

Core/Non-Core ILS SoR			Tenderer response			Evidence or link to evidence within Tenderers documentation on how the requirement will be met.
ID	Requirement	Core / Non-Core	Yes	No	Alternative	
1	LOGISTIC SUPPORT MANAGEMENT					
1.1	Design Authority					
1.1.1	The Contractor shall be Civilian Design Authority for CWSS and Civilian Design Organisation for legacy equipment. This shall include packaging.	C				
1.2	ILS Organisation					
1.2.1	The Contractor shall assign an ILS Manager to the CWSS project until LSD	C				
1.2.2	The Contractor shall assign a Support Manager to set up and manage CLS activities of CWSS and Legacy equipment.	C				

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1.2.3	The Contractor shall provide a suitably qualified, experienced ILS/CLS management team, who shall be authorised and empowered to make appropriate decisions for the life of the Contract.	C				
1.2.4	The Contractor shall inform the Authority of any key manpower changes required to support the ILS/CLS activities contained within the Contract.	C				
1.2.5	The Contractor shall identify where 3rd Party support is to be used to complete any of the activities identified in this SOR.	C				
1.3	ILS Management					

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1.3.1	The Contractor shall produce and implement an Integrated Support Plan (ISP) for the management and execution of the ILS Programme for the duration of the contract.	C				
1.3.2	The Contractor shall conduct ILS Meetings.	C				
1.3.3	The Contractor shall ensure Project and Design Reviews include the MILSM.	C				
1.3.4	The Contractor shall be able to demonstrate compliance with the requirements in the SRD and this SoR as required by the Authority throughout the life of the contract.	C				

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1.3.5	The Contractor shall provide and execute an In Service Equipment Support Plan (ISESP).	C				
1.3.6	The Contractor shall provide and execute a Supportability Test Evaluation and Verification (STEV) plan.	C				
1.3.7	The Contractor shall provide a Logistic Demonstration Plan covering all ILS deliverables in this SoR.	C				
1.3.8	The Contractor shall conduct a Logistic Demonstration.	C				
1.3.9	The Contractor shall support the Authorities Ease of Maintenance Assessment (EMA).	C				

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1.3.10	The Contractor shall ensure ILS elements are integrated into the Project Quality Plan throughout the life of the contract	C				
1.3.11	The Contractor shall comply with MOD policy for Contractor Logistic Support services.	C				
1.3.12	The contractor shall provide and execute a CLS plan which shall state all CLS requirements for the CWSS and Legacy equipment project.	C				
1.4	Safety and Environment					
1.4.1	The Contractor shall manage the Safety and Environmental Management System for all equipment's and services constituting the CWSS and legacy equipment solutions throughout the life of the contract.	C				

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1.4.2	The Contractor shall maintain the CWSS and Legacy equipment systems. To include maintenance, storage and transport procedures to achieve As Low As Reasonably Practicable (ALARP) levels of safety and environmental risk, in accordance with the agreed safety and environmental targets.	C				

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1.4.3	The Contractor shall review the relevant Health and Safety and Environmental regulations and legislation to identify any changes to that legislation that may affect the CWSS and Legacy equipment, usage or regulatory position or otherwise affect the CWSS solution in any way, and notify the Authority accordingly.	C				
1.4.4	The Contractor shall provide reports on near misses, minor incidents and major incidents.	C				
1.5	Risks & Opportunities					

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1.5.1	The Contractor shall maintain a risk and opportunity register for the duration of the Contract. Risks from all project functional areas are to be captured within this register and frequently reviewed with the relevant stakeholders.	C				
1.5.2	The Contractor shall make available to the authority the risk and opportunity register as required.	C				
1.6	Finance					
1.6.1	The Contractor shall deliver and maintain, for the duration of the Contract, financial records for all activities identified in this SoR.	C				

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1.6.2	A Whole Life Cost Forecast shall be developed and maintained for the life of the contract.	C				
1.6.3	Any Deviation from the Whole Life Cost forecast shall be notified to the Authority.	C				
1.6.4	All activities, items and information under this contract shall comply with MOD and HMG accounting policy, regulations and legislation.	C				
1.7	GFA					
1.7.1	The Contractor shall provide a GFA Plan which shall detail how GFA shall be managed.	C				
1.7.2	The Contractor shall provide the Authority GFA records on request.	C				

