



Ministry
of Defence

**SCHEDULE 2 –
STATEMENT OF REQUIREMENT
PORT AGENCY CONTRACT CYPRUS**

Version Control Table			
Version	Amended By	Authorised By	Date

DPQQ DRAFT

SCHEDULE 2 – STATEMENT OF REQUIREMENT TABLE

For the avoidance of doubt: this Statement of Requirement is shared as a draft to support interested parties in determining whether they are well placed to submit a DPQQ response to the Authority in relation to Port Agency Contract Cyprus (PACC) 708933450. The Authority has shared an early draft in good faith and reserves the right to make minor adjustments and add to data sets as needed to refine its requirements ahead of publication of a final version with the full suite of tender documents to those who are shortlisted and invited to submit a full tender.

Context:

All services as outlined within the requirement are for provision in and around the territorial waters of Cyprus.

Provision of maritime logistical support services to the Authority (principally for Fleet Commander) during planned and unplanned operations and exercises.

The Contractor is to provide support as required to other authorised demanders (including, but not limited to aircraft of the Naval Air Squadrons, Royal Marines, RNLO Cyprus, and RN Forward Logistics Sites (FLS) and, on occasion, units operating under the command of the Permanent Joint Headquarters (PJHQ). Where a unit has specific requirements in addition to requirement 2.1 these are detailed separately.

Reference to the Authority means any unit that is authorised to use the services pertaining to this contract.

Nominated Points of Contacts (NPOC) will be in accordance with the respective DIN / RNTM or as provided by the PACC Team.

The Authority Designated Officers (DO) for each PACC stakeholder organisation will be in accordance with the respective DIN / RNTM or as provided by the PACC Team.

The Single Point of Contact (SPOC) shall be the central point of contact for the Authority on all issues and shall be able to respond to the full range of the requirements of the Port Agency Contract Cyprus (PACC).

A Service Request Form (SRF) will be completed by each unit requesting services from the Contractor. In most cases this will be ahead of the requirement but in some exceptional circumstances, this maybe after the requirement.

Where data is not available, an assumption has been provided. The assumption set can be found in Appendix B.

SOR Ref	Requirement	Additional information	Service Standards	Volume
1.0	Communication			
	1. Provide a central Single Point of Contact (SPOC) which must include a telephone line that is monitored 24 hours a day, 7 days a week, 365 days a year. The telephone line must be answered at any time of the day, in case of unplanned / emergency visits.	1. Designated Officers (DO) are responsible for liaison between the Contractor and the Authority, maintaining a register of bills authorised for payment and advising the Authority upon satisfactory completion of services for the purpose of bill rectification. DO may also demand services on the PACC on behalf of the Units they represent. 2. NPOCs are those personnel authorised to demand services and agree prices/authorise payment for their respective Units. The Contractor shall not accept demands for goods/services or agree costs with any other person unless specifically authorised by the relevant NPOC or the Deputy Fleet Logistics Coordinator.	All communications to be standard English.	On demand.
	2. The SPOC shall respond to a range of queries in whichever media is required by the Authority i.e. telephone, email or written correspondence.		All communications to be standard English.	On demand.
1.1	Management Information			
	1. Capture and collate data relating to services provided for unit visits.	1. Data capture shall include but not be limited to: <ul style="list-style-type: none"> • Separation of account information by stakeholder; • Full cost breakdown including service lines delivered as requested through performance of the contract, including any applicable additional duties, taxes and charges; • Average payment days to suppliers; • Other financial or business-related data as required. • Monthly dashboard of Contractors performance against KPI's • Details from the Service Requisition Forms (SRF) 	All communications to be standard English. Security Policy Framework Website: https://www.gov.uk/government/publications/security-policy-framework and	Per Visit

