2.1.6 following submission of additional information, pursuant to Paragraph 2.16.2.1.5, the Authority shall either accept the Standards Review Report and the provisions of Paragraph 2.16.2.2 of this Schedule 2 (*Statement of Work*) shall apply, or reject the Standards Review Report and the provisions of Clause 75 (*Disputes*) shall apply.

- 2.16.2.2 Upon acceptance of the Standards Review Report the impact identified in Paragraph 2.16.2.1.4 shall be implemented in accordance with the provisions of Schedule 6 (*Contract Change*).

- 2.16.2.3 In the event that the Contractor is required to comply with changes to the standards and/or regulations as set out Schedule 3 (*Quality Standards and Requirements*) before the next Standards Review Report, the Contractor shall notify the Authority immediately and this shall be treated as an Urgent Change by the Authority in accordance with Schedule 6 (*Contract Change*).
- 2.16.2.4 From the Effective Date, the Contractor shall create and maintain a library of all the contracted standards at the amendment/change/issue stated in Schedule 3 (*Quality Standards and Requirements*) and deliver to the Configuration Management Data Management (CMDM) service in Paragraph 5.2.

Limit of Liability Management

- 2.17 The Contractor shall comply with the provisions Schedule 5 (*Pricing and Payment*) and Schedule 9 (*Contract Management*) in relation to the full lifecycle of Limit of Liability management.

3 SECTION 3 FLEET MANAGEMENT (2.1)

Figure 4 – Fleet Management Service Overview *REDACTED*

Description of the Service

3.1 Level 3 Fleet Management Service Breakdown

Figure 5 – Fleet Management Service Breakdown *REDACTED*

Fleet Operations Centre

3.2 Through the Fleet Operations Centre Service, the Contractor shall conduct and prioritise the timely implementation of Support Service tasks that affect the performance of the Service as defined in Schedule 4 (*Performance Management*).

3.3 The Contractor shall provide SQEP in order to:

- 3.3.1 assist the Availability Cell via the provision of information from the Support Service to enable realistic timeframes to be established in the Fleet Plans;
- 3.3.2 support the Fleet Management Service meetings as described in Table 4;
- 3.3.3 coordinate the Support Service and the Support Service’s SQEP to execute to the agreed Fleet Plans;
- 3.3.4 provide management and facilitation of the Contractors On Deployed Operations (CONDO) Enabling Service;

Table 4 Fleet Management Service Meetings

Meetings	Cycle	Contractor Responsibility	TORs
Weekly Availability Meeting (SO2s)	Weekly	Participate	In accordance with Schedule 9 (<i>Contract Management</i>).
Monthly Availability Meeting (SO1s)	Monthly	Participate	In accordance with Schedule 9 (<i>Contract Management</i>).
Depth Aircraft Status Meeting	Weekly, During Depth maintenance.	Manage	In accordance with Schedule 9 (<i>Contract Management</i>). To run consecutively with the NAI Sentencing Panel when an

Meetings	Cycle	Contractor Responsibility	TORs
			Aircraft is in Depth.
Exceptional Emergent Work Sentencing Panel	As required and scheduled from the Depth Aircraft Status Meetings	Manage	In accordance with Schedule 9 (<i>Contract Management</i>). To be run adjacent to the Aircraft Depth Status Meeting where possible.
Pre-Input Meetings	As required. The 3 rd Pre-Input Meeting shall take place no later than twenty (20) Business Days before the proposed allotment date in the Fleet Plans.	Participate	In accordance with Schedule 9 (<i>Contract Management</i>).
Post-Output Meetings	As required, within two (2) weeks of Depth completion.	Participate	In accordance with Schedule 9 (<i>Contract Management</i>).

Maintenance Planning Service

3.4 Through the Maintenance Planning Service (MPS), the Contractor shall manage each Aircraft under its allotment in the Depth maintenance environment in accordance with the MOE and the Fleet Plans.

3.4.1 The Contractor shall provide a Depth Maintenance SOW and a Depth Maintenance Schedule for each Depth maintenance event in accordance with the Pre-Input Meeting Process to detail scope, broken down against the following elements:

3.4.1.1 Core Work;

3.4.1.2 Additional Tasking subject to Schedule 5 (*Pricing and Payment*) and/or Schedule 6 (*Contract Change*) as required;

3.4.1.3 Emergent Work.

3.4.2 The Contractor shall provide a Draft Depth Maintenance SOW and a Draft Depth Maintenance Schedule (15) Business Days after the 1st Pre-Input Meeting for Authority review prior to the 2nd Pre-Input Meeting.

- 3.4.3 The Contractor shall incorporate changes agreed at the 2nd Pre-Input Meeting into the Draft Depth Maintenance SOW and a Draft Depth Maintenance Schedule fifteen (15) Business Days after the 2nd Pre-Input Meeting for Authority review prior to the 3rd Pre-Input Meeting.
- 3.4.4 The Contractor shall incorporate changes agreed at the 3rd Pre-Input Meeting into the Depth Maintenance SOW and a Depth Maintenance Schedule fifteen (15) Business Days after the 3rd Pre-Input Meeting. The Depth Maintenance SOW and Depth Maintenance Schedule shall be subject to acceptance by the Authority within five (5) Business Days.
- 3.4.5 Upon Authority acceptance, the Depth Maintenance SOWs and Depth Maintenance Schedules shall be populated at Section 11 of this Schedule 2 (*Statement of Work*). Schedule 7 (*Government Furnished Assets*) shall be amended through Schedule 6 (*Contract Change*) to reflect the GFA requirements in the Depth Maintenance SOW.
- 3.4.6 The Contractor shall track and report progress at the Depth Aircraft Status Meetings detailed in Table 4.
- 3.4.7 Changes to the agreed Depth Maintenance SOW and Depth Maintenance Schedule after the 3rd Pre-Input Meeting, in accordance with Paragraph 3.4.1, shall be subject to joint review and approval at the Depth Aircraft Status Meeting. Requested changes shall be recorded and reviewed on Impact Statement Sheets and tracked on an Impact Statement Tracker at the Depth Aircraft Status Meetings. Agreed changes will be added to the 3rd Pre-Input Meeting minutes, Annex A, to be up-issued to the Contractor by the Authority. The Depth Maintenance SOW and Depth Maintenance Schedule shall be amended into the Contract at Paragraph 11, subject to Schedule 6 (*Contract Change*). Examples of requested changes include:
- 3.4.7.1 any increase or decrease of any scope (Core Work, Emergent Work or Additional Tasking) post the 3rd Pre-Input Meeting i.e. following Supplementary Maintenance Planning Meetings; and
- 3.4.7.2 Exceptional Emergent Work.
- 3.4.8 Any adjustments to the duration of the agreed Depth Maintenance Schedule will be fed into the Fleet Plans by the Authority upon the agreement of Change, pursuant to Paragraph 3.4.7.
- 3.4.9 The Contractor shall provide a Mission System Status Test to enable the ongoing Depth input and output testing in accordance with Paragraph 4.9.1.

CONTRACTORS ON DEPLOYED OPERATIONS (CONDO) ENABLING SERVICE

Contractor CONDO Enabled Team

- 3.5 The Contractor shall provide a Contractor CONDO Enabled Team (CCET) for the Contract Period who are identified as being SQEP and physically fit for role (medical and dental) in accordance with the DEFSTAN 05-129 at Schedule 3 (*Quality Standards and Requirements*) and Schedule 14 (*Contractors on Deployed Operations*).
- 3.6 A CCET shall be available to deploy to the Authority based on the personnel numbers and skillsets as identified in Table 5 below.

Table 5 - CCET

Redacted	*Redacted*
Redacted	*Redacted*

- 3.7 The CCET shall meet a minimum SQEP deployment criteria against their skillset to be able to deliver an equivalent service at a DOB as delivered at the MOB and as identified in the SQEP database, at Paragraph 2.16.1.
- 3.8 The Authority can select any number of personnel from the CCET to deploy against separate CONDO Deployment contract amendment(s) subject to Schedule 5 (*Pricing and Payment*) and Schedule 6 (*Contract Change*) and considering Paragraph 3.9.
 - 3.8.1 The Authority will decide what quantity of CCET personnel and requisite skillsets it requires for any relevant CONDO deployment contract amendment against that available (and which have not already been requested to deploy) from Table 5. The Contractor shall propose which Contractor personnel are to be deployed. The Contractor and Authority shall agree to the contingent to be deployed as part of the CONDO deployment contract amendment. Any change to the contingent shall be subject to prior agreement between the Parties. The Contractor shall at the same time advise of any potential impact to the Services of deploying such personnel and the Parties shall pre-agree the extent of any potential contractual relief, should such personnel deploy in accordance with the provisions of Schedule 6 (*Contract Change*). The Contractor shall not be entitled to any further relief from what was agreed in the CONDO deployment amendment. In the event factors subsequently change that are beyond the Contractor's control, that are either immediately impacted the Services or could potentially impact the Services, the Contractor shall notify the Authority immediately with evidence that the Contractor has taken all reasonable steps to mitigate the impact prior to agreement of any further relief in accordance with Schedule 6 (*Contract Change*).
- 3.9 Personnel in the CCET are enabled to support a CONDO deployment for a minimum period of three (3) calendar days in location (to include an acclimatisation day on arrival) and up to a maximum period of eight (8) calendar weeks from UK departure date to UK return date at any time during the year. On return from deployment, the CCET personnel will be granted a rest period, calculated in accordance with their time deployed.
- 3.10 The CCET could be located in split locations within a CONDO Applicable Area subject to Paragraph 3.11.
- 3.11 Provided that the Authority meets its obligations with regards to DEFSTAN 05-129 at Schedule 3 (*Quality Standards and Requirements*) and Schedule 14 (*Contractors on Deployed Operations*) and subject to Paragraph 3.7, the Contractor shall be enabled to:

- 3.11.1 Deploy CCET personnel six (6) weeks prior to any initial Authority To Deploy (ATD) to a CONDO Applicable Area and/or Changing Work Locations.
- 3.11.2 Deploy additional CCET personnel within forty-eight (48) hours' notice of Authority notification.
- 3.12 The role of CCET personnel on deployed operations shall be limited to the provision of like services to those covered by this Contract and CCET personnel shall not be required to be on board the Aircraft during operational flights.
- 3.13 For the purposes of determining the man-day payment rates and payment of allowances in the CONDO deployment Section of Schedule 5 (*Pricing and Payment*), the Contractor shall determine the Active Service or Non-Active Service status of the location within the CONDO Applicable Area.

Specialist Clothing and Communications

- 3.14 Members of the CCET shall be provided with recommended personal kit, as advised by the Contractor's selected training provider, deemed suitable for an expectation of worldwide deployment. IT support shall be provided in the form of SAT phones, mobile communications and laptops to enable immediate communications between the Contractor and the CONDO Applicable Area following their deployment thereto.

CCET Support

- 3.15 A team of SQEP for 24/7 Support at the MOB shall be retained to support the CCET in readiness for any CONDO deployment(s) in accordance with Paragraph 3.7.
- 3.16 The CCET shall be managed by a dedicated Contractor CONDO Manager (CCM). The dedicated CCM shall become the CDCM in such times that a CONDO deployment(s) is enacted in accordance with Paragraph 3.7. A nominated Deputy CCM shall be retained in the 24/7 Support to ensure that the CDCM and the wider CCET is supported during times of deployment.
- 3.17 The Contractor shall manage its responsibility for the safety and welfare of the CCET personnel during the Contract Period and against any CONDO deployment amendment by contracting for a 24-hour personal security and incident management support service. This shall provide an assured single point of contact for the security needs of the CCET and guarantees immediate access to experienced security consultants who are briefed on the Contractors' structure, operations and security policies and procedures.