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1.7.3	The Contractor shall allow the Authority to make a stock check of GFA when required.	C				
2	LOGISTIC SUPPORT & SUSTAINABILITY					
2.1	Supportability Analysis (SA)					
2.1.1	The Contractor shall provide a Supportability Analysis (SA) Plan.	C				
2.1.2	The Contractor shall provide a Trade Off Analysis report.	C				
2.1.3	The Contractor shall provide a Failure Modes, Effects and Criticality Analysis (FMECA) report.	C				
2.1.4	The contractor shall provide a Reliability Centred Maintenance (RCM) report.	C				
2.1.5	The Contractor shall provide a Level of Repair Analysis (LORA) report.	C				

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2.2	Supportability Case					
2.2.1	The Contractor shall provide a Supportability Case report. Supportability Case Reports will be used to support the claims of the case	C				
2.3	Human Factors Integration (HFI)					
2.3.1	The Contractor shall provide and implement an ILS Human Factors Integration Plan that shall outline the contractors approach to ensure an effective HFI within the system is optimised.	C				
2.4	PHS&T Plan					

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2.4.1	The Contractor shall provide a Packaging, Handling, Storage and Transportation Plan to demonstrate that a structured support analysis programme has been followed.	C				
2.5	Packaging					
2.5.1	The Contractor shall provide and manage all packaging throughout the duration of the Contract. Ensuring packaging meets transportability requirements in SRD.	C				
2.6	Handling					
2.6.1	The Contractor shall ensure Manual Handling and requirement for MHE complies with regulations and without the need for specialised solutions.	C				

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2.7	Storage					
2.7.1	The Contractor shall store the CWSS and Legacy equipment and associated spares to meet the required readiness levels (KPI).	C				
2.7.2	The contractor shall be able to receive and accommodate the Fleet of CWSS and Legacy equipment.	C				
2.7.3	The Contractor shall be able to receive equipment in post deployment condition.	C				
2.8	Transportation					
2.8.1	The Contractor shall provide transport of the CWSS and Legacy capability to any designated handover point within the UK.	C				

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2.8.2	The Contractor shall be able to provide transport of CWSS and Legacy equipment to any destination worldwide.	NC				
2.9	Facilities Management					
2.9.1	The Contractor shall provide and execute a Facilities plan.	C				
2.10	Codification					
2.10.1	The Contractor shall provide codification service for the duration of the contract, which shall include new equipment, spares and any ad-hoc codification requirements relating to CWSS and Legacy equipment.	C				
2.11	Technical Documentation					

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2.11.1	The Contractor shall provide a Technical Documentation Management Plan (TDMP) for CWSS and Legacy equipment.	C				
2.11.2	The Contractor shall provide for a full AESP Octad.	C				
2.11.3	The Contractor shall have custody of all of the technical data for CWSS and Legacy equipment including the Master Data Pack and Technical Documentation/AESPs.	C				
2.11.4	The Contractor shall maintain all of the technical data for CWSS and Legacy equipment including the Master Data Pack and Technical Documentation/AESPs (CDR 22-01).	C				

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2.11.5	The Contractor shall conduct the 1st verification, of the Technical Documentation. The first verification is certified by the Contractor for the CWSS Programme.	C				
2.11.6	The Contractor shall provide all technical data relating to the equipment with no copyright or other restrictions preventing reproduction of data held within the publication databases.	C				
3	ENGINEERING & ASSET MANAGEMENT					
3.1	The Contractor shall provide an Engineering Support helpdesk service during normal working office hours Mon to Fri 0900 to 1700 hours.	C				

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3.2	The Contractor shall ensure all demands can be fulfilled as appropriate to the SPC of the demand.	C				
3.3	The Contractor shall provide Engineering Support..	C				
3.4	Asset Management					
3.4.1	The Contractor shall provide and execute an Asset Management plan.	C				
3.4.2	The Contractor shall provide accurate asset management data to the Authority.	C				