SOR Ref	Requirement	Additional information	Service Standards	Volume
			Government Functional Standard GovS 007: Security - GOV.UK (www.gov.uk)	
	2. Provide reports as required	1. As described in [Schedule 15] (Financial Reports)], reports containing financial data that are not in £ sterling shall also contain the applicable exchange rate.	All communications to be standard English.	As per [Schedule 15] of Contract
1.2	Billing			
	1. Provide a disbursement account within [30] calendar days of completion of the port visit for each unit or at a frequency as otherwise agreed by the Authority.	1. The account is to be supported by all invoices giving details of all the goods and services provided (in electronic format). All charges need to be receipted or assured by the NPOC or DO (either by signature or electronically) pre-departure before the account is submitted via Exostar. Proposals for payments other than in the local currency shall be considered, provided it demonstrates an advantage to both parties.	All communications to be standard English.	Per visit.
2.0	Services Required			

SOR Ref	Requirement	Additional information	Service Standards	Volume
	1. Provide port, maritime and other logistical support services on demand to authorised units in Cyprus.	<p>1. Where operational requirements dictate for specific ports or exercises, there may be reason to use alternative or existing NATO or other arrangements. This exclusion shall be sign-posted early and communicated by the Authority.</p> <p>2. The UK Government has a number of existing reciprocal arrangements for husbandry services with other nations. Full exemptions to the PACC apply to those locations where full-service support is provided through Host Nation or military sources. There are also part exemptions where some services will be provided through Host Nation Support (HNS) or existing military facilities. However, services not provided through these means will be sought through the PACC.</p> <p>3. Whilst it is anticipated vessels will berth alongside, there is a potential for services to be required to support vessels at anchor.</p>	All communications to be standard English.	<p>As required by the Authority.</p> <p>It is estimated that there will be anywhere between 0-50 port days in a typical year.¹ The Authority may require more or less than the estimated quantity and shall not be bound to place orders or task for any Service referred to in this SOR (with the exception of the Services referred to in sub section 1 Contract support.</p>
	2. The services listed in requirement 2.1 may be required prior to arrival, on arrival and continue to be a requirement throughout the port visit. Post departure there may be a need for the Contractor's representative to finalise certain activities as instructed by the relevant NPOCs such as repatriation of personnel, processing of mail and despatch of equipment.		All communications to be standard English.	Per Visit

¹ For year on year usage – please refer to the data room and historic usage over the last 5 years.

SOR Ref	Requirement	Additional information	Service Standards	Volume
2.1	Authorised Demander Requirements			
	<p>2. Provide port, maritime and other logistical support services on demand to the NPOC of Authorised Demanders.² Services shall be requested by the demanding Unit using a Service Requisition Form (SRF – illustrative example at Annex A), using the tasking process described in [Schedule 19 (Tasking Process)]. Services shall include but not be limited to:</p> <ul style="list-style-type: none"> Berthing allocation. Provision of pilots, tugs and moorings. Provision of berthing facilities, berthing parties, boat parties and buoy jumpers. Provision of gangways, booms, pontoons and fenders. Provision of liberty boat and landing facilities for personnel and equipment if Unit is at anchor or secured to buoys. Supply of power generation (generators and power supplies). Facilitation of Customs clearance for the Unit, including goods inwards/outwards Collection, delivery and safe stowage of goods inwards/outwards. Liaison with Cypriot immigration officials to ensure the smooth arrival and departures of the Unit and personnel Collection, safe storage and delivery of mail, stores and equipment. Collection from Unit and shipment to the UK of mail, stores and equipment. Arranging and funding of hotel accommodation as directed by the NPOC. Meet/Greet and transport of personnel to and from the airport to Unit or hotel. Purchase of flight/ferry tickets. 	<p>1. A blank SRF is attached at Annex A.</p> <p>2. For scheduled visits, demanding Units shall aim to provide 14 calendar days' notice of predicted service requirements, 48 hours for submarines. However, there may be occasions where short notice requirements are unavoidable due to operational demands.</p> <p>3. The requirements listed at 2.1 equally apply to vessels at anchor and other Defence owned and / or operated vessels.</p> <p>4. Hotels shall be advised that additional costs attributed to the individual (alcohol, tobacco, telephone calls etc.) are to be settled by the individual. The hotel shall be of the standard regulated at the time and advised by the NPOC.</p> <p>5. All costs are to be the best value for money.</p> <p>6. The Authority (Defence Support Chain Operations and Movements (DSCOM)) requires the Contractor to deliver Port, Maritime and other Logistical Support Services on demand to any Unit sponsored or chartered by DSCOM. DSCOM Sealift requirements are based on traditional Port Disbursements although separate invoicing may be necessary depending on type of vessel and charter arrangements.</p> <p>7. DSCOM shipping activities requiring port services encompass the following:</p>	<p>All communications to be standard English.</p> <p>Relevant standards; which may include but are not limited to:</p> <p>Relevant JSPs</p> <p>All food supplied shall meet the requirements for product Safety, Legality and Quality extant at the time of supply, in compliance with the Defence Food Quality Standards (DFQS) https://www.gov.uk</p>	Per Visit