4 SECTION 4 MAINTENANCE SERVICE (2.2)

Figure 6 – Maintenance Service Overview *REDACTED*

Description of the Service

4.1 Level 3 Service diagram

Figure 7 – Maintenance Service Breakdown *REDACTED***Manage Maintenance Service**

4.2 The Contractor shall:

- 4.2.1 Operate as an approved MRP Part 145 organisation and manage the maintenance activities in accordance with its MOE when allotted to Depth and under QR640 and MAP when allotted to Forward.
- 4.2.2 Ensure that maintenance activities are performed only by SQEP authorised in accordance with its MOE.
- 4.2.3 Allow access to the Aircraft to the Authority and or other third parties approved by the Authority Representative during the time it is allotted to the Contractor in accordance with the MOE. Any activities the Authority and or other third parties approved by the Authority Representative wish to undertake on the Aircraft must be limited by that allowed in the approved MOE.
 - 4.2.3.1 From the Effective Date, the Contractor shall update its MOE to enable Authority MMOs access to perform work under Contractor allotment in accordance with Paragraph 9, Table 18. The allowance of MMO access will be subject to MAA approval of the revised MOE following Authority acceptance.
- 4.2.4 Be responsible for the management and discharge of Aircraft Depth Maintenance activities in accordance with ADS for the maintenance tasks being undertaken under the Contract.
- 4.2.5 Manage SQEP to optimise output. A common set of resource/skillssets sits across the Maintenance Service but the workload is not at a steady state in each of the service areas within: Depth, Forward Maintenance, Bay etc. The Manage Maintenance Service balances the demands and priorities across these areas to ensure all elements are supported with the optimal number of heads.
- 4.2.6 Ensure that Aircraft that are undergoing Depth scheduled maintenance are received from and handed over to the Authority in accordance with the allotment process in Leaflet 11 in the DAP101B-6800-2(AR)1 as detailed in Schedule 3 (*Quality Standards and Requirements*).

4.3 Whilst undertaking maintenance the Contractor shall:

- 4.3.1 operate in accordance with the requirements of the ADS;
- 4.3.2 following the maintenance activity, update and maintain the relevant Aircraft's MOD Form F700 Series and LITS for that Aircraft;
- 4.3.3 report faults on items returned or delivered to the Contractor in accordance with MAP-01 chapters 7.5 and 7.5.1 and via MOD Form 760;
- 4.3.4 undertake re-conditioning of gas cylinders and bottles having an airborne application in accordance with MAP-01 chapter 13.5;
- 4.3.5 raise quality occurrence reports for an Aircraft received in an unsatisfactory condition in accordance with MAP-01 chapters 9.4 and 15.1.1;

- 4.3.6 raise UFRs to record the circumstances of an unsatisfactory feature discovered in any element of the ADS;
- 4.3.7 develop and maintain SQEP capability to support the Sentinel System (including air vehicle and Mission System);

Perform Forward Maintenance

- 4.4 The perform Forward maintenance service provides a maintenance capability and capacity that can be called upon by the Authority to support Forward operations at the MOB. The perform Forward maintenance service support will be requested by the Authority via the Contractor's TDB.
 - 4.4.1 The Contractor shall provide *Redacted*, on-site engineering support services to Forward at the MOB in the form of avionics technicians and/or mechanical technicians to support the Authority maintaining the Forward fleet in accordance with Table 6:
 - 4.4.1.1 *Redacted*.
 - 4.4.1.2 *Redacted*;
 - 4.4.1.3 provide SQEP with Avionics and Mechanical skillsets throughout the perform Forward maintenance service shift; and
 - 4.4.1.4 provide monthly and cumulative consumption of support to Forward hours in the Monthly Performance Report.
 - 4.4.2 Support to Bolthole
 - 4.4.2.1 The Contractor shall perform Forward maintenance support at the Bolthole location, RAF Cranwell, up to the 31st December 2016 with personnel and times as follows:
 - 4.4.2.1.1 provide a maximum of two SQEP in accordance with Paragraph 4.4.1.2;
 - 4.4.2.1.2 these Forward support hours form part of the allocation pursuant to Paragraph 4.4.1.

Table 6 Perform Forward Maintenance Tasking Limitations

Redacted	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*

Perform Depth Maintenance

- 4.5 The Contractor shall perform Depth maintenance *Redacted* in accordance with the Fleet Plans. *Redacted*. This shall be performed as tasked by the Fleet Management Service in accordance with Paragraph 3.4.
- 4.6 Perform Depth maintenance in accordance against the agreed Depth Maintenance SOWs and Depth Maintenance Schedules as tasked by the Fleet Management Service in accordance with Paragraph 3.4.
- 4.7 Whilst undertaking Depth maintenance the Contractor shall:

- 4.7.1 after the Aircraft has been moved into the maintenance facility, accept transfer of the Aircraft to the Contractor using the allotment process in Leaflet 11 of the DAP101B-6800-2(AR)1 in accordance with Schedule 3 (*Quality Standards and Requirements*);
 - 4.7.2 ensure that the Aircraft allotted to the Contractor are secured at all times.
 - 4.7.3 Respond to Depth TQs to enable completion of each Depth maintenance event. Reach Back shall be in accordance with Paragraph 5.10.2.
 - 4.7.4 post the maintenance activity, transfer the Aircraft back to the Authority using the allotment process in Leaflet 11 of the DAP101B-6800-2(AR)1 in accordance with Schedule 3 (*Quality Standards and Requirements*);
- 4.8 The Contractor shall undertake Depth maintenance Core Work and Emergent Work activities inclusive of labour and materials comprising of the following:
- 4.8.1 The maintenance checks and the associated Green Aircraft functional testing to confirm serviceability in accordance with the ADS;
 - 4.8.2 Out Of Phase maintenance codes that fall due within seven (7) days of the Contractor-to-Authority allotment date.
 - 4.8.3 Agreed SIs, STIs, RTIs and UTIs.
 - 4.8.4 A package of agreed deferred maintenance activities that fall due for review within the relevant maintenance window in accordance with the Aircraft F700 (to be reviewed by the Contractor):
 - 4.8.4.1 Acceptable deferred faults (ADF) log.
 - 4.8.4.2 Acceptable deferred husbandry log.
 - 4.8.4.3 Limitations (Lims) log.
 - 4.8.4.4 Loose article register.
 - 4.8.4.5 Concessions log.
 - 4.8.5 *Redacted*
- 4.9 The Contractor shall perform Depth maintenance testing and rectification work as follows:
- 4.9.1 The Contractor shall perform the Mission System Status Test on inward and outward allotment.
 - 4.9.2 If rectification work is identified as part of the Mission System Status Test, then this shall be handled in accordance with Paragraph 3.4.7.1.
 - 4.9.3 The Aircraft Mission System shall leave Depth maintenance at no less than the same serviceability state as it was allotted into the Depth maintenance, subject to Paragraph 4.9.1.
 - 4.9.4 The Authority will perform an Operational Flight Test post outward allotment.

- 4.9.5 If rectification work is required post the Operational Flight Test at Paragraph 4.9.4, the Aircraft shall be rectified using the perform Forward maintenance hours detailed at Paragraph 4.4.

8C *Redacted*

4.10 *Redacted*

Bay Maintenance Service

- 4.11 For key elements of the Mission System and the Support Segment, there is a second line bay at the MOB providing filter bench testing, acceptance testing and some limited repairs capability that the Contractor shall utilise in support of the Supply Chain and Procurement Service, hereby known as Bay Maintenance.

4.11.1 The Contractor shall:

- 4.11.1.1 Undertake Bay Maintenance at the MOB as defined in its MOE and as detailed at Paragraph 10.2, Table 19.
- 4.11.1.2 Operate in accordance with the requirements of the ADS
- 4.11.1.3 Raise UFRs to record the circumstances of an unsatisfactory feature discovered in any element of the ADS.
- 4.11.1.4 Report faults on items returned or delivered to the Contractor in accordance with MAP-01 CHAP 7.5 and 7.5.1 and via MOD Form 760
- 4.11.1.5 Initiate, provide, maintain and upkeep Engineering Records Cards

Manage Support Equipment Calibration

4.12 Support Equipment

- 4.12.1 The Contractor shall undertake the scheduled checks and calibration of the Support Equipment as detailed in Paragraph 10.3, Table 20, unless otherwise agreed with the Authority, and in accordance with the relevant ADS.
- 4.12.2 Records of such Support Equipment calibrations and traceability to the standard used shall be kept by the Contractor.
- 4.12.3 The Contractor shall undertake, where located at the MOB, the daily, 250hr/monthly, 500hr/bi-monthly, 100hr/3monthly scheduled servicing of the Houchins.

5 SECTION 5 TECHNICAL AND ENGINEERING SERVICE (2.3)**Figure 8 – Technical and Engineering Service Overview *REDACTED*****Description of the Service**

5.1 Level 3 Service diagram.

Figure 9 – Technical and Engineering Service Breakdown *REDACTED***Configuration Management and Data Management Service**

5.2 This CMDM service provides the receipt, transmission and dissemination of technical information internally within the Service and externally to the Contractor's Sub-Contractors and the Authority. This includes the provision of the ADS to the maintenance organisation.

5.3 The Contractor shall:

5.3.1 Provide configuration control processes, data retention, archiving and access control to the ADS in accordance with the Configuration Management and Data Management Plan detailed in Paragraph 9, Table 18. The CMDMP shall detail how the Contractor shall:

5.3.1.1 Effectively manage, control, and record implementation of approved changes, within the bounds of this Schedule 2 (*Statement of Work*) and the Sentinel System.

5.3.1.2 Perform data item surveillance when required.

5.3.1.3 Ensure contractual compliance and correct format for data items.

5.3.1.4 Ensure classified data is stored and distributed securely in accordance with the SPF.

5.3.1.5 Conduct and coordinate data item internal reviews and data item sign-off.

5.3.1.6 Deliver data through the Contractor Implemented Technical Information System (CITIS).

5.3.1.7 Provide an Authority interface to resolve Authority requests or concerns pertaining to data items.

5.3.1.8 Maintain the ISSS CMDM hardcopy library and electronic CITIS library.

5.3.1.9 Maintain a duplicate data set at a separate location.

Technical Queries and Repairs to Forward

5.4 TQ tasks shall be managed through the TDB with limitations and responsibilities as defined in Table 7. The TDB process is as defined in Schedule 9 (*Contract Management*).

5.5 This service shall utilise the ADS and provide a coordination service for Reach Back through Original Equipment Manufacturers (OEMs) and design organisations to answer TQs.

- 5.6 Contractor task closure and Authority acceptance of TQ tasks shall be against the original agreed TQ scope only. If consequential TQs arise as a result of the answer to the original agreed TQ task scope, then a further TQ task shall be raised; this shall exclude additional information required to satisfy the original TQ scope to allow Authority acceptance.
- 5.7 Provide airworthiness SQEP advice as requested
- 5.8 TQ and repairs initiated from Depth activity will be resolved without using the TDB hours detailed in Table 7.
- 5.9 The Contractor shall use the TDB tool to control and manage TQ tasks as per Table 7.
- 5.10 The Contractor shall provide a solution to the TQ in appropriate format e.g. Design Organisation Letter, repair scheme, concession request or temporary procedure which will be attached to the TDB, unless constrained by security, commercial or International Traffic in Arms Regulations (ITAR).

