

Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
1.4.1.2.(v)	Implementing business continuity and disaster recovery plans to restore: (i) Immediate Demands within 24 hours of interruption. (ii) Priority Demands within 7 days of interruption. (iii) Routine Demands and all other affected Services within 14 days of interruption.	PC1	Daily	Daily	Daily	Daily	Daily	Report on an exceptions-only basis against the SOR Line Requirement.
1.4.1.2.(vi)	Maintain accreditation by the Military Aviation Authority for technical services	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
1.4.2.1	Provide complete, accurate and up to date Data and Management Information, including in accordance with the Service Delivery Plan and Schedule 11 ( <i>Specified MI</i> ), to allow the Authority to manage the Agreement at all times.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
1.4.2.2	Maintain at all times an information flow that allows the Authority to maintain up-to-date Data on the Services to enable the Authority to manage the end to end support chain, including: – inventory levels & locations – stock integrity management data, including the tracking of individual items – status of all Contingent Stock – ongoing usage and trend data for all AMM and Commodities to inform the Authority's forecasting – volumetric data for Commodities – consumption and financial data by UIN – consignment tracking – Depot Codes, Stores Group Codes and Return Stores Address Codes. – reporting failure to comply with HAZMAT and all other Specialised Materiel regarding storage or handling requirements – all equipment calibration documentation, logs, test certificates, data sheets and quality documentation  Ensure that accurate, up to date Data is available to the Authority at all times in accordance with the Service Delivery Plan.	PC1	Monthly	Monthly	Weekly	Weekly	Weekly	
1.4.2.2 (ii)	Provide an IS portal to allow the Authority to interrogate, in real time (excluding scheduled system down times coordinated with the CMO (e.g., deployment of a new release, emergency patching, upgrades)) all Data pertaining to the delivery of the Services.	PC1	NA	NA	Monthly	Monthly	Monthly	Measurements begin in accordance with Transition Plan
1.4.3.1 (i)	Deliver a single point of contact for all Services which is available to all users of the Services 24 hours per day, 7 days per week, 52 weeks per year, throughout the Term.	PC1	Daily	Daily	Daily	Daily	Daily	Report on an exceptions-only basis against the SOR Line Requirement.
1.4.3.1 (ii)	Deliver a single point of contact for all Services . • Record all contact made with the help desk, assigning a unique reference number to each contact • Provide immediate advice on all Demand and Request status enquiries • Report resolutions and issues that require Authority input	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Requirement. Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.4.3.1 (iii)	Answer telephone calls to help desk within 2 minutes	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Requirement. Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
1.4.3.1 (iv)	Acknowledge all other contact within 30 minutes	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Requirement. Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.4.3.1 (v)	Respond to service queries within 1 hour	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Requirement. Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.4.3.1 (vi)	Provide product advice on all items of Commodities within 24 hours	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Requirement. Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.4.3.1 (vii)	Resolve user complaints to the reasonable satisfaction of the user within 10 BDs. Escalate unresolved complaints to the Authority after 10 BDs	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
1.4.3.1 (viii)	Provide a report to the Authority each Contract Month that provides an analysis of enquiry trends in order for the Authority and/or the DP to take appropriate action to reduce recurrence of enquiries/issues.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
1.4.4.1	Deliver such training as Authorised Demanders may need on any changes to processes/procedures related to provision of the Services.  All training shall be delivered in accordance with the agreed timescales as specified in the Training Plan such that Authorised Demanders' access to the Services is not interrupted.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	Report number of places planned, number of students trained, number of students passed
1.4.4.2 (i) and (ii)	In accordance with the Annual Petroleum Training Delivery Programme, deliver petroleum operator laboratory technician training including: (i) training military petroleum specialists to enable them to test and analyse fuels on operations and exercises using in-service equipment	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
1.4.4.2 (iii)	providing advice to trained staff	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report number of contacts and trend analysis of advice sought.