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3.4.3	<p>The Contractor shall maintain accurate asset management data.</p> <p>The Joint Asset Management and Engineering Solution (JAMES) is the Authorities management information system for data collection associated with equipment location, use, maintenance and repair. The Contractor shall be capable of inputting and Maintaining data into JAMES.</p>	C				
3.5	Complete Equipment Schedule (CES) and Support and Test Equipment (S&TE)					

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3.5.1	The Contractor shall provide and execute a Support and Test Equipment (S&TE) Plan that demonstrates a structured logistic support analysis programme has been followed & include a detailed explanation of the S&TE planning process that has been carried out.	C				
3.5.2	The Contractor shall identify and provide all the necessary Support & Test equipment for the CWSS and Legacy equipment support activities.	C				
3.5.3	The Contractor shall identify and propose provision of scale for the Complete Equipment Schedule items for CWSS for agreement with the Authority.	C				

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3.5.4	The Contractor shall provide a full parts list for non-repairable CES items and repairable CES items in accordance with the authority in AESP format (AESP Chap741)	C				
3.5.5	The Contractor shall deliver initial Complete Equipment Schedule (CES) items with the equipment. Full CES shall be identified, procured, collated and delivered with CWSS in agreement with the Authority.	C				
3.6	Configuration & Change Tasks					

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3.6.1	The Contractor shall produce and implement a Configuration Management Plan (CMP) detailing how CM requirements for CWSS and Legacy equipment shall be managed through life.	C				
3.6.2	The Contractor shall maintain an up to date Configuration record of all CWSS and Legacy equipment Configuration Items (CI).	C				
3.6.3	The Contractor shall undertake potential Change & Configuration tasks on behalf of the Authority (Post Design Services, PDS)	NC				
3.7	Availability, Reliability & Maintainability (ARM)					

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3.7.1	The Contractor shall provide an R&M Plan that lists the work to be completed prior to System Acceptance to provide progressive assurance of R&M for the life of the Contract.	C				
3.7.2	The Contractor shall provide a R&M Case Report.	C				
3.7.3	The Contractor shall ensure the maintenance of the equipment will meet or better the availability, reliability and maintainability levels stated within the SRD and the BFM.	C				
3.8	Maintenance					
3.8.1	The Contractor shall provide and execute a Maintenance Plan.	C				

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3.8.2	The Contractor shall ensure that CWSS is maintainable by Military personnel using military in-service tooling and equipment	C				
3.8.3	The Contractor shall collect and make available to the Authority data regarding preventative and corrective maintenance carried out and any analysis made on that data.	C				
3.9	Preventative Maintenance					
3.9.1	The Contractor shall carry out all preventative maintenance to the CWSS and Legacy equipment in its custody.	C				

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3.9.2	The Contractor shall provide evidence that all necessary preventative maintenance has been carried out to CWSS or parts of CWSS at the point of issue to the MOD inc Legacy equipment.	C				
3.9.3	The Contractor shall inspect and bring forward preventative maintenance, where necessary, to ensure that no planned maintenance greater than level 2 is required within the expected mission duration.	C				
3.10	Corrective Maintenance					

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3.10.1	The Contractor shall carry out all Corrective maintenance for CWSS and Legacy equipment that is in the custody of the Contractor.	C				
3.10.2	The Contractor shall inform the authority of the completion of any repairs carried out.	C				
3.11	Repair Management					
3.11.1	The Contractor shall inform the Authority of the results of the Receipt Inspection, including repair estimates (time and cost).	C				
3.11.2	The Contractor shall get prior agreement from the Authority to carry out Repairs that are out of scope of the Contract i.e. Authority liability.	C				

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3.11.3	The Contractor shall provide a call off service on behalf of the Authority to carry out all level 1-4 maintenance activities.	NC				
3.12	Modifications					
3.12.1	The Contractor shall propose to the Authority any innovative modifications that would provide increased levels of service, reduced costs or better value for money for the taxpayer through this contract.	NC				
3.12.2	The Contractor shall investigate Modifications that the Authority propose i.e. to improve operability or because of a change in the specification etc.	NC				

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3.12.3	The Contractor shall provide modification kits and instructions and embody Modifications as approved by the Authority.	NC				
3.13	HUMS (Health and Usage Monitoring System)					
3.13.1	The Contractor shall collate HUMS data from all CWSS and Legacy equipment.	C				
3.13.2	The Contractor shall make available to the Authority Health and Usage Monitoring System (HUMS) data associated with equipment and all analysis made on that data.	C				
3.14	Defect Management					