Table 7 – Technical Queries and Repairs Limitations

Redacted	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*

- 5.10.1 Provide repair schemes from within the ADS. These task types will be covered within the TDB hours limitation.
- 5.10.2 Provide Reach Back capability, forwarding TQs to the appropriate OEM or design organisation for resolution. Data provided in response by the OEM or design organisation shall be endorsed by the Sentinel Design Organisation. The Contractor coordination of these task types will be covered within the TDB hours limitation detailed in Table 7. *Redacted*:
 - 5.10.2.1 *Redacted*.
- 5.10.3 Use of the Bombardier Service Request for Product Support Action (SRPSA) or any other OEM or design organisation support shall be actioned by the Authority against the limit of liability provision in Schedule 5 (*Pricing and Payments*).
- 5.10.4 Software Technical Investigations and Repairs
 - 5.10.4.1 The Contractor shall provide software support, which will be collected under a separate TDB category, in accordance with Table 8 and the SDP detailed in Paragraph 9, Table 18 as follows:
 - 5.10.4.1.1 Undertake Software Problem Report (SPR) investigations and recommendations to resolve the SPRs;
 - 5.10.4.1.2 Provide software recovery and re-install software capability to the Aircraft as requested through the Authority Communication Information Systems (CIS) organisation.

Table 8 – Software Technical Investigations and Repairs Limitations

Redacted	*Redacted*	*Redacted*
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Redacted	*Redacted*	*Redacted*
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Obsolescence Management

5.11 The Obsolescence service shall *Redacted*.

- 5.11.1 The Contractor shall proactively identify Obsolescence in accordance with the OMP and shall:
- 5.11.1.1 Appoint a technical lead to manage Obsolescence including the JOWG in accordance with the OMP.
 - 5.11.1.2 Attend the Obsolescence meetings in accordance with Table 9.
 - 5.11.1.3 Engage with the supply chain to request notification of Obsolescence at *Redacted* in accordance with the OMP.
 - 5.11.1.4 Coordinate Obsolescence and maintain the Obsolescence Register.
 - 5.11.1.5 Upon identification of Obsolescence, undertake an initial engineering assessment of the Obsolescence *Redacted*.
 - 5.11.1.6 Document the Obsolescence Events in Obsolescence Case Sheets; detailing usage and failure data to determine the impact of each Obsolescence Event and the recommended option for Obsolescence Resolution.
 - 5.11.1.7 Present findings to the JOWG.
 - 5.11.1.8 Provide SQEP to the JOWG and provide advice as required.
 - 5.11.1.9 Should the JOWG require further detail to progress the Obsolescence Event to a Obsolescence Resolution recommendation, the Contractor shall provide labour to undertake studies, such as white papers, as directed and agreed by the JOWG, *Redacted*. This shall be controlled via the TDB Tasking Process.
 - 5.11.1.10 Additional information required from OEMs, such as white papers, as agreed by the JOWG, will be subject to the limit of liability in Schedule 5 (*Pricing and Payment*) in accordance with the process in Schedule 9 (*Contract Management*).
- 5.11.2 For the DMRS and WSS, the Contractor shall additionally provide a strategic view on Obsolescence. This Reach Back activity shall include the provision of:
- 5.11.2.1 Quarterly OEM roadmaps forecasting Obsolescence out to 2021 and 2025.
 - 5.11.2.2 Monthly Obsolescence reports.
- 5.11.3 For the Green Aircraft, Bombardier, will resolve obsolescence issues through technical document changes or by submitting Service Bulletins to the Design Service via CMDM for review in accordance with Paragraph 8.20.2.
- 5.11.4 The Contractor shall not undertake Obsolescence Management on Carriage Only equipment or GFA.

5.11.5 *Redacted*.

Table 9 – Obsolescence Meetings

Meeting Description or Type	Periodicity	Contractor Responsibility	Chair	TORs
JOWG	Monthly	Manage	Contractor	In accordance with the OMP.

Air Vehicle Integrity Activities

5.12 The Contractor shall undertake the integrity activities of the Air Vehicle including meetings as identified in Table 10.

5.12.1 Actions from meetings as detailed in Table 10 shall be limited to supporting the continuing airworthiness of the Sentinel System.

Table 10 – Air Vehicle Integrity Meeting Attendance Criteria

Meeting Description or Type	Periodicity	Contractor Responsibility	Chair	TORs
SIWG	Six (6) Monthly	Minute Writing	Authority	In accordance with Schedule 9 (<i>Contract Management</i>).
SSODIT	Six (6) Per Year	Manage	Authority	In accordance with Schedule 9 (<i>Contract Management</i>). The provision of Structural Integrity Monitoring System (SIMS) data in accordance with Paragraph 5.14.
PIWG	Six (6) Monthly	Minute Writing	Authority	In accordance with Schedule 9 (<i>Contract Management</i>).
SysIWG	Six (6) Monthly	Minute Writing	Authority	In accordance with Schedule 9 (<i>Contract Management</i>).
Airworthiness	Ad hoc	Participate	Authority	Not applicable.
Environmental, Damage and Corrosion Protection (EDCP)	Six (6) Monthly	Participate	Authority	In accordance with Schedule 9 (<i>Contract Management</i>).
Electrical Wiring Integrity System (EWIS)	Quarterly	Participate	Authority	In accordance with Schedule 9 (<i>Contract Management</i>).

- 5.13 The Contractor shall undertake the Statement of Operating Intent and Usage (SOIU) annual and Triennial review and provide support to the Authority to review proposed changes to the SOIU which are out of phase with the review cycle. *Redacted*.
- 5.14 The Contractor shall provide SIMS activities to support the structural integrity of the air vehicle including:
 - 5.14.1 Maintain a verified and validated Aircraft SIMS.
 - 5.14.2 Update SIMS documentation and the SIMS-related content in the Aircraft Maintenance Manual.
 - 5.14.3 Ensure that SIMS on each Aircraft remains calibrated.

Safety

- 5.15 The Contractor shall provide *Redacted*Hazard Evaluation Reports (HERs) Updates or Addendums reviews *Redacted*in accordance with the System Safety Programme Plan at Table 18.
- 5.16 The Contractor shall support Safety related meetings as detailed in Table 11.

Table 11 – Safety Meeting Attendance Criteria

Meeting Description or Type	Periodicity	Contractor Responsibility	Chair	TORs
Hazard Review Working Group	Quarterly	Participate	Authority	In accordance with Schedule 9 (<i>Contract Management</i>).
Hazard Review Boards	Quarterly	Participate	Authority	
Project Safety and Environmental Panel	Six (6) monthly	Participate	Authority	
Sentinel 2* Airworthiness Review	Six (6) monthly	Participate	Authority	
Air System Safety Working Group	Six (6) monthly	Participate	Authority	

Security

- 5.17 The Contractor shall provide project security as follows:
 - 5.17.1 Annual security documentation review and updates to the Security Operating Procedures and Sentinel System Security Policy in accordance with Paragraph 9.1, Table 18.
 - 5.17.2 Provide project security advice
 - 5.17.3 Support security meetings as detailed in Table 12

Table 12 – Security Meetings

Meeting Description or Type	Periodicity	Contractor Responsibility	Chair	TORs
Security Working Group	Quarterly	Participate	Authority	In accordance with Schedule 9 (<i>Contract</i>

OFFICIAL

Meeting Description or Type	Periodicity	Contractor Responsibility	Chair	TORs
				<i>Management).</i>

6 SECTION 6 SUPPLY CHAIN AND PROCUREMENT SERVICE (2.4)

Figure 10 – Supply Chain and Procurement Service Overview *REDACTED*

Description of the Service

6.1 Level 3 Service Diagram

Figure 11 – Supply Chain and Procurement Service Breakdown *REDACTED*

6.2 Authority and Contractor Supply Chain and Procurement Service Meetings are detailed in Table 13.

Table 13 Supply Chain and Procurement Service Meetings

Meetings	Cycle	Contractor Responsibility	TORs
Material Review Board	Monthly	Participate	In accordance with Schedule 9 (<i>Contract Management</i>). In accordance with Paragraph 6.9.
Primary Equipment Pack (PEP) range and scale reviews	Six (6) monthly	Participate	In accordance with Schedule 9 (<i>Contract Management</i>). In accordance with Paragraph 6.7.3.
Supply Planning Review	Quarterly	Participate	In accordance with Schedule 9 (<i>Contract Management</i>). To optimise the inventory

Inventory Re-provisioning

- 6.3 The Contractor shall repair or replace spares in order to maintain the inventory to the agreed level as detailed at Schedule 16 (*Inventory*), provided that these are not obsolete.
- 6.4 The Contractor shall monitor stock levels to inform repair feed-in decisions and the re-provisioning of consumable spares to deliver optimised stock levels.
- 6.5 Undertake spares modelling to provide recommendations to optimise Schedule 16 (*Inventory*) to best support the Service and achieve the joint objectives detailed in Paragraph 1.1. From the modelled output, the Authority will assess the level of spares to re-prime the spares pipeline subject to Schedule 6 (*Contract Change*).
- 6.6 The Contractor will recommend, for approval by the Authority, adjustments to the spares stock holding subject to Schedule 6 (*Contract Change*).

- 6.7 Subject to Paragraph 6.3, the Contractor shall provide two (2) PEPs to support the Authority's deployment requirements.
 - 6.7.1 PEP 1
 - 6.7.1.1 PEP number 1 shall be to the agreed range and scale as detailed in Paragraph 10.4, Table 21 and made available within forty eight (48) hours of receiving a written request from the Authority Representative identified in Schedule 9 (*Contract Management*). The Authority may request the augmented scaled quantity, detailed in Paragraph 10.4, Table 21, but this shall be subject to Authority agreement to any potential impact to the Service.
 - 6.7.2 PEP 2
 - 6.7.2.1 PEP number 2, as detailed in Paragraph 10.4, Table 21, shall be made available within seventy two (72) hours of receiving a written request from the Authority Representative identified in Schedule 9 (*Contract Management*).
 - 6.7.3 The range and scale of the PEPs at Paragraph 10.4, Table 21 shall be reviewed every six (6) months by the Contractor and Authority with any changes being subject to Schedule 6 (*Change Control*).
- 6.8 When requested, the Contractor shall provide the initial cost of spare parts to the Authority for the purposes of the Authority informing the National Audit Office.
- 6.9 The disposal of spares shall be managed through the Authority's Material Review Board (MRB); to which the Contractor shall Participate in. Changes to Schedule 16 (*Inventory*) shall be logged at the MRBs to enable Contract Amendment. The Contractor shall recommend to the MRB that items detailed in Schedule 16 (*Inventory*) are BER if the vendor repair cost is greater than 75% of the new purchase replacement price and the provisions of Clause 57.1 and Paragraph 6.11.1 shall apply. The MRB will consider:
 - 6.9.1 Items in short supply
 - 6.9.2 Items which are no longer available due to obsolescence
 - 6.9.3 Items which have excessively long lead times

Operational Component Delivery.

- 6.10 The Contractor shall:
 - 6.10.1 Manage and monitor vendor performance in accordance with the Supply Chain and Procurement Plan as referred in Paragraph 9.1, Table 18.
 - 6.10.2 Provide a nominated representative from the Supply Chain and Procurement Service to provide input and attend Material Review Boards.

Operational Repair Management

- 6.11 The Contractor shall provide an operational repairs management service which will manage the Sentinel specific parts repair supply pipeline.
 - 6.11.1 *Redacted*.
 - 6.11.2 The Contractor shall not undertake repairs for Carriage Only equipment.

6.11.3 *Redacted*.