1.5.1	Provide a full logistical and warehouse operation (excluding the requirement to run a separate ammunition supply depot and bulk fuel installation) as the Force Secondary Depot, on Request comprising storage, issue, receipt, consignment tracking and management of and accounting for all Class I-V Supplies from a single fixed site. This includes the requirement to handle, track, receipt and issue oils and lubricants up to and including the Theatre Rendezvous. The Authority will give the DP a minimum of 12 months' notice of the requirement to implement the TSF solution, and will provide a Semi-Permissible Operating Environment in which the DP will carry them out. As from the end of the Authority's notice period, as specified by the Authority, the DP shall establish the Force Secondary Depot and operate it and provide the relevant services in full, taking into account and making sufficient provision for the likely austere nature of the fixed infrastructure akin to 'field conditions'.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
1.5.3	Provide all TSF solutions for Operation Anvil Output, as a Request service. All tasks, including the return of equipment to the UK, shall be delivered as directed by the Authority. The Authority will give the DP at least 6 months' notice of the requirement to provide these services, on and from the expiry of which the DP shall provide these services in full.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement
1.5.4	Provide a Request service to operate a forward logistic site in a Semi-Permissible Operating Environment anywhere in the world to receive, store, maintain, account for and issue Defence Materiel and mail to and from the airport of disembarkation / seaport of disembarkation and to and from ships in designated ports and/or at sea deployed on military operations or exercises. Manage the delivery service, including provision of MHE as defined in JSP 886 and transportation as required, for both Defence Materiel and mail in support of the forward and reverse support chains, and for the movement of personnel.  The Authority will give a minimum of 12 months' notice of the requirement for this service, on and from the expiry of which the DP shall provide this service in full.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement
1.6.1.1 (i)	Process all Immediate Demands for AMM and Commodities in accordance with the SPS, and ensure that each such Demand: (a) is met in full; (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	OTIF	Daily (10 BD's after SCD)	Daily	Daily	Daily	Daily	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.1.1 (ii)	Process all Priority Demands for AMM and Commodities in accordance with the SPS, and ensure that each such Demand: (a) is met in full; (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	OTIF	Daily (10 BD's after SCD)	Daily	Daily	Daily	Daily	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.1.1 (iii)	Process all Routine Demands for AMM and Commodities in accordance with the SPS, and ensure that each such Demand: (a) is met in full; (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	OTIF	Daily (10 BD's after SCD)	Daily	Daily	Daily	Daily	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.1.1.(iv)	In respect of all Immediate, Priority and Routine Demands for AMM and Commodities ensure that there are no instances of Individual Supply outside personal scale and Entitlement.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
1.6.1.2 (i)	Deliver, in accordance with the SOR Line Item Requirement and the performance criteria set out in the Request, all on Request Services that are specified by the Authorised Demander as <b>"Immediate"</b>	OTIF	Daily (10 BD's after SCD)	Daily	Daily	Daily	Daily	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.1.2 (ii)	Deliver, in accordance with the SOR Line Item Requirement and the performance criteria set out in the Request, all on Request Services that are specified by the Authorised Demander as <b>"Priority"</b>	OTIF	Daily (10 BD's after SCD)	Daily	Daily	Daily	Daily	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.1.2 (iii)	Deliver, in accordance with the SOR Line Item Requirement and the performance criteria set out in the Request, all on Request Services that are specified by the Authorised Demander as <b>"Routine"</b>	OTIF	Daily (10 BD's after SCD)	Daily	Daily	Daily	Daily	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.2.1 (i)	Operate the reverse support chain for all "Immediate" Returns of AMM and Commodities, in accordance with the SPS, and ensure that all Returns: (a) are receipted in full, (b) are fully comply with all relevant quality requirements and the Codes and Standards, (c) are delivered on time, and (d) are delivered to the correct location. This comprises all stages from collection from the Authorised Demander up to receipt at the destination.	OTIF	Monthly	Monthly	Weekly	Weekly	Weekly	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.2.1 (ii)	Operate the reverse support chain for all "Priority" Returns of AMM and Commodities, in accordance with the SPS, and ensure that all Returns: (a) are receipted in full, (b) are fully comply with all relevant quality requirements and the Codes and Standards, (c) are delivered on time, and (d) are delivered to the correct location. This comprises all stages from collection from the Authorised Demander up to receipt at the destination.	OTIF	Monthly	Monthly	Weekly	Weekly	Weekly	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.2.1 (iii)	Operate the reverse support chain for all "Routine" Returns of AMM and Commodities, in accordance with the SPS, and ensure that all Returns: (a) are receipted in full, (b) are fully comply with all relevant quality requirements and the Codes and Standards, (c) are delivered on time, and (d) are delivered to the correct location. This comprises all stages from collection from the Authorised Demander up to receipt at the destination.	OTIF	Monthly	Monthly	Weekly	Weekly	Weekly	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
1.6.3.1 (i)	Ensure that for each UIN all Immediate Demands for AMM and Commodities are processed in accordance with the SPS, and that for each UIN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and that for each such Demand an acknowledged receipt by is obtained from the Authorised Demander.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.3.1 (ii)	Ensure that for each UIN all Priority and Routine Demands for AMM and Commodities are processed in accordance with the SPS, and that for each UIN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and that for each such Demand an acknowledged receipt by is obtained from the Authorised Demander.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.4.1 (i)	Ensure that in respect of each Commodity NSN all Immediate Demands are processed in accordance with the SPS, and ensure that for each such NSN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and. This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
1.6.4.1 (ii)	Ensure that in respect of each Commodity NSN all Priority and Routine Demands are processed in accordance with the SPS, and ensure that for each such NSN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and. This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
2.1.1.1	Deliver an optimised storage solution ensuring that there is no deterioration or loss of items in store resulting from inappropriate storage conditions and taking account of: – safety split sites in accordance with Schedule 3 ( <i>Codes and Standards</i> ); – appropriate storage conditions as defined in the Product Specification for Specialised Materiel including environmental, temperature, security, HAZMAT, Protectively Marked Materiel (PMM), ITAR and Attractive to Criminal and Terrorist Organisations (ACTO) requirements; – the provision of storage for bulk fuels; – the provision of storage for bulk gases, both for stock holding and at Authority eSites, including portable (less than 25 litres) cryogenic vessels, in accordance with the Codes & Standards; – Segregation/Quarantine requirements.	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the Transition Plan.