² Including future Units that may have different service requirements from current Units.

SOR Ref	Requirement	Additional information	Service Standards	Volume
	<ul style="list-style-type: none"> Purchase and arranging delivery of food, catering provisions and bottled water including in-country customs clearance, where necessary. Scoping/local purchase of low value, low risk items (for or instead of GPC purchase) and delivery of stores and equipment. Force Protection facilities (usually consisting of a single-height barrier of containers, chicane road access). Provision or hire of Contractor owned vehicles, crane and other plant hire equipment. Disposal facilities for food, refuse, black and grey water, oily waste, sullage, ash (inert and non-hazardous), clinical waste, hazardous waste and medical waste. Provision of divers and diving support. Provision of handbooks, guides, maps and other relevant visitor information. Assist crew with communication needs (i.e. possible provision of telecommunication cards). Provision of land lines, if available, facilities for Wi-Fi (not PAYG) and by exception, mobile telephones (iaw PJHQ policy and authority authorisation). Provision of potable water. Supply of refrigerated containers. Facilitation of medical and dental care services as required. Arrangement of laundry facilities. Supply of cleaners, painters and other manpower as required by the Unit. Facilitation of engineering, ship husbandry, maintenance and Unit repair support as required. Provision of bunkers, petroleum and aviation fuel. Handling of fuel samples and other Dangerous Goods Provision of maritime charts and port terminal maps. Provision of language translators as required. Provision of air compressors, chilled water plants, forced cooled air plants and associated equipment. Storage of aircraft where military base storage is not available. 	<ul style="list-style-type: none"> a. Strategic Sealift (SSL) Shipping Roll-On Roll-Off (RORO) cargo vessels, controlled and tasked by DSCOM, engaged on a special long term government charter contract. b. Chartered Commercial Shipping (CCS). DSCOM chartered vessels may comprise RORO, Lift-On Lift-Off (LOLO, Multi-Purpose, passenger, and other specialist vessels. c. Allied Co-operative Shipping. DSCOM may charter cargo vessels under bi-lateral or other co-operative arrangements with other Defence departments. 	<p>uk/government/publications/food-quality-standard</p> <p>IRTA</p> <p>United Nations Recommendations on the Transport of Dangerous Goods (UNRTDG).</p> <p>MARPOL regulations</p>	