Physical Logistics

6.12 The Contractor shall:

- 6.12.1 manage and control all Sentinel specific assets procured and controlled using the Authority's MJDI system (in accordance with JSP886 Volume 3, Part 1) and the Contractor's own MMIS and SAP system. This will include the storage and segregation of inventory and equipment dependant on condition including the management of spare parts which have a limited shelf life;
- 6.12.2 not issue 'robbed or cannibalised' spares from the Sentinel System without the prior agreement of the Authority;
- 6.12.3 prepare assets for transportation to their approved vendor in accordance with DEFSTAN 81-41, Part 1, as set out in Schedule 11 (*Ancillary Requirements*);
- 6.12.4 check service supplied items using the Authority's MJDI system to establish if the NATO Stock Number (NSN) has multiple vendor part numbers associated with it. The Contractor shall take responsibility for the purchase of Non-Sentinel Specific Parts which have multiple vendor part numbers against a NSN. Stock which has been purchased to support NSNs with multiple part numbers shall be protected on MJDI for Sentinel use only, use of these spares by other platforms will only be with prior Contractor and Authority approval and control;
- 6.12.5 label spare parts out in accordance with the provisions of Part D of Schedule 11 (*Ancillary Requirements*);
- 6.12.6 upon request, provide consumption data for consumables and repairables by part number and NSN using the Contractor's MMIS system;
- 6.12.7 issue a Spares Watch List Report, using the format at Paragraph 10.5, on a weekly basis identifying the status and expected delivery forecast;
 - 6.12.7.1 The Spares Watch List is subject to change following Authority and Contractor review.
- 6.12.8 determine if an asset is subject to the International Traffic in Arms Regulations (ITAR) or the Export Administration Regulations (EAR). Where such regulations apply, this shall be managed in accordance with the Contractor's internal procedures;
- 6.12.9 provide access and support to the Authority's ongoing inventory process as outlined in DEFSTAN 05-99 for items which are controlled and recorded through the Authority's MJDI system;

6.13 The spares delivery point to the Authority is the Exit Point.

6.14 Onward transportation to Forward shall be the responsibility of the Authority.

6.15 *Redacted*.

6.16 Transportation of classified equipment will be carried out in accordance with the Security Policy Framework.

Subcontract Management.

- 6.17 The Contractor shall manage Sub-Contract performance in accordance with the Supply Chain and Procurement Plan as per Paragraph 9.1, Table 18.

Non Attributable Items

- 6.18 If the Contractor determines a repair or replacement of an item to be a NAI, the Contractor shall ensure that suitable evidence of the NAI is obtained to present to the NAI Sentencing Panel. The Contractor is authorised to start pre-work in advance of the NAI Sentencing Panel *Redacted*, providing that this pre-work does not prejudice the evidence for the NAI Sentencing Panel. Pre-work means the inspection, investigation, repair or replacement provided that the pre-work shall not result in the Contractor breaching the financial threshold, which shall include both cost and commitment of cost. If the pre-work is deemed by the Contractor to be in excess of the financial threshold, the Contractor shall not proceed with the NAI until the NAI Sentencing Panel.
- 6.19 The NAI Sentencing Panel shall operate in accordance with Schedule 9 (*Contract Management*). The Contractor shall prepare a TAF for the NAI Sentencing Panel which details the price for the pre-work and work to complete the repair or replacement of the item and include the NAI evidence. If the NAI Sentencing Panel sentences the repair or replacement of the item as a NAI, a TAF shall be placed against the Limit of Liability at Schedule 5 (*Pricing and Payment*) in accordance with the process detailed at Schedule 9 (*Contract Management*).
- 6.20 In the event the Contractor starts pre-work and the NAI Sentencing Panel does not convene as scheduled, the Contractor shall submit the prepared TAF to the Authority's Commercial Representative and seek confirmation as to how to proceed. The Authority shall not be liable for costs associated with the Contractor breaching the financial threshold if the Contractor has not been authorised by the Authority's Commercial Representative.

7 SECTION 7 TRAINING SERVICE (2.5)

Figure 12 – Training Service Overview *REDACTED*

- 7.1 The Training Service is based on the Sentinel System applicable training in accordance with the TNA, known as the Core Training Service (CTS), plus supplementary training defined as Non-Core Training Service (NCTS), based on ASTOR historic training usage.
- 7.2 As the Training Design Organisation and Delivery Organisation for Sentinel, the Contractor shall manage and administer the delivery of the Training Service.
- 7.3 Figure 13 provides a breakdown of the Training Service, which is aligned to the two main groups; Operations Training and Technical Training. These domains are further subdivided to align to particular target audiences (TA) who will receive tailored training applicable to their role.

DESCRIPTION OF THE SERVICE

7.4 Level 3 Breakdown

Figure 13 – Training Service Level 3 Breakdown *REDACTED*

7.5 The Contractor shall:

- 7.5.1 Provide SQEP to deliver the Training Service and provide effective and efficient instruction.
- 7.5.2 Ensure that the Training Service is available for both formal training and related individual private study.
- 7.5.3 Provide all necessary existing syllabi and courseware to support the agreed training on the Operational Equipment.
- 7.5.4 Provide a service, which includes real-time, realistic, interactive training, which replicates the operational environment.
- 7.5.5 Provide the capability for Sentinel mission personnel to train for operations by simulating generic operations anywhere in the world.
- 7.5.6 Maintain the capability to increase the course throughput of any Contractor delivered course, in accordance with Table 24, by up to 10% or one student, whichever is greater, at 7 days' notice, or, 20% or 2 students, whichever is greater, at 28 days' notice.
- 7.5.7 The Authority may request to flex the Contractor delivered courses, in accordance with Table 24, subject to Training Service capacity and agreement by the Parties at the TMWG, subsequently to be enacted through Change.
- 7.5.8 Achieve an annual success rate of 97% after testing for students leaving the course. One re-test per student failure is permitted.

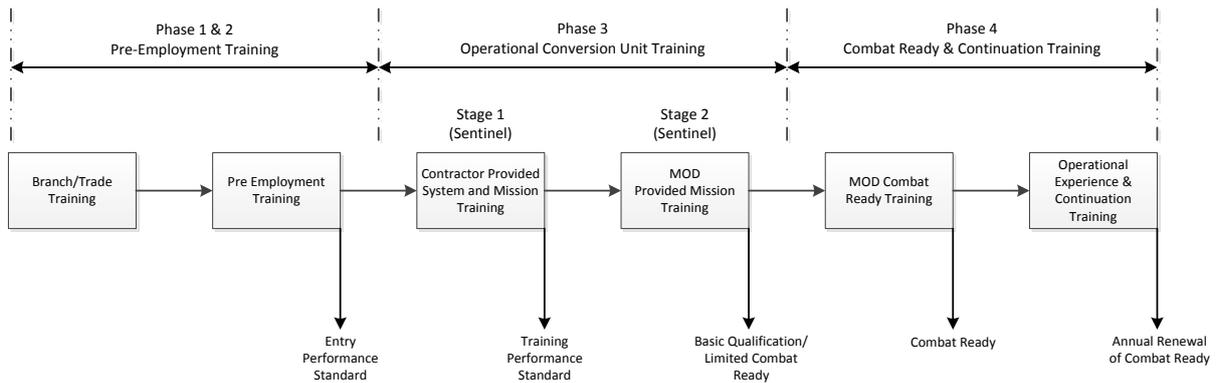
Sentinel Training Strategy

- 7.6 The Training Service covers the Contractor element of initial training of Sentinel students. The overall Sentinel training programme consists of four distinct training phases, as shown in Figure 14. The Contractor is responsible for Phase 3 and Phase 4 as detailed in this Schedule 2 (*Statement of Work*).

Phase 3, Stage 1, Conversion Training

- 7.7 The Contractor shall provide the Training Service that covers phase 3, stage 1 of the Sentinel Training Programme detailed in Figure 14 below. It is designed to meet the Training objectives defined in the extant Training Performance Standard (TPS).

Figure 14 – Sentinel Training Programme



7.8 The Contractor shall provide phase 3, stage 1 conversion training for the number of courses and personnel as specified within this Schedule 2 (*Statement of Work*).

Phase 3, Stage 2 Training

7.9 The Contractor shall provide phase 3, stage 2 training for DMRS technical training in accordance with Paragraph 7.34. The Authority will conduct the remainder of phase 3, stage 2 training.

Phase 4 Continuation Training

7.10 The Contractor shall provide Phase 4 Operations Training for Pilots currency in accordance with Paragraphs 7.24 to 7.26 inclusive.

7.11 Phase 4 Technical Training will be carried out by the Authority.

Training Service Operating Hours

7.12 *Redacted*.

Manage Training Service

7.13 Management of the Training Service shall be governed by meetings between the Contractor and Authority as set out in Table 14.

Table 14 – Training Service Governance

Meeting	Attendees	Frequency	Contractor Responsibility	TORs
Training Management Working Group (TMWG) Meetings	TRA, Contractor and Authority nominated representatives.	Quarterly	Participate	TORs in accordance with Schedule 9 (<i>Contract Management</i>). To agree the SOTT and review previous quarter performance against Schedule 4 (<i>Performance Management</i>). The SOTT shall be refreshed quarterly and delivered to the

Meeting	Attendees	Frequency	Contractor Responsibility	TORs
				TMWG.
Training Progress Reviews (TPR)	Contractor and Authority nominated representatives.	No less than bi-weekly	Manage	<p>TORs in accordance with Schedule 9 (<i>Contract Management</i>).</p> <p>To agree the SOTT and review the training service performance against Schedule 4 (<i>Performance Management</i>). Only issues that cannot be resolved at this working level meeting shall be escalated to the TMWG.</p>

Training Delivery

7.14 The maximum throughput by TA for each course is detailed in Paragraph 10.7:

7.14.1 Table 24 – Contractor Delivered Service (Mission Systems Training)

7.14.2 Table 25 – Externally Delivered Service (Technical Training)

7.14.3 Table 26 – Externally Delivered Service (EGR Technical Training)

7.14.4 Table 27 – Externally Delivered Service (Pilot Training) plus Pilot additional simulator hours at 7.26.

7.15 The minimum number of students required to run any course is one (1) student.

7.16 The Authority shall provide at least forty (40) Business Days notice of a course requirement against Paragraph 7.14.1 and at least sixty (60) Business Days notice of a course requirement against Paragraphs 7.14.2 to 7.14.4 inclusive. The Authority shall inform of any required course cancellations at least twenty (20) Business Days in advance of the training course start date, except for technical training, at Table 25, which must be advised at least fifty (50) days in advance of the training course start date.

OPERATIONS TRAINING

Mission Crew Conversion Training

7.17 The Contractor shall provide and deliver air mission training for mission crew: Airborne Mission Commanders (AMC), Airborne Image Analysts (AIA) and Pilots in accordance with the agreed TPS.

Airborne Mission Commander (AMC)

7.18 The Contractor shall provide Sentinel conversion training for AMCs in accordance with the TPS. The AMC shall have previously completed an approved Authority Weapon System

Operator course and have served at least one operational tour in their current role on any aircraft type, out of area.

7.19 Specific requirements of the AMC to achieve the agreed TPS are: complete the core training, including mission system equipment and performance, mission planning and execution, data exploitation and an introduction to crew management. All activities will be conducted in accordance with the Sentinel Standard Operating Procedures (SOPs) and approved IETPs. AMCs shall:

7.19.1 complete the formative scenario based training;

7.19.2 complete a fully assessed End of Course (EOC) Check involving both theoretical and practical examination.

Airborne Image Analysts (AIA)

7.20 The Contractor shall provide and deliver conversion training for the AIA in accordance with the TPS. All AIAs shall have previously completed the UK Imagery Analysis Course (UK IAC). The AIA element of the training course shall be based upon, and develop skills gained during, foundation courses at the Authority's joint school of photographic interpretation. Specific requirements of the AIA to achieve the agreed TPS are:

7.20.1 complete the core training involving mission system equipment and performance, mission planning and execution, moving target indicator (MTI) and imagery analysis and intelligence report writing. All activities will be conducted in accordance with the Sentinel SOPs and approved IETPs;

7.20.2 complete the formative scenario based training;

7.20.3 complete a fully assessed EOC check involving both theoretical and practical examination.

