

Schedule 27 - Statement of Technical Requirements - In-Service Support

701814450

Category	Ref	Title	Requirement	Additional Information
1 - Planned Maintenance - Boat	1.1	3rd and 4th Line Planned Maintenance	The Contractor shall deliver calendar and hours based electrical, mechanical and hull related maintenance based on the maintenance schedule and material state of the craft. Work is to be conducted to ensure that the Boat is safe to operate and that availability and capability for at least one major planned upkeep period is maintained.	This work is beyond the capabilities and facilities of the user, and therefore will be conducted by a competent contractor, usually at the contractor's premises.
	1.2	Emergent Tasks	The Contractor shall perform any work that arises unexpectedly whilst carrying out either Planned or Unplanned Maintenance activity that requires, following agreement of the Emergent Task with the Authority, prompt action in order to restore capability and/or make the Boat safe to operate.	
	1.3	Additional Tasks	The Contractor shall perform any supplementary work that is identified during surveys or trials performed when carrying out either a Planned or Unplanned Maintenance activity that requires, following agreement of the Additional Task with the Authority, prompt action in order to restore capability and/or make the Boat safe to operate.	
2 - Planned Maintenance - Trailer	2.1	3rd and 4th Line Planned Maintenance	<p>The Contractor shall deliver calendar and hours based maintenance based on the maintenance schedule and material state of the trailer. Work is to be conducted to ensure that the trailer is safe to operate and that availability and capability for at least one major planned upkeep period is maintained.</p> <p>Where the trailer is to be used on the public highway, the Contractor shall ensure that any 3rd and 4th line planned and unplanned maintenance undertaken will result in the trailers continuing to comply with current road legislation, including the Road Vehicles (Construction and Use) Regulations 1986, as amended and the Road Vehicles Lighting Regulations 1989, as amended</p>	This work is beyond the capabilities and facilities of the user, and therefore will be conducted by a competent contractor, usually at the contractor's premises.
	2.2	Emergent Tasks	The Contractor shall perform any work that arises unexpectedly whilst carrying out either Planned or Unplanned Maintenance activity that requires, following agreement of the Emergent Task with the Authority, prompt action in order to restore capability and/or make the trailer safe to operate.	
	2.3	Additional Tasks	The Contractor shall perform any supplementary work that is identified during surveys or trials performed when carrying out either a Planned or Unplanned Maintenance activity that requires, following agreement of the Additional Task with the Authority, prompt action in order to restore capability and/or make the trailer safe to operate.	
3 - Planned Maintenance - Cradles	3.1	3rd and 4th Line Planned Maintenance	The Contractor shall deliver calendar and hours based maintenance based on the maintenance schedule and material state of the cradle. Work is to be conducted to ensure that the cradle is safe to operate and that availability and capability for at least one major planned upkeep period is maintained.	This work is beyond the capabilities and facilities of the user, and therefore will be conducted by a competent contractor, usually at the contractor's premises.
	3.2	Emergent Tasks	The Contractor shall perform any work that arises unexpectedly whilst carrying out either Planned or Unplanned Maintenance activity that requires, following agreement of the Emergent Task with the Authority, prompt action in order to restore capability and/or make the cradle safe to operate.	
	3.3	Additional Tasks	The Contractor shall perform any supplementary work that is identified during surveys or trials performed when carrying out either a Planned or Unplanned Maintenance activity that requires, following agreement of the Additional Task with the Authority, prompt action in order to restore capability and/or make the cradle safe to operate.	
	4.1	Transportation	The Contractor shall transport (if tasked) Engines between the Contractor's facility and the Engine's location (and vice-versa) when notified by the Authority that an Engine is ready for collection, or that an Engine is required to complete work on a Boat Platform.	