SOR Ref	Requirement	Additional information	Service Standards	Volume
	<ul style="list-style-type: none"> • Arranging cargo operations and loading/discharge equipment. • Provision of Stevedores, Watchmen, Tallymen, Terminal Operators, Hauliers. • Supervision of cargo operations and cargo damage survey • Port Working Documentation: Notices of Readiness; statements of facts; timesheets. • Cargo Documentation; Manifests; Bills of Loading. • Cargo Landing dues and Customs Charges • Other services requested by vessel Masters, e.g. husbanding, chandelling, waste, repairs and crew matters are to be charged to the vessel account. • Facilitation and escort of dangerous goods as required • Provision of a temporary Convoy / Cargo Marshalling Area essentially any hard standing for the purpose of storing freight that is waiting to be loaded or onward moved. • Tank and Engine Room Cleaning. Tanks are to be cleaned to the satisfaction of the RFA Designated Officer or Unit NPOC. Tanks to be at a standard commensurate with Lloyds register to close-up paint or conduct hot work. Standards to be stated in the SRF. • All waste including sullage and tank washings to be disposed of in accordance Only in extreme cases shall the ship retain these washings. • The removal of oil residues from the engine room tanks includes, but is not limited to, lubricating oil, marine gas oil (diesel), aviation fuel and water/oil residues. Authorities shall minimise the volume of waste, however the Contractor shall provide the capability to remove up to 60m3 of oil residues from the vessel. Once removed from the ship, the Contractor shall assume responsibility for the safe and correct disposal. No biocides or detergent is to be used without prior approval. 			

SOR Ref	Requirement	Additional information	Service Standards	Volume
	<p>Chemicals must be on the IMO approved list. Fresh water is to be used throughout. Chemicals are not to be disposed of through the ship's drainage or sanitary system.</p> <ul style="list-style-type: none"> The Contractor shall be responsible for all aspects of safety, related to the execution and monitoring of the cleaning task, including confined rescue arrangements. The Contractor is to provide a 'safe systems of work document' in accordance with national regulations. All equipment associated with the task (including where necessary mechanical ventilation) is to be supplied by the Contractor. The Contractor shall provide one additional sentry at the tank entrance. 			
	<p>4. Provide to the NPOC with information relevant to each port, outlining issues that may include but not be limited to:</p> <ul style="list-style-type: none"> Immigration and airport issues for personnel arriving/leaving the area. Recommended hotels for possible use. Crew change procedures, for example, boat/helicopter transfer when vessel not alongside in port, etc. Issues affecting the inward clearance of equipment and stores, particularly customs restrictions and requirements etc. General advice on the level of safety in the area. Outline sensitivities including cultural issues and possible security issues. Emergency telephone numbers. Other relevant information e.g. public holidays/festivals that may affect the visit. 		All communications to be standard English.	Per visit
	3. In procuring the services the Contractor shall ensure Value for Money (VfM) is achieved.	1. A minimum 3 quotations shall be obtained unless otherwise agreed in advance by the Authority.	All communications to be standard English.	In accordance with [Schedule 15]

SOR Ref	Requirement	Additional information	Service Standards	Volume
2.2	Navy Command Headquarters (NCHQ) Requirements			
	<p>1. In addition to 2.1, the Fuel Operations Team will require the provision of services to any tanker chartered during the term of PACC:</p> <ul style="list-style-type: none"> The coordination and issue of temporary work permits, visas, embarkation and disembarkation stamps and all other necessary papers for crew members. This includes the communication of such permits to the local consular officer where required. On behalf of the demanding vessel, to provide local authorities with custom bonds to facilitate the temporary import of cargo and arrange for such bonds to be cancelled upon exportation from the area. 		All communications to be standard English.	As required.
2.6	Cash and Banking Services			
	<p>1. The Contractor shall be required to deliver cash to units upon receipt of funding from the Authority³. The Contractor shall make arrangements (including necessary bank transfers) to deliver the cash to the demanding Unit.</p>		<p>All communications to be standard English.</p> <p>Managing Public Money Website: https://www.gov.uk/government/publications/managing-public-money </p>	As Required

³ DBS FAADMT FX Cash and Control Accounts Team, (DBS Fin-FAADMT-FX (MULTIUSER) / DBSFin-FAADMT-FX@mod.uk).