PILOT CONVERSION TRAINING

Pilot Initial to Type Training

7.21 The Contractor shall provide Global Express 5000 (GEx) Air Platform (AP) initial conversion to type courses (hereafter referred to as a Pilot Initial to Type course) for Pilots who have graduated from the RAF multi-engined training school or equivalent.

Pilot Initial Sentinel Conversion Training

7.22 Following the pilot initial to type course, the Contractor shall provide and deliver overview mission and safety system training for the pilots.

7.23 Specific requirements of the pilots to achieve the agreed TPS are:

7.23.1 Complete flight management system introduction training.

7.23.2 Achieve a satisfactory level of competence in all AP technical subjects in accordance with the assessment criteria against the TPS.

7.23.3 Demonstrate the ability to operate the simulator and its systems safely and accurately under normal and abnormal conditions.

7.23.4 Pass an Instrument Rating Test as required by the Civil Aviation Authority.

7.23.5 complete a licence skills test.

PILOT CONTINUATION TRAINING

Pilot Recurrent Training

- 7.24 The Contractor shall provide Sentinel Pilot simulator six (6) monthly continuation training on Type, known as a Pilot Recurrent training, as directed as the “Minimum Usage” in HQ 1 Gp’s GASOs (Ref 1G12103.115.1). A further allocation shall be provided, in accordance with Paragraph 7.26, to augment the minimum requirement.
- 7.25 A Pilot Recurrent training course covers:
- 7.25.1 A series of normal and abnormal handling exercises which shall include: an aborted take-off; an engine failure at V2; an asymmetric approach and landing; an engine fire; variety of emergency situations such that, at the end of each twelve (12) month period, the individual pilot has been exposed to all ‘red card’ and ‘orange card’ drills.
 - 7.25.2 An annual instrument rating test.
 - 7.25.3 A licence proficiency check.

Pilot Additional Sims – Pilot Wet/Dry Lease Sims

- 7.26 The Contractor shall provide and deliver *Redacted* GEx simulator hours, *Redacted*, using a full motion dynamic simulator in order to support the pilots ad-hoc training requirements to be scheduled in the SOTT.

Ground System Operators Conversion Training

- 7.27 The Contractor shall provide and deliver conversion training for Ground Imagery Analysts (GIA) in accordance the TPS. All GIAs shall have previously completed the UK IAC and served at least one operational tour as an IA. Specific requirements of the GIA training activities to achieve the agreed TPS are:
- 7.27.1 complete the core training involving mission system equipment and performance, mission planning and execution, MTI and imagery analysis and intelligence report writing. All activities will be conducted in accordance with the Sentinel SOPs and approved IETPs;
 - 7.27.2 complete the formative scenario based training;
 - 7.27.3 complete a fully assessed EOC check involving both theoretical and practical examination.

Liaison Officers Conversion Training

- 7.28 The Contractor shall provide and deliver Sentinel phase 3, stage 1, Foundation training to Liaison Officers assigned to support Sentinel Operations in accordance the TPS.
- 7.29 The Liaison Officers Conversion Training output is not assessed.

Geographical Technicians Conversion Training

- 7.30 The Contractor shall provide and deliver Sentinel phase 3, stage 1, Foundation training to Geographical Technicians (Geo Tech) assigned to support Sentinel Operations in accordance the TPS.
- 7.31 The Geographical Technicians Conversion Training output is not assessed.

TECHNICAL TRAINING

Air Technicians Conversion Training (Phase 1)

7.32 The Contractor shall provide Air Technicians training to technicians (A Tech Av and A Tech M) personnel who will be qualified as technicians as defined in AP3376. Specific requirements of the Air Technicians modules to achieve the agreed TPS are:

7.32.1 Environmental protection.

7.32.2 Wiring husbandry and corrosion control.

7.32.3 Platform safety.

7.32.4 Avionics and Mission Systems servicing, and shall have:

7.32.4.1 Achieved a satisfactory level of competence in both theoretical and practical subjects, in accordance with the assessment criteria against the TPS.

7.32.4.2 Reached TPS for all relevant maintenance activities likely to be encountered at the level and depth specified in the Aircraft Technical Manuals at Table 29.

7.33 GEx Type Training (A Tech Av and A Tech M only) shall be provided. *Redacted*. The Authority shall select from the following GEx course inventory as follows:

7.33.1 GEx Avionics, fifteen (15) Business Days

7.33.2 GEx Electrical Trouble Shooting, five (5) Business Days

7.33.3 GEx Mechanical, fifteen (15) Business Days

7.33.4 GEx Mechanical Refresher, five (5) Business Days

7.33.5 GEx Familiarisation, two and a half (2.5) Business Days. The GEx Familiarisation course is for the Maintenance Managers TAD Group detailed at Paragraph 7.37.

Air Technicians Conversion Training (Stage 2)

7.34 The Contractor shall provide and deliver phase 3, stage 2 DMRS Practical On-Aircraft Maintenance training to A Tech Avs that have completed the Air Technicians Conversion Training (Stage 1) in accordance with Paragraph 7.32.

Engine Ground Running Training

7.35 The Contractor shall deliver GEx Engine Ground Running Training to A Tech Ms employed in the maintenance of the Aircraft and meet the required basic trade input standards for an Aircraft following completion of the Air Technicians Conversion Training (Stage 1) in accordance with Paragraph 7.32 and Table 26.

Communications and Information Systems (CIS) Technicians Conversion Training

7.36 The Contractor shall provide and deliver Sentinel administration maintenance training to CIS technicians employed in the maintenance and support of the Sentinel WSS and Portable Integrated Mission Planner and Data Replay Facility. The CIS Technicians will meet the required input standard of having completed the required basic trade training.

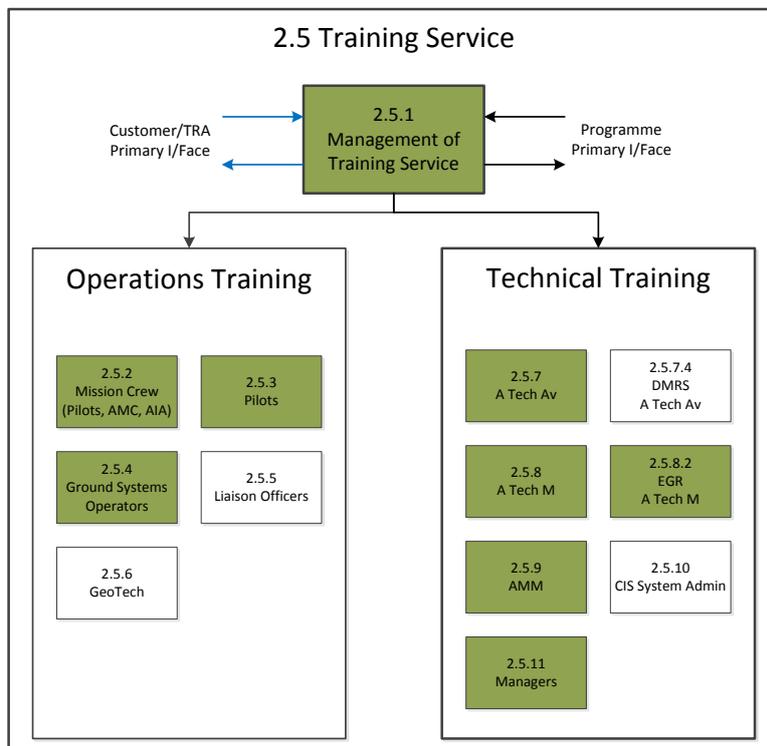
Maintenance Managers (MM) Conversion Training

7.37 The Contractor shall provide and deliver a course for the Sentinel MMs employed in the Maintenance, Tasking and or Support of the Aircraft. The course is to provide familiarisation training for Aircraft engineering managers, who will have an extensive engineering background on the organisational and engineering aspects of the AP, its systems and servicing activities. Authority support staff and force head quarters (FHQ) personnel will also form part of the MM TA. Successful completion of this course will be by continuous formative assessment of response and discussion.

Training Design Methodology

7.38 The Training Service follows the systems approach to training (SAT) methodology. Those elements conforming to SAT are highlighted in green at Figure 15.

Figure 15 – SAT Compliant Training



7.38.1 For SAT conforming courses, the training curriculum and its supporting design are contained within the Contractor’s training management database. For non-SAT compliant training, the training curriculum and its supporting design are contained within the course material. The elements that are not SAT compliant conform to limited SAT principles. The training curriculum and supporting design shall be maintained by the Training Service.

8 SECTION 8 DESIGN SERVICE (3) *REDACTED*

8.1 The Design Service will act as Design Organisation and CDO for the Sentinel System, which is defined in the Design Assurance Organisational Scheme (DAOS) Exposition, and is compliant against the MAA RAs as defined in Schedule 3 (*Quality Standards and Requirements*).

Figure 16 – Design Service Breakdown *REDACTED*

Baseline Data

8.2 The baseline data to enable the Design service to be delivered includes:

- 8.2.1 ADS.
- 8.2.2 RA 5000 series Regulatory Articles (RAs) relevant to Design service delivery.
- 8.2.3 MAA approved DAOS exposition and design procedure set.

Design and Build Service

- 8.3 Provide the necessary Design Organisation and airworthiness support required within the design environment to meet the requirements of the RA 5000 series and DAOS Exposition.
- 8.4 The Contractor shall use the TDB Tasking Process to control and manage Small Modifications against the following design task types and within the hours limitation specified in Table 15, these hours shall be in addition to the TQ hours at Paragraph 5.4:
 - 8.4.1 Provide Modification Proposal Forms (MPF) for Small Modifications to enable sustainment and improve availability of the existing Sentinel System. The MPFs shall include supporting documentation, funding indications, logistics implications and evidence to support the TAA approval process at Local Technical Committee (LTC) and Configuration Control Board (CCB) meetings.
 - 8.4.2 Small Modification activity beyond MPF approval at CCB shall be subject to Schedule 5 (*Pricing and Payment*) and/or Schedule 6 (*Contract Change*).
 - 8.4.3 Process alternate parts to enable replacements parts to be approved and transferred into the ADS.
 - 8.4.4 Provide pre-requisite support to ILS technical documents service to initiate and assess Form 765 changes to enable changes to the technical publications.

Table 15 – Small Modifications TDB Limitations

Redacted	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*

- 8.4.5 Provide design service support to TES:
 - 8.4.5.1 Update on progress and current status. Tasks raised within TES shall be used to record Design hours as required, and therefore will utilise the

same maximum task hours as detailed in Table 7 and Table 8. Independence between Design and TES shall be procedural.

8.4.5.2 Provision of a solution in appropriate format e.g. Design Organisation Letter, repair scheme, concession request or temporary procedure which will be attached to the TDB unless constrained by security, commercial or International Traffic in Arms Regulations (ITAR).

8.5 The Contractor shall use the TDB Tasking Process to control and manage individual tasks against the software design task types detailed below and within the hours limitation specified in Table 16. These hours shall be in addition to the software hours at Paragraph 5.10.4:

8.5.1 Provide SOPHOS antivirus monthly updates to the Authority.

8.5.2 Investigate and test firmware updates caused by OEM equipment changes to enable the generation of a requirement for a software development build subject to Schedule 6 (*Contract Change*).

8.5.3 Identify Commercial Off The Shelf (COTS) software patches available for the WSS and provide a report to the Authority, in accordance with the SDP at Paragraph 9.1, Table 18 to enable the generation of a requirement for a software development build subject to Schedule 6 (*Contract Change*).