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3.14.1	The Contractor shall develop and maintain a Data Reporting and Corrective Action System (DRACAS).	C				
3.14.2	The Contractor shall investigate all incidents that are raised within the DRACAS.	C				
3.14.3	The Contractor shall provide the Authority with the results of the Incident Investigation once completed.	C				
3.14.4	The Contractor shall submit incident data and corrective action data to the authority.	C				
3.14.5	The Contractor shall monitor the results of incident investigations to identify trends and propose corrective action.	C				

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3.14.6	The Contractor shall implement and manage Incident Sentencing Committees which shall be held quarterly.	C				
3.15	Calibration					
3.15.1	The Contractor shall perform any calibration required on the CWSS and Legacy equipment before issue	C				
3.15.2	The Contractor shall record any calibration required on the CWSS system, including any Support Equipment (SE) and Test Equipment (TE).	C				
3.16	Obsolescence					
3.16.1	The Contractor shall provide and execute an Obsolescence Management Plan through out life of contract.	C				

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3.16.2	The Contractor shall actively manage obsolescence and when an issue is identified the Contractor shall notify the Authority of the issues with a resolution plan detailing how the service intends to maintain supply of the item/s in question to ensure availability is maintained to end user.	C				
3.16.3	The Contractor rectification action in relation to any obsolescence issue with CWSS equipment at no cost to the Authority.	C				
3.16.4	The Contractor shall carry out, once agreed with the Authority, the rectification action in relation to any obsolescence issue with Legacy equipment.	NC				
3.17	Disposal					

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3.17.1	The contractor shall produce a Disposal Management Plan.	C				
3.17.2	The Contractor shall manage and dispose of all CWSS and Legacy equipment or any parts thereof on behalf of the Authority.	C				
3.17.3	The Contractor shall dispose of all waste products, substances and materials arising from Contractor maintenance and repair activities.	C				
3.17.4	The Contractor shall maintain records of all items that have been disposed of and the method of disposal.	C				
4	MATERIAL FLOW					
4.1	Issue					

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4.1.1	The Contractor shall issue complete and serviceable CWSS and Legacy equipment, including CES, to meet the Delivery Timescales identified.	C				
4.1.2	The Contractor shall provide an out loading service that can provide the CWSS equipment to the primary and secondary Purple Gates.	C				
4.1.3	The Contractor shall be able to outload CWSS and Legacy equipment to any training or operational locations worldwide.	NC				
4.1.4	The Contractor shall maintain a record of all items under this contract that they have received or have been issued to the Authority.	C				

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4.1.5	The Contractor shall maintain updated price information for all items supplied under the Contract, CWSS and Legacy equipment and spares.	C				
4.1.6	The Contractor shall encourage smarter behaviour by those demanding and using equipment, spares or services of the Contract	C				
4.1.7	The Contractor shall proactively assist demanders in selecting appropriate CWSS and Legacy equipment for their requirements.	C				
4.1.8	The contractor shall proactively assist users to use CWSS and Legacy equipment correctly i.a.w. AESPs.	C				
4.2	Receipt					

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4.2.1	The Contractor shall receive and have custody of the CWSS equipment and items passed to them by the Authority.	C				
4.2.2	The Contractor shall abide by all provisions, processes and timescales for Discrepancy-related work are in accordance with JSP 886, Volume 4 Part 10: except where alternatives are explicitly stated in the Contract or in Discrepancy Procedures agreed separately with the Authority.	C				
4.2.3	Following the receipt of equipment, the Contractor shall carry out a Receipt Inspection on all items received from the Authority.	C				

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4.2.4	The Contractor shall retrieve the CWSS equipment promptly from the Authority.	C				
4.3	Supply Support					
4.3.1	The Contractor shall provide a Supply Support Strategy.	C				
4.3.2	The Contractor shall provide a Supply Support Plan for CWSS and Legacy equipment.	C				
4.4	Spares Modelling					
4.4.1	The Contractor shall demonstrate, by the use of system modelling, that the proposed spares support solution meets the stated platform operational and training availability requirements and provide a measure of confidence in the Modelling results.	C				
4.5	Spares					