2.1.1.2 (i)	Provide storage for Contingent Stock brought together prior to deployment.  Manage, maintain and store Contingent Stock listed in the Operational Plans in a condition to be deployable within the required readiness.	PC2	Weekly	Weekly	Weekly	Weekly	Weekly	Include in the Contingent Stock report



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
2.1.1.2 (ii)	Monitor Contingent Stock Fill Status and report to the Authority on a weekly basis as part of the Weekly Performance Flash Report in accordance with Schedule 11 (Specified MI), or such shorter period as the Authority may notify as it works towards implementation of the Operational Plans.	PC1	Weekly	Weekly	Weekly	Weekly	Weekly	Include in the Contingent Stock report
2.1.1.3 (i)	Provide environmentally controlled storage for master clothing patterns that ensures their condition is maintained, including a facility for conformance checking of production samples.	PC2	Weekly	Weekly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement
2.1.1.3 (ii)	Ensure that there is no deterioration of the master clothing patterns.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement
2.1.2.1	Schedule deliveries (including Returns and returning Loan Pool items) to the required location and ensure that appropriate arrangements are in place to receive them to ensure that: at no time are there any scheduled deliveries waiting for access to any storage facility (whether owned, operated or controlled by the DP) as follows:	PC2	Weekly	Weekly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Requirement. Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DP IS in accordance with the Transition Plan.
2.1.2.1 (i)	the Unloading of delivery vehicles shall commence within one hour of the scheduled delivery booking time; and	PC2	Weekly	Weekly	Weekly	Weekly	Weekly	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DPI S in accordance with the Transition Plan.
2.1.2.1 (ii)	that Delivery vehicles shall be released within 45 minutes of the recorded material receipt time.	PC2	Weekly	Weekly	Weekly	Weekly	Weekly	Will measure the items as measured on Service Commencement Date and incorporate additional items as enabled by implementation of the DPI S in accordance with the Transition Plan.
2.1.3.1 (i)	Carry out the physical receipt of AMM and Commodities deliveries (including ex-works collections) and Returns in accordance with the Product Specification. Process and complete all documentation and/or electronic transactions to receipt the goods onto the system, track consignments, ensure clearance of invoices and close the item record. - Process Returns in accordance with the Codes and Standards.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement
2.1.3.1 (ii)	Ensure that there are no instances of material not being kept under appropriate storage conditions.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement
2.1.3.1 (ii)	Ensure that conforming AMM and Commodities received from trade, except those that are Priority Dues Out, are available for issue within 24 hrs.	PC2	Weekly	Weekly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until Milestone 2, then report weekly in accordance with Transition Plan.



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
2.1.3.1 (iii)	Ensure that conforming AMM and Commodities received from trade that are Priority Dues Out are available for issue within 1 hour.	PC2	Weekly	Weekly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until Milestone 2, then report weekly in accordance with Transition Plan.
2.1.3.1 (iv)	Keep all AMM and Commodities in storage conditions set out in their product specification at all times.	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until Milestone 2, then report weekly in accordance with Transition Plan.
2.1.3.1 (v)	Ensure that conforming AMM and Commodities Returns are available for issue within 5 BD (following repair if required).	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until Milestone 2, then report weekly in accordance with Transition Plan.
2.2.1.1 (i), (ii), (iii), (iv)	Inspect incoming AMM receipts from trade, including: (i) inspecting receipted goods as directed by the Authority (ii) inspecting and handling Specialised Materiel (iii) ensuring that there are no instances of failure with respect to storage and handling of Specialised Materiel taking immediate remedial action where relevant with Specialised Materiel as defined by the relevant process (iv) managing non-conforming receipts in accordance with the relevant Codes and Standards	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until Milestone 2, then report weekly in accordance with Transition Plan.
2.2.1.1(v)	Inspect incoming AMM receipts from trade, except those that are Priority Dues Out, and notify the Authority of non-conforming receipts within 5 BDs,	PC1	Monthly	Monthly	Weekly	Weekly	Weekly	Weekly reporting at Milestone 2 in accordance with Transition Plan.
2.2.1.1(vi)	Inspect incoming AMM receipts from trade and notify the Authority of non-conforming Priority Dues Out within 1 hour.	PC1	Monthly	Monthly	Weekly	Weekly	Weekly	Will measure the items as measured on Service Commencement Date until Milestone 2, then report weekly in accordance with Transition Plan.
2.2.1.2 (i)	Remedial action Notify the Authority for Priority Dues Out within 12 hours of any remedial action required to rectify non-conforming receipts  If and when authorised to do so by the Authority, carry out the remedial action within the timescale agreed with the Authority.	PC1	Monthly	Monthly	Weekly	Weekly	Weekly	Will measure the items as measured on Service Commencement Date until Milestone 2, then report weekly in accordance with Transition Plan.
2.2.1.2 (ii)	Remedial action Notify the Authority within 24 hours of any remedial action required to rectify non-conforming receipts except those that are Priority Dues Out  If and when authorised to do so by the Authority, carry out the remedial action within the timescale agreed with the Authority.	PC1	Weekly	Weekly	Weekly	