8.6 The Contractor shall initiate their own tasks on the TDB in relation to Paragraphs 8.5.2 to 8.5.3 and Table 16.

Table 16 – Software Design TDB Limitations

Task Identification	Limitation	Responsibility
Redacted	*Redacted*	*Redacted*

8.7 The Contractor shall support design service meetings as detailed in Table 17.

Table 17 Design Service Meetings

Meeting	Frequency	Contractor Responsibility	TORs
LTC	Every 6 weeks	Manage	In accordance with Schedule 9 (<i>Contract Management</i>).
CCB	Every 6 weeks	Participate	In accordance with Schedule 9 (<i>Contract Management</i>).
Mission System Reliability	Quarterly	Participate	In accordance with Schedule 9 (<i>Contract Management</i>). To review the Reliability Report recommendations detailed in Paragraph 8.14.4.

Meeting	Frequency	Contractor Responsibility	TORs
			Recommendations escalate into the Monthly Availability Meetings (SO1s) and the SysIWGs.
Annual review of the Aircrew Data Set	Annually	Participate	In accordance with Schedule 9 (<i>Contract Management</i>). In accordance with Paragraph 8.16.1.

8.8 OEM Reach Back capability to suppliers to undertake design tasking activities shall be in accordance with Paragraph 5.10.2.

Design and Build Service – ILS Services

8.9 The Contractor shall:

- 8.9.1 Manage the ILS aspects of the Service in accordance with the Def Stan 00-600 detailed in Schedule 3 (*Quality Standards and Requirements*), tailored appropriately for the Service. The Contractor shall provide an ILS Plan to detail how it will manage the ILS aspects of the Service in accordance with Paragraph 9.1, Table 18.

Logistic Support Analysis

8.10 To ensure that the Sentinel system maintenance support requirements are understood and defined throughout the Contract Period, the Contractor shall:

- 8.10.1 Provide and maintain a logistics information repository for the Sentinel System.
- 8.10.2 Maintain the material master inputs to the SAP database, which is used to identify and purchase materials required to support the Sentinel System.
- 8.10.3 Provide ILS support to Small Modifications MPFs to ensure that project support requirements are clearly defined.
- 8.10.4 Carry out NATO Codification as required to deliver the Service.

Maintainability

8.11 To ensure that the Sentinel System maintenance support requirements are understood and defined throughout the Contract Period, the Contractor shall;

- 8.11.1 Produce and maintain a testability section of the ILS Plan that describes how the Contractor shall manage Sentinel System maintainability.
- 8.11.2 Identify opportunities for maintainability improvement proposals to reduce Sentinel through life costs, which will be fed through to the Optimisation Service, pursuant to Paragraph 2.11.

Testability

- 8.12 To ensure that the Sentinel System testability support requirements are understood and defined throughout the Contract Period, the Contractor shall:
- 8.12.1 Produce and maintain a testability section of the ILS Plan that describes how the Contractor shall manage testability for the Sentinel System.
 - 8.12.2 Manage the ILS aspects of the testability plan to ensure that Sentinel System is monitored and reviewed to ensure that its testability is retained. All reviews that identify any changes to the capability to test the Sentinel System will be reported to the Authority.
 - 8.12.3 Identify opportunities for testability improvement proposals to reduce the in-service through life costs which will be fed through to the Optimisation Service, pursuant to Paragraph 2.11.

Reliability Engineering

- 8.13 The Contractor shall:
- 8.13.1 Produce and maintain an Authority approved reliability section of the ILS Plan that describes how the Contractor shall manage reliability for the Sentinel System.
 - 8.13.2 Plan and implement the reliability section of the ILS Plan to provide a reliability monitoring, analysis and reporting capability as described within this Schedule 2 (*Statement of Work*).

Failure Reporting Analysis Corrective Action System (FRACAS)

- 8.14 The Contractor shall:
- 8.14.1 Analyse, classify and process all maintenance work cards for the Sentinel system and transfer the data into a FRACAS database.
 - 8.14.2 Collect and collate Sentinel equipment utilisation data using LITS, ETI and flying data metrics.
 - 8.14.3 Collect, collate and sentence internal Contractor failure reports and subcontractor repair reports, where available, to ensure accuracy of data.

Reliability Reports

- 8.14.4 The Contractor shall provide quarterly reliability reports to the Authority that use failure data analysis to identify reliability trends, failure modes and, where appropriate, recommendations for recovery. The report shall include:
 - 8.14.4.1 Defence air safety occurrence reports (DASORs) in previous quarter.
 - 8.14.4.1.1 The reliability reports shall include all significant incidents as reported using DASORs, raised using the aviation safety information management system (ASIMS).
 - 8.14.4.2 F707Bs in previous quarter.
 - 8.14.4.2.1 The reliability reports shall include faults and repetitive incidents that have occurred in flight and faults found during maintenance or periodic servicing as reported by a maintenance work order F707B, highlighting any that appear

significant in their own right and supporting fault detailed reporting.

8.14.4.3 Unscheduled removals in previous quarter.

8.14.4.3.1 The reliability reports shall include the analysis of any unscheduled removals of Sentinel System components and the reliability of Aircraft systems for use as part of the maintenance programme efficiency.

8.14.4.4 Reliability recommendations.

8.14.4.4.1 The reliability reports shall identify opportunities for reliability improvement modification proposals to reduce the In-Service through life costs or increase equipment/system availability. These will also be fed through to the Optimisation Service, pursuant to Paragraph 2.11.

8.14.5 Green Aircraft reliability is also reported quarterly by Bombardier under its own reliability improvement modification programme.

8.14.6 The Contractor shall Participate in Mission System Reliability meetings as detailed in Paragraph 8.7.

Technical Publications

8.15 The technical publications service is delivered in a number of different media. To enable continual support for the Service the Contractor shall:

8.15.1 Provide a managed technical publications service for the Sentinel System publications, delivered in accordance with Paragraph 9, Table 18:

8.15.1.1 Aircrew Data Set, detailed at Paragraph 8.16 and defined at Table 28.

8.15.1.2 Aircraft Technical Manuals, detailed at Paragraph 8.17 and defined at Table 29.

8.15.1.3 Interactive Electronic Technical Publications (IETP), detailed at Paragraph 8.18.

8.15.1.4 Additional Authority Manuals, detailed at Paragraph 8.19 and defined at Table 30.

8.15.2 Maintain and implement a Technical Publications Management Plan (TPMP) in accordance with Paragraph 9, Table 18, to detail how the technical publications service shall be managed by the Contractor.

8.15.3 The Contractor shall manage technical publications using the TDB Tasking Process. The Authority will provide F765s and F765X on the TDB for progression by the Contractor in accordance with the TDB Tasking Process.

8.15.4 Only Tasks that are agreed, which shall have a Task Start Date and Target Completion Date, before the publication build cycle cut off dates shall be incorporated into the build for delivery to the Authority at the build cycle release date.

- 8.15.5 For the Aircrew Data Set and the Aircraft Technical Manuals, Bombardier advise annually of their quarterly publication build cycles, detailing cut off dates and release dates, and these shall be advised to the Authority via the TPMP.
- 8.15.6 For the IETP and Additional Authority Manuals, the quarterly build cycle release dates are as follows:
 - 8.15.6.1 Last Business Day in March
 - 8.15.6.2 Last Business Day in June
 - 8.15.6.3 Last Business Day in September
 - 8.15.6.4 Last Business Day in December

Aircrew Data Set

- 8.16 The Aircrew Data Set includes all publications required for use by both the forward and rear aircrews on the Aircraft and are published in hardcopy air publication and digital air publication form. The Aircrew Data Set sponsor is the Authority and the Contractor is the aircrew data set publishing organisation. The Authority Handling Squadron generate F765X unsatisfactory feature reports for amendment requests. The Authority Handling Squadron is also responsible for Advanced Information Leaflets (AIL) and Advanced Notification of Amendment (ANA) procedures. The Contractor shall:
 - 8.16.1 Participate in an annual review of the Aircrew Data Set, which the Authority Handling Squadron will Manage.
 - 8.16.2 Amend the Aircrew Data Set In accordance with the *Redacted*.

Aircraft Technical Manuals

- 8.17 The Aircraft Technical Manuals describe the technical details of the Aircraft and details the way in which all maintenance tasks carried out on an Aircraft shall be accomplished. The Aircraft Technical Manuals include all Green Aircraft data modules with Sentinel System adopted data modules inserted. The Contractor shall:
 - 8.17.1 Provide a licensed Bombardier smart-publication suite.
 - 8.17.2 Review and analyse all amendments incorporated into the Green Aircraft data modules for applicability and impact to the Sentinel System.
 - 8.17.3 Amend the Aircraft Technical Manuals in accordance with F765 procedure *Redacted*.
 - 8.17.3.1 An Aircraft Technical Manuals amendment is defined as any number of changes within the lowest technical publications subgroup of a single Air Transport Association (ATA).

Interactive Electronic Technical Publications

- 8.18 The IETP, AP Reference DAP-114D-0100-IETP, provides the procedures for the Mission System equipment. The IETPs are provided using the BAE Systems Trilogiview Suite which is utilised to locate and view the Aircraft Mission System technical data modules. To ensure that the IETP remains updated and suitable to support the mission system throughout the Contract Period, the Contractor shall:

- 8.18.1 Amend the Sentinel IETP at Trilogiview version 4.0 against the agreed F765s provided by the Authority on the TDB.
- 8.18.2 Provide a licenced IETP Trilogiview suite to enable the IETP to be published on any subsequent versions of Trilogiview, in keeping with BAE Systems latest versions. It is assumed that both the BAE IETP Viewer software and the Authority DII Windows Operating System remain compatible.
- 8.18.3 All amendments will be carried out in accordance with the F765 procedure *Redacted*.
- 8.18.4 If requested by the Authority, provide a fully amended Sentinel IETP at Trilogiview version 3.2 standard *Redacted*, if required. This would allow the IETP to be viewed from the Aircraft. Trilogiview version 3.2 is now unsupported, therefore the Contractor shall only be able to provide this service whilst version 3.2 is still operable.
- 8.18.5 An additional IETP Trilogiview build for WSS Build 5.1 in version 4.0 shall also be provided by the Contractor to enable the Authority to view a digital version of the documents on the Authority DII computer system.

Additional Authority Manuals

- 8.19 The Contractor shall provide Additional Authority Manuals as outlined in Table 30. To ensure that the service is maintained throughout the Contract Period, the Contractor shall:
 - 8.19.1 Support the Authority technical publications management service in accordance with the Authority approved TPMP.
 - 8.19.2 Provide updates to the Additional Authority Manuals *Redacted*.

Design Support Services

- 8.20 The Contractor shall provide Design Support activities to allow the DO to function under a DAOS approval in accordance with the DAOS Exposition. The support services will include other parts of the business that are fundamental in supporting design activities. The Contractor shall:
 - 8.20.1 Enable the approval of design data within the DO environment and where required, transfer the design data to the ADS through CMDM.
 - 8.20.2 Review, provide DO assurance and where appropriate recommendations covering regulatory, airworthiness and OEM data.
 - 8.20.3 Attendance and participation at Bombardier conferences and meetings in support of the Aircraft as follows:
 - 8.20.3.1 Design Advisory Board.
 - 8.20.3.2 Annual Maintainers and Operators Conference.
 - 8.20.3.3 Technical Publications Technical Interchange Meeting.
 - 8.20.4 Provide SQEP to support the Support Service with specialist advice.