SOR Ref	Requirement	Additional information	Service Standards	Volume
	2. The cash shall be provided in the currency requested.	1. The Authority shall provide the Contractor with notice of funding requirements, including the appropriate denomination of funds, prior to the planned delivery to the Demanding Unit.	All communications to be standard English. In accordance with JSP 891 (Treasury Management Policy Manual)	As Required
	3. The Contractor's Representative may be required to provide the following services upon arrival: <ul style="list-style-type: none"> Arrangement of collection, safe stowage and secure transport and delivery of cash to the Unit. Arrangement of an alternative method of cash supply to meet the vessel at sea. 		All communications to be standard English. In accordance with JSP 891 (Treasury Management Policy Manual)	As required.
	4. The Contractor's Representative may be required to provide the following services: <ul style="list-style-type: none"> Agree with the Unit a date and time for the collection of unused cash. Agree with the Unit the currency and value of unused cash. Arrange for the collection, safe stowage and secure return of unused cash to be credited to a designated MoD bank account within 10 working days. Submit a report to the Authority detailing the value of returned funds and the bank account and date credited.		All communications to be standard English. In accordance with JSP 891 (Treasury Management Policy Manual)	As Required

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[As at Contract Commencement]

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Appendices

- A. Stakeholders
- B. Assumptions List

Annex

- A. Service Requirement Form (SRF)

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APPENDIX A TO SCHEDULE 2 – KEY STAKEHOLDERS

Stakeholder	Contact
1. Navy Command HQ (for all Units, Aviation, UKMCC N4 and Teams including Finance, Commercial and Fuel Ops)	TBC
2. Defence Support Chain Operations & Movements (DSCOM)	TBC
3. The Permanent Joint Headquarters (PJHQ) a. J1J4 Operations and Plans Section. b. Contractor Support to Operations (CSO)	TBC

APPENDIX B TO SCHEDULE 2 – ASSUMPTIONS LIST

The table below details the assumptions the Authority has made for the PACC

Serial	Assumption	Source
A1	Scope includes support to Cyprus ports and vessels at anchor in and around the territorial waters of Cyprus.	Authority Provided Assumption: Navy Command
A2	Munitions are excluded from this project.	Authority Provided Assumption: Navy Command
A3	The PACC provider will have to meet the requirements as defined by the Defence Cyber Protection Partnership - GOV.UK (www.gov.uk) and Government Functional Standard GovS 007: Security - GOV.UK (www.gov.uk) .	Authority Provided Assumption: Navy Command
A4	The deployable food project (DFP) will utilise the PACC for the provision of food to Authority Units overseas.	Authority Provided Assumption: Navy Command
A5	Historical data provided for planning are provided in good faith and the Authority makes no guarantee of the accuracy or the correlation to any future demand under this contract. Any tendering assumptions and associated risks that tenderers make during tendering process remain with the tenderer.	Authority Provided Assumption: Navy Command
A6	While PJHQ are an Authorised Demander, its use is not anticipated to be regular but, when invoked could be significant.	Authority Provided Assumption: Navy Command
A7	DEFCON 662 – Salvage and Towing Indemnity is included in the PACC, the enactment of this provision can only be authorised by Authority's Senior Finance Officer for this contract through the Deputy Fleet Logistics Coordinator. Salvage and Towing is routinely provided by other contracts managed by the Salvage and Marine Operations team (SALMO) however, there may be occasion where an emergency out of normal hours situation arises and the PACC contractor will be required to provide such services.	Authority Provided Assumption: Navy Command
A8	The service provider is to be Cyber Essentials Plus certified About Cyber Essentials - NCSC.GOV.UK and therefore have independent validation of the network that they are using to communicate with MOD.	Authority Provided Assumption: Navy Command
A9	Additional Assumption may be provided by the Authority for Final Tender	Authority Provided Assumption: Navy Command