Schedule 27 - Statement of Technical Requirements - In-Service Support

701814450

4 - Support to Engines	4.2	Strip, Survey & Quotation	On receipt of an Engine the Contractor shall provide a 'Strip and Survey' report together with detailed prices to Service and/or Overhaul the Engine to return it to the Agreed Build Standard for that Engine Variant, based on the Firm Rates.	This 'Strip and Survey' report shall detail a visual inspection of the following (where applicable to the specific Engine being inspected):
	4.3	Service & Overhaul and 'Rebuild'	The Contractor shall proceed with the work as detailed in their 'Strip and Survey' then have the Engine rebuilt and returned to Naval Stores or the pool of serviceable Engines. The Contractor shall rebuild the Engine using the original parts and any new parts purchased to replace those identified as requiring replacement during the Strip, Survey and Quotation. The Engine shall also be cleaned, re-oiled and re-greased in accordance with the manufacturer's service regime and in order to ensure the continued operation of the Engine.	Following completion of the service/overhaul/rebuild, the Contractor shall perform a full dyno test, and shall provide the results to the Authority for Acceptance
	4.4	Emergent Tasks	If any further work of failed/worn components requiring attention are identified during the rebuild, then the Contractor shall contact the Authority within four working hours for direction	
	4.5	Disposal	If the Authority determines that an Engine is Beyond Economical Repair (BER), they will instruct the Contractor to dispose of the Engine in the best interests of the Crown	May be deemed BER when the cost to repair, inclusive of the Strip & Survey cost, are 50% of the value to purchase a new Engine.
5 - Unplanned Maintenance	5.1	Defect Rectification	The Contractor shall perform defect rectification work identified by the Authority for which the Authority does not have SQEP employed to perform the activity. In order to minimise unscheduled downtime all unplanned maintenance should be completed at the Boat location whenever possible. The Contractor shall perform an initial inspection and carry out the repair (if possible) at the Boats location. This shall take place the same working day if the Contractor is informed before 11:00, otherwise before 10:00 the following working day.	Unplanned maintenance is required to re-instate the defective equipment, system, or function back to its designed intent in order to return the Boat, Trailer or Cradle to a material state such that it can meet its operational requirement and be safe to operate.
	5.2	On-site Support	The Contractor shall provide support during core hours (Monday to Friday 08:00 – 16:00) to those units that do not have SQEP employed in order to perform 1st and 2nd Line Planned Maintenance, Emergent Tasks, Additional Tasks, and Unplanned Maintenance at the Authority's premises.	
	5.3	Out of Hours Support:	The Contractor shall provide technical advice via telephone and on-site technical support to the Authority outside of the core hours (Monday to Friday 08:00 – 16:00) in order to perform Unplanned Maintenance required to rectify Operational Defects (OPDEFs).	
Logistics	6.1	Transport	The Contractor shall deliver the craft and associated ancillary equipment to the operators location. The task includes unloading/loading of the craft and associated ancillary equipment at the contractors premises and at the operators location. Transport may be by road or by sea depending on location/circumstance.	
	6.2	Storage	When tasked through the contract tasking process, the Contractor shall undertake to store the craft or any associated ancillaries: The equipment shall be stored under cover and maintained in a serviceable condition to prevent material degradation.	To be provided at the Contractors premises with suitable access control provisions.
	6.3	Codified Spares	The Contractor shall supply NATO codified spares into the designated stores facility. This does not include any parts which are required for 3rd & 4th Line Planned Maintenance, Emergent Tasks, Additional Tasks, and Defect Rectification.	
	6.4	Un-Codified Spares	The Contractor shall supply equipment that has not been codified by the Authority. This does not include any parts which are required for Planned Maintenance, Emergent Tasks, Additional Tasks, and Defect Rectification	

Schedule 27 - Statement of Technical Requirements - In-Service Support

701814450

6 - L	6.5	Codification	The Contractor shall undertake codification of parts with the UK National Codification Bureau (UKNCB) in line with the requirements contained in DEFCON117. This shall include all parts required for planned maintenance, and demandable spares as required to maintain availability.	<p>The MDP do not typically use the stores systems and therefore do not require codified parts, however, future craft may do.</p> <p>See the link below for more information on codification:</p> <p>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/910405/NATO_codification_A_simple_guide_to_the_services_available_to_DE_S_MOD_and_Industry.pdf</p>
	6.6	Packaging	All codified components delivered to Naval Stores shall be packaged and labelled in accordance with the Defence Logistic Framework (formerly JSP886), DEFSTAN 81-041, and DEFCON129.	
	6.7	Fulfilment of Spares	The contractor shall, when tasked, undertake procurement of initial spares packages required to maintain and repair the capability for a defined period.	All codified items shall be procured and delivered to Naval Stores or the User within 8 weeks of request.
	6.8	Spares with Software	All spares shall be delivered to the user with the most up-to-date software/firmware configuration available for user update without the use of external IT systems.	
7 - Trials and Acceptance	7.1	Classification Society	The Contractor shall task a classification society to complete initial, annual, intermediate or renewal surveys as required to ensure that the Boat meets the requirements of MGN 280 or other standard agreed with the Authority.	
	7.2	Harbour Acceptance Trials (HATs):	The Contractor shall conduct HATs following a refit or major work package, in accordance with the specification set out by the Authority, to demonstrate the acceptable functionality of the equipment or system against the requirements.	
	7.3	Sea Acceptance Trials (SATs)	The Contractor shall conduct SATs following a refit or major work package, in accordance with the specification set out by the Authority, to demonstrate the acceptable functionality of the equipment or system against the requirements.	
8 - Supportability	8.1	Post Design Services (PDS)	The Contractor shall provide design-related activities as tasked by the Authority to maintain the Boat's capability through its in-service phase. In addressing any PDS tasks, the Contractor shall ensure that any solution/proposal submitted considers the impact on the operational, safety, and classification society certification aspects of the Boat together with future supportability. In fulfilling any PDS tasks, the Contractor shall meet the requirements of DEF-STAN 05-57 – Configuration Management of Defence Materiel.	
	8.2	Configuration Management	The Contractor shall manage the Boat Class configuration in line with the principles of DEFSTAN 05-57 "Configuration of Defence Materiel".	
	8.3	Obsolescence Management	The Contractor shall manage Boat obsolescence in line with the principles of BS EN 62402:2007 "Obsolescence Management – Application Guide".	
	8.4	Documentation Management	The Contractor shall update the technical documentation to the agreed standard so that it fully represents the current material state of the Craft	
	8.5	Reliability Monitoring:	The Contractor shall monitor, record and manage reliability.	
	8.6	Earned Value Management (EVM)	The Contractor shall develop, deliver and update as needed over the term of the contract EVM in accordance with DEFCON 647 and the additional requirements below.	