9 SECTION 9 CONTRACTOR DELIVERABLE REQUIREMENTS LIST

- 9.1 Table 18 details the Contractor deliverable requirements list (CDRL) to be delivered by the Contractor to The Authority during the Contract Period.
- 9.2 All the documents detailed in Table 18 are subject to acceptance by the Authority.

Table 18 Contractor Deliverable Requirements List

CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
1.	1 Manage Service	Annual Performance Report	In accordance with Schedule 9 (<i>Contract Management</i>).	Thirty (30) Business Days post receipt of a revised CASP from the Authority. Assumed to be February 2017.	In accordance with Table 3 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with Schedule 9 (<i>Contract Management</i>).	Annually, up to 2020, in accordance with Schedule 9 (<i>Contract Management</i>).
2.	1 Manage Service	Contract Reporting Plan	In accordance with Schedule 5 (<i>Pricing and Payment</i>).	Within one (1) month of the Effective Date.	In accordance with Schedule 5 (<i>Pricing and Payment</i>).	In accordance with Schedule 5 (<i>Pricing and Payment</i>).	Not applicable.
3.	1 Manage Service	Integrated Programme Management Plan	Contractor's Format, MS Word in accordance with Paragraph 2.5.8.	Thirty (30) Business Days from the Effective Date.	In accordance with Paragraph 2.5.8.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually from the Initial Delivery Date up to twelve (12) months before Contract End.

CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
4.	1 Manage Service	Briefing pack for the Joint Contract Launch	Contractor's Format in MS PowerPoint. The pack shall detail an overview of the Service to be briefed to a wide Authority and Contractor audience in accordance with Paragraph 2.5.2.	No later than ten (10) Business Days from the Effective Date.	In accordance with the specification/ output format.	In accordance with Clause 87 (Acceptance) of this Contract.	Not applicable.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
5.	1 Manage Service	Joint Risk and Opportunity Management Plan	Contractor's Format, MS Word, delivered in accordance with the Contractor's proven processes and procedures, aligned to the Authority's Acquisition Operating Framework (AOF).	Sixty (60) Business Days from the Effective Date.	Delivered in accordance with the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually from the Initial Delivery Date up to twelve (12) months before Contract End.
6.	1 Manage Service	Monthly Performance Reports	In accordance with Schedule 9 (<i>Contract Management</i>). In accordance with Table 3 of this Schedule 2 (<i>Statement of Work</i>).	Delivered ten (10) Business Days from the start of calendar November 2016.	In accordance with Schedule 9 (<i>Contract Management</i>).	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Monthly throughout the Contract Period in accordance with Schedule 9 (<i>Contract Management</i>).

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
7.	1 Manage Service	Performance Measurement and Optimisation Plan	Contractor's Format.	Sixty (60) days from the Effective Date.	Compliant to Paragraphs 2.11 to 2.14.3 inclusive of this Schedule 2 (<i>Statement of Work</i>).	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually from the Initial Delivery Date up to twelve (12) months before Contract End.
8.	1 Manage Service	Public Store Account Annual Reconciled Report	Contractor's Format to include an Annual Certificate Form AAC 32 in accordance with Clauses 50 and 51 of this Contract.	Within twelve (12) months of the Effective Date.	Compliant to Def Stan 05-99 in accordance with Schedule 3 (<i>Quality Standards and Requirements</i>).	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually throughout the Contract Period. To be forwarded to the Authority's defence business services.
9.	1 Manage Service	Quality Plan	Schedule 3 (Quality Standards and Requirements)	Sixty (60) Business Days from the Effective Date.	Compliant to AQAP 2105 in accordance with Schedule 3 (<i>Quality Standards and Requirements</i>).	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually from the Initial Delivery Date up to twelve (12) months before Contract End

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
10.	1 Manage Service	Quarterly Performance Reports	In accordance with Schedule 9 (<i>Contract Management</i>)	Delivered ten (10) Business Days from the third calendar month from the Effective Date.	In accordance with Schedule 9 (<i>Contract Management</i>).	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Quarterly throughout the Contract Period.
11.	1 Manage Service	SSCR Reports	Schedule 5 (Pricing and Payment).	In accordance with Schedule 5 (<i>Pricing and Payment</i>).	In accordance with the Contract Reporting Plan.	In accordance with the Contract Reporting Plan.	In accordance with Schedule 5 (<i>Pricing and Payment</i>).
12.	1 Manage Service	Standards Review Reports	In accordance with the Quality Plan and Paragraph 2.16.2.	Six (6) months from the Effective Date.	In accordance with the Quality Plan and Paragraph 2.16.2.	In accordance with Paragraphs 2.16.2.1.5 and 2.16.2.1.6.	Every six (6) months from the Initial Delivery Date to six (6) months before Contract End.
13.	1 Manage Service	Library of all the contracted standards	In accordance with Paragraph 2.16.2.4. Delivered on CITIS.	Sixty (60) Business Days from the Effective Date.	Cross reference to Schedule 3 (<i>Quality Standards and Requirements</i>) at the Effective Date.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Not applicable.
14.	2.1 Fleet Management Service	Draft Depth Maintenance Schedules	Contractor Format in MS Project, accurately reflecting the	In accordance with Paragraph 3.43.4.2.	Delivered in accordance with the specification/	The Authority shall take five (5) Business Days to review the Depth	Per Depth maintenance event *Redacted*.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
			scope as recorded in the Draft Depth Maintenance SOW.		output format.	Maintenance Schedule. Confirmation of acceptance shall be in writing by the Authority.	
15.	2.1 Fleet Management Service	Depth Maintenance Schedules	Contractor Format in MS Project, accurately reflecting the scope as recorded in the Depth Maintenance SOW.	In accordance with Paragraph 3.43.4.2.	Delivered in accordance with the specification/output format.	The Authority shall take five (5) Business Days to review the Depth Maintenance Schedule. Confirmation of acceptance shall be in writing by the Authority.	Per Depth maintenance event *Redacted*.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
16.	2.1 Fleet Management Service	Draft Depth Maintenance SOWs	Contractor Format, in MS Word accurately reflecting the scope agreed at the 1 st and 2 nd Pre-Input Meeting minutes issued by the Authority in accordance with Paragraph 3.4.	In accordance with Paragraph 3.43.4.2.	Delivered in accordance with the specification/ output format.	The Authority shall take five (5) Business Days to review the SOW. Confirmation of acceptance shall be in writing by the Authority.	Per Depth maintenance event *Redacted*.
17.	2.1 Fleet Management Service	Depth Maintenance SOWs	Contractor Format, in MS Word accurately reflecting the scope agreed at the 3 rd Pre-Input Meeting minutes issued by the Authority in accordance with Paragraph 3.4.	In accordance with Paragraph 3.43.4.2.	Delivered in accordance with the specification/ output format.	The Authority shall take five (5) Business Days to review the SOW. Confirmation of acceptance shall be in writing by the Authority.	Per Depth maintenance event *Redacted*.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
18.	2.1 Fleet Management Service	Mission System Status Test procedure	Contractor Format.	By the 31 st December 2016.	A test procedure that tests the Mission System affected by Depth maintenance.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Not applicable.
19.	2.2 Maintenance Service	Forward Maintenance Tasking – F707B (Maintenance Work Orders)	Contractor's Format, recorded on the TDB in accordance with the TDB Tasking Process, containing evidence of completion of tasks.	Subject to initial Forward maintenance tasking by the Authority and the TDB Tasking Process.	In accordance with the TDB Tasking Process.	In accordance with the TDB Tasking Process.	Contract Period. *Redacted*
20.	2.2 Maintenance Service	MOE	Revised MOE reflecting adherence to the MRP (RA 4816) and Paragraph 4.2.3.1.	MOE ready for MAA review no later than the 31 st December 2016.	Delivered in accordance with the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Not applicable.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
21.	2.3 Technical and Engineering Service	Annual SOIU Review Reports	Contractor's Format to meet RA 5720 Structural Integrity Management.	No later than 30 th June 2017.	Compliance to RA 5720 Structural Integrity Management.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually, *Redacted*
22.	2.3 Technical and Engineering Service	Configuration Management and Data Management Plan	Def Stan 05-57 in accordance with Schedule 3 (<i>Quality Standards and Requirements</i>)	Thirty (30) Business Days from the Effective Date.	Compliance to Def Stan 05-57 in accordance with Schedule 3 (<i>Quality Standards and Requirements</i>).	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually, from the Initial Delivery Date up to twelve (12) months before Contract End
23.	2.3 Technical and Engineering Service	Contractor Obsolescence studies or white papers	Contractor's Format, MS Word.	As directed by the JOWG in accordance with Paragraph 5.11.1.9.	TDB Tasking Process.	TDB Tasking Process.	As requested and agreed at the JOWG *Redacted*.
24.	2.3 Technical and Engineering Service	DMRS Obsolescence Reports	Contractor's Format in accordance with the OMP.	Within one (1) calendar month of the Effective Date.	Delivered in accordance with the specification/output format.	Via the JOWG issued minutes.	Monthly

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
25.	2.3 Technical and Engineering Service	DMRS Obsolescence Roadmaps	Contractor's Format in accordance with the OMP.	Within one (1) calendar month of the Effective Date.	Delivered in accordance with the specification/output format.	Via the JOWG issued minutes.	Quarterly
26.	2.3 Technical and Engineering Service	Obsolescence Case Sheets	In accordance with the Obsolescence Case Sheet in Schedule 15 (<i>Forms and Appendices</i>).	At the initial Obsolescence Event from the Effective Date.	Delivered in accordance with the specification/output format.	Via the JOWG issued minutes.	Within ten (10) Business Days of identifying an Obsolescence Event.
27.	2.3 Technical and Engineering Service	Obsolescence Management Plan	Compliance to Paragraph 5.11 of this Schedule 2 (<i>Statement of Work</i>), detailing the joint process to manage Obsolescence.	Sixty (60) Business Days from the Effective Date.	Delivered in accordance with the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually from the Initial Delivery Date up to twelve (12) months before Contract End

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
28.	2.3 Technical and Engineering Service	Obsolescence Register	Contractor's Format of a fully populated register reporting each Obsolescence Event in accordance with the OMP.	At the first JOWG from the Effective Date.	Delivered in accordance with the specification/output format.	Via the JOWG issued minutes.	JOWG (to be included in the supporting data to be sent out prior to the JOWG)
29.	2.3 Technical and Engineering Service	Software Technical Investigations – F707B (Maintenance Work Orders)	Contractor's Format, the TDB.	Subject to initial software technical investigation tasking by the Authority and the TDB Tasking Process.	In accordance with the TDB Tasking Process.	In accordance with the TDB Tasking Process.	Annually; *Redacted*.
30.	2.3 Technical and Engineering Service	Responses to TQs tasks	Contractor's Format, the TDB.	Subject to initial TQ tasking by the Authority and the TDB Tasking Process.	In accordance with the TDB Tasking Process.	In accordance with the TDB Tasking Process.	Annually*Redacted*: *Redacted*. *Redacted*. *Redacted*