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4.5.1	The Contractor shall source, store, supply and issue all spares required for support of the CWSS capability and Legacy equipment delivered to Purple Gate within SPC pipeline timescales.	C				
4.5.2	The Contractor shall collect and make available to the Authority data on spares support levels and any analysis carried out on that data.	C				
4.5.3	The Contractor shall provision and issue sufficient Items of Supply to meet Supply Chain Pipeline Times (SCPT) in accordance with SPC priority codes.	C				

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4.5.4	The Contractor shall supply additional complete equipment and modules as directed by the Authority.	NC				
4.5.5	The Contractor shall comply with the MOD Joint Supply Chain including Purple Gate policy (JSP 886 v3. p3) and shall be Electronic Business Capability Compliant (JSP 886 v7 p8.10).	C				
4.6	Tracking					
4.6.1	The Contractor shall provide sufficient data to the Authority to enable consignment tracking through the Joint Supply Chain.	C				
4.6.2	The Contractor shall provide demand tracking information.	C				
4.7	PEPS					

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4.7.1	The Contractor shall provide Priming Equipment Packs (PEPs), as requested by the Authority, in support of the equipment deployments at the agreed readiness states.	NC				
4.8	Provisioning					
4.8.1	The Contractor shall detail how spares are made available throughout the life of the equipment to meet all depths of repair to allow the user to maintain the capabilities through the Joint Supply Chain.	C				
4.8.2	The Contractor shall provide an initial provisioning guidance document as part of the SSP.	C				

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4.8.3	The Contractor shall provide an initial provisioning Implementation list..	C				

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4.8.4	The Contractor shall provide a re-provisioning plan.	C				Subject to Contract

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5	CONTRACTOR SUPPORT TO TRAINING & OPERATIONS					
5.1	The Contractor shall provide an Engineering Support helpline service 24 hours a day, 7 days a week whilst the CWSS system is deployed on operations or exercises.	NC				
5.2	The Contractor shall provide an operational design service in support of operations. It is expected that this would be for non-standard builds and laydowns.	NC				
6	INFORMATION KNOWLEDGE MANAGEMENT & C4I					
6.1	Information Management Plan					

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6.1.1	The Contractor shall provide and manage an Information Management Plan for the duration of the Contract.	C				
6.1.2	The Contractor shall wherever possible make use of existing Management Information Systems.	C				
6.1.3	All data pertaining to the Contract shall remain the property of the Authority and shall be available to the Authority on request	C				
6.2	IPR					
6.2.1	The Contractor shall provide all technical data relating to the equipment with no copyright or other restrictions preventing reproduction of data held within the publication databases.	C				

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6.3	Logistic Information Repository					
6.3.1	The contractor shall provide a Logistic Information Repository.	C				
6.4	Software Support Planning					
6.4.1	The Contractor shall provide and execute a Software Support Plan.	C				
7	TRAINING					
7.1	Training & Training Equipment Plan					
7.1.1	The Contractor shall provide and execute a Training and Training Equipment plan	C				
7.1.2	The Contractor shall facilitate and administer Training Steering Group (TSG) meetings.	C				
7.2	Training Needs Analysis					

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7.2.1	The Contractor shall conduct a DSAT compliant Training Needs Analysis (TNA) Phase 2.	C				
7.2.2	The Contractor shall deliver Initial Training.	C				
7.2.3	The Contractor shall maintain any Training Material for CWSS and Legacy equipment according to the TNA selected option and provide this to the Authority as required for review.	C				
7.2.1	The Contractor shall conduct a Training Needs Analysis (TNA) Phase 2 as per the Tri-Service guidance,	C				
7.2.2	The Contractor shall deliver Initial Training.	C				

Core/Non-Core ILS SoR			Tenderer response			Evidence or link to evidence within Tenderers documentation on how the requirement will be met.
ID	Requirement	Core / Non-Core	Yes	No	Alternative	
7.2.4	The Contractor shall maintain any Training Material for CWSS and Legacy equipment according to the TNA selected option and provide this to the Authority as required for review.	C				