Generic LOGREQ Requirements List			
SERVICE REQUESTED	Unit	Quantity	EXPLANATORY REMARKS
A. PILOTAGE			
i. Pilot in			
ii. Pilot out			
iii. Pilot boat			
B. TUGS			
i. Tugs in			Units specify bollard pull requirements
ii. Tugs out			
iii. Tugs for Cold move			
iv. Tugs for berth shifting			
C. HARBOUR DUES			
i. Port Dues			
ii. Lock fees for berthing			
iii. Berthing Fees			
iv. Anchorage fees			
v. Linesman			
vi. Mooring/unmooring boats			
vii. Anchorage fees			
D. CANAL TRANSIT			
i. Transit fees or Lock fees			
ii. Canal Pilot			
iii. Canal Tug boats			
iv. Canal fenders			
E. CARGO OPERATIONS			
i. Crane			
ii. Forklift - please specify weight			
iii. Paint float/cherry picker			
iv. Trucking/Cargo dryage			
v. Telehandler			
vi. Mail bags incoming			
vii. Out going mail (trackable service)			
F. TELEPHONE SERVICE			
i. Land lines			
ii. Land line call charges			
iii. Mobile phones			FLC approval required for Bumer Phones
iv. Sim cards			FLC approval required for Bumer Phones
v. Wifi Routers			FLC approval required for Bumer Phones
G. HIRE CHARGES			
i. Brows - please provide length			Various sizes depending on vessel requirements.
ii. Brow stand			
iii. Surface Fenders			Various sizes depending on vessel requirements.
iv. Pontoons/Camels			
v. Towed Array Support			Specific support required communicated at the time.
vi. Submarine fenders			
H. WATER SUPPLY			
i. Potable water Pierside			
ii. Demineralised water			
I. WASTE REMOVAL			
i. Black water			
ii. Grey Water			
iii. Garbage removal			
iv. Oily waste / Sullage			
v. Clinical waste			
vi. Hazardous waste			
J. CREW SUPPORT			
i. Air Tickets			
ii. Transport to and from airport			
iii. Visa fees			
iv. Meet and Greet			
v. Hotel for crew repatriation			
vi. Medical appointment			
vii. Transport for medical appointments			
viii. Hospitalisation			
ix. Hotel rooms for submarines			
x. Boat transfer			Also used for stores transfers
K. TRANSPORTATION			
i. Self drive Sedan(please specify size)			
ii. Self drive Mibus (please specify size)			
iii. Coach/Mnibus with driver			
iv. Sedan with driver			
v. Van with driver			
vi. Baggage Van			
L. AIRCRAFT SUPPORT SERVICES			
i. Landing fees			
ii. Fuel for Aircrafts			
iii. Cargo support			
iv. Crew medical support			
v. Crew repatriation support			
M. REPAIRS			
i. Craneage			
ii. Engineering Services			
iii. Contract Cleaning/painting			
iv. Any other repairs			
N. GENERATORS			
i. Generator Support			Following FLC approval
ii. Airconditioning units			Following FLC approval
iii. High Pressure units			Following FLC approval
iv. Fuel for Generators			Following FLC approval
v. Cables for Generators			Following FLC approval
vi. HP Air			Following FLC approval
vii. Chilled Water			Following FLC approval
viii. Chlcons			Following FLC approval
O. CASH TO SHIP			
i. Cash delivery			
ii. Return of cash			
P. OIL SAMPLES			
i. Return of oil samples			
Q. FORCE PROTECTION			
i. Container Barrier			
ii. Fences			
iii. Guard shack			
iv. Jersey Barriers			
v. Guards on the pier/24/7			
vi. Patrol boats			
vi. Line of Demarcation			
vii. Security boom			
R. FUEL DELIVERY SUPPORT (FUELS ORDERED VIA NAVY FUELS)			
i. Oil Boom			
ii. Fender for fuel barge			
iii. CivGAS			For bespoke tasking and only in very small quantities.
S. PROVISIONS SUPPORT			
i. Provisions order			
ii. NAAFI order			Often facilitated via Agent but paid seperately
T. HELO/AIRCRAFT ON BOARD			
i. Helo or aircraft squadron support			
U. ROYAL MARINE SUPPORT ON BOARD			
i. Specific requirements vary			
V. DE EVENT SUPPORT			
i. Catering support			Following FLC approval
ii. Tent/Marquee/Generator/lights			Following FLC approval
Additional / Miscellaneous services			
Movement and storage of ammunition			Following FLC approval