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
31.	2.3 Technical and Engineering Service	Triennial SOIU Review Report	Contractor's Format to meet RA 5720 Structural Integrity Management.	In 2019, no later than 30 th September 2019.	Delivered in accordance with the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Not applicable.
32.	2.3 Technical and Engineering Service	WSS Obsolescence Reports	Contractor's Format in accordance with the OMP.	Within one (1) calendar month of the Effective Date.	Delivered in accordance with the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Monthly
33.	2.3 Technical and Engineering Service	WSS Obsolescence Roadmaps	Contractor's Format in accordance with the OMP.	Within one (1) calendar month of the Effective Date.	Delivered in accordance with the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Quarterly
34.	2.4 Supply Chain and Procurement Service	Demanded spare parts	Parts as requested on the demand.	Subject to initial spare parts demands by the Authority.	Parts accepted by demand.	The demand will be assessed as complete when the Contractor Issue Voucher (with a date stamp) is produced and the Demander is notified that the part is available.	As required.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
35.	2.4 Supply Chain and Procurement Service	PEP 1	In accordance with Paragraph 6.7.1 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with Paragraph 6.7.1 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with Paragraph 6.7.1 of this Schedule 2 (<i>Statement of Work</i>).	Receipt of PEP 1.	As requested.
36.	2.4 Supply Chain and Procurement Service	PEP 2	In accordance with Paragraph 6.7.2 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with Paragraph 6.7.2 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with Paragraph 6.7.2 of this Schedule 2 (<i>Statement of Work</i>).	Receipt of PEP 2.	As requested.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
37.	2.4 Supply Chain and Procurement Service	Spares Recommendation Report	To include modelled data in either OPUS 10, SIMLOX or VMETRIC with dataset (MS Excel format) and list of any modelling assumptions used. List of recommended spares for purchase (unpriced at this stage) in accordance with Paragraph 6.5 of this Schedule 2 (Statement of Work)	Within forty (40) Business Days of the Effective Date.	Compliance and the specification/output format.	Within fifteen (15) Business Days of receipt, provide agreement and/or comment.	Not applicable.
38.	2.4 Supply Chain and Procurement Service	Spares Watch List Reports	In accordance with Paragraph 10.5 of this Schedule 2 (<i>Statement of Work</i>).	Within one (1) week of the Effective Date.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Weekly throughout the Contract Period.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
39.	2.4 Supply Chain and Procurement Service	Supply Chain and Procurement Plan	Contractor's Format. Compliance to Section 6 of this Schedule 2 (<i>Statement of Work</i>) and the IPMP.	Sixty (60) days from the Effective Date.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually from the Initial Delivery Date up to twelve (12) months before Contract End
40.	2.5 Training Service	Contractor Delivered Service (Mission Systems Training)	In accordance with the TPS and Paragraph 7.14.1 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with the SOTT.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	In accordance with the SOTT.
41.	2.5 Training Service	Externally Delivered Service (Additional Sim Hours)	In accordance with the TPS and Paragraph 7.267.14.2 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with the SOTT.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	In accordance with the SOTT.
42.	2.5 Training Service	Externally Delivered Service (EGR Technical Training)	In accordance with the TPS and Paragraph 7.14.3 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with the SOTT.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	In accordance with the SOTT.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
43.	2.5 Training Service	Externally Delivered Service (Pilot Training)	In accordance with the TPS and Paragraph 7.14.4 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with the SOTT.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	In accordance with the SOTT.
44.	2.5 Training Service	Externally Delivered Service (Technical Training)	In accordance with the TPS and Paragraph 7.14.2 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with the SOTT.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	In accordance with the SOTT.
45.	2.5 Training Service	SOTT	Contractor's Format. Training scheduled as required within the constraints of Section 7 to this Schedule 2 (<i>Statement of Work</i>).	At the first TMWG from the Effective Date.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Quarterly, *Redacted*.
46.	3 Design Service	Bombardier reliability reports	OEM format	Within thirty (30) Business Days from the Effective Date	Receipt of Bombardier reliability report in OEM format.	Receipt only.	Quarterly in accordance with Paragraph 8.14.5.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
47.	3 Design Service	Small Modifications Tasking – MPFs	Contractor's Format, the TDB. MPFs.	Subject to initial design query tasking by the Authority and the TDB Tasking Process.	In accordance with the TDB Tasking Process.	In accordance with the TDB Tasking Process.	Annually*Redacted*.
48.	3 Design Service	HER reviews	Contractor's Format. Document Review Note (DRN) in MS Word against each delivered HER.	Upon initial receipt of a HER(s) from the Authority.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	In accordance with Paragraph 5.15 of this Schedule 2 (<i>Statement of Work</i>).
49.	3 Design Service	ILS Plan	Contractor's Format, in accordance with Section 8 of this Schedule 2 (<i>Statement of Work</i>).	Sixty (60) Business Days from the Effective Date.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually from the Initial Delivery Date up to twelve (12) months before Contract End

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
50.	3 Design Service	Reliability Reports	In accordance with the Reliability section of the ILS Plan and Paragraph 8.14.4 of this Schedule 2 (<i>Statement of Work</i>).	Sixty (60) Business Days from the Effective Date	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Quarterly from the Initial Delivery Date to three (3) months before Contract End
51.	3 Design Service	Software design tasking	Contractor's Format, the TDB. On a per task basis in accordance with Paragraph 8.6.	Subject to initial software design tasking by the Authority and the TDB Tasking Process.	In accordance with the TDB Tasking Process.	In accordance with the TDB Tasking Process.	Annually throughout the Contract Period; *Redacted*.
52.	3 Design Service	Software Development Plan	Contractor's Format, compliant to MIL-STD-498 and Def Stan 05-95.	Effective Date (in extant ASTOR format at extant ASTOR version)	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually reviewed with updates being against software development Change only.

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
53.	3 Design Service	System Safety Programme Plan	DEFSTAN 00-56 in accordance with Schedule 3 (<i>Quality Standards and Requirements</i>)	Sixty (60) days from the Effective Date.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually from the Initial Delivery Date up to twelve (12) months before Contract End
54.	3 Design Service	System Security Plan	Contractor's Format against the Security Policy Framework (SPF).	Eighty (80) Business Days from the Effective Date, subject to agreement with the Authority's SQEP Security representative.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually from the Initial Delivery Date up to twelve (12) months before Contract End
55.	3 Design Service	Amended Technical Publications – Additional Authority Manuals	In accordance with Paragraph 8.19 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with Paragraph 8.15.6 of this Schedule 2 (<i>Statement of Work</i>).	Compliance and the specification/output format.	TDB Tasking Process.	Quarterly *Redacted*.
56.	3 Design Service	Amended Technical Publications - Aircrew Data Set	In accordance with Paragraph 8.16 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with Paragraph 8.15.5 of this Schedule 2 (<i>Statement of Work</i>).	Compliance and the specification/output format.	TDB Tasking Process.	Six (6) monthly; *Redacted*

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
57.	3 Design Service	Amended Technical Publications - Aircraft Technical Manuals	In accordance with Paragraph 8.17 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with Paragraph 8.15.5 of this Schedule 2 (<i>Statement of Work</i>).	Compliance and the specification/output format.	TDB Tasking Process.	Quarterly *Redacted*
58.	3 Design Service	Amended Technical Publications – IETP	ASTOR Air Segment Software Build 6.0. SGML IETP-L -00-60 Compliant, in accordance with Paragraph 8.18 of this Schedule 2 (<i>Statement of Work</i>).	In accordance with Paragraph 8.15.6 of this Schedule 2 (<i>Statement of Work</i>).	Compliance and the specification/output format.	TDB Tasking Process.	Quarterly *Redacted*

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
59.	3 Design Service	Amended Technical Publications – IETP for Role Fit back to WSS Build 5.1 (DII)	ASTOR Air Segment Software Build 5.1, Trilogiview version 4.0 (DII). SGML IETP-L -00-60 Compliant in accordance with Paragraph Error! Reference source not found..	In accordance with Paragraph 8.15.6 of this Schedule 2 (<i>Statement of Work</i>).	Compliance and the specification/output format.	TDB Tasking Process.	Quarterly *Redacted*
60.	3 Design Service	Amended Technical Publications – IETP for Role Fit back to WSS Build 5.1 (Aircraft)	ASTOR Air Segment Software Build 5.1, TrilogiView version 3.2. SGML IETP-L -00-60 Compliant	Only if requested for Role Fit back to WSS 5.1. in accordance with Paragraph 8.18.4.	Compliance and the specification/output format.	TDB Tasking Process.	Quarterly *Redacted*

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CDRL Serial	Service Area	Title	Specification/ Output Format	Initial Delivery Date	Authority Acceptance Criteria	Acceptance Process	Refresh Frequency, if required
61.	3 Design Service	Technical Publications Management Plan	Contractor's Format, compliant to Paragraph 8.15 of this Schedule 2 (<i>Statement of Work</i>).	Sixty (60) Business Days from the Effective Date.	Compliance and the specification/output format.	In accordance with Clause 87 (<i>Acceptance</i>) of this Contract.	Annually from the Initial Delivery Date up to twelve (12) months before Contract End

10 SUPPORTING DATA

10.1 This section details supporting data in support of this Schedule 2 (*Statement of Work*).

10.2 Table 19 below provides the list of assets which will be subject to repair activities under Paragraph 4 of this Schedule 2 (*Statement of Work*).

Table 19 Bay Maintenance Candidate Item List

Redacted	*Redacted*	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*	*Redacted*

10.3 Table 20 provides the list of support equipment items that will be subject to scheduled checks and calibration under the provisions of Paragraph 4 and Paragraph 6 of this Schedule 2 (*Statement of Work*).

Table 20 Support Equipment Calibration List

Support Equipment Calibration List			
Redacted	*Redacted*	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*	*Redacted*

10.4 Table 21 below provides the details of the quantities and contents for each of the Priming Equipment Packs.

Table 21 PEP Fill Details

| *Redacted* |
|------------|------------|------------|------------|------------|------------|------------|------------|
| *Redacted* |

10.5 Table 22 is the template to be used for the provision of Spares Watch List Reports in accordance with the provisions of Paragraph 6.12.7

Table 22 Spares Watch List Report

Serviceable Stock Serviceable PEP/DI Stock U/S Stock						
Date		Spares Watch List				
Redacted	*Redacted*	*Redacted*	*Redacted*	*Redacted*	*Redacted*	*Redacted*

10.6 Table 23 below details the Authority provided Spares Watch List

Table 23 Authority Spares Watch List

Redacted	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*

10.7 The table below provide the detail of the overall Training Service pursuant to Paragraph 7.14.

Table 24 – Contractor Delivered Service (Mission Systems Training)

Contractor Delivered Service - (Sentinel Mission Systems Training)							
Redacted	*Redacted*	*Redacted*	*Redacted*	*Redacted*	*Redacted*	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*	*Redacted*	*Redacted*	*Redacted*	*Redacted*	*Redacted*

Table 25 – Externally Delivered Service (Technical Training)

Externally Delivered Service (Technical Training)			
Redacted	*Redacted*	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*	*Redacted*

Table 26 – Externally Delivered Service (EGR Technical Training)

Externally Delivered Service (GEx Engine Ground Running (EGR) Training)				
Redacted	*Redacted*	*Redacted*	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*	*Redacted*	*Redacted*

Table 27 – Externally Delivered Service (Pilot Training)¹

Externally Delivered Service (Pilot Training)				
Redacted	*Redacted*	*Redacted*	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*	*Redacted*	*Redacted*

10.8 Table 28 to Table 30 inclusive provides the details of the technical documents that will be subject to the provisions of Paragraph 8.15.

Table 28 Aircrew Data Set

Aircrew Information Set - DAP 101B-6800-ACRW (consisting of)		
Redacted	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*

¹ The Additional Sims hours are in accordance with Paragraph 7.26.

Table 29 Aircraft Technical Manuals

Aircraft Technical Manuals - DAP 101B-6800-ATP (consisting of)		
Redacted	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*

Table 30 Additional Authority Manuals

Additional Authority Manuals		
Redacted	*Redacted*	*Redacted*
Redacted	*Redacted*	*Redacted*

11 DEPTH MAINTENANCE STATEMENTS OF WORK

11.1 This section shall contain the Depth Maintenance SOWs as they are agreed throughout the Contract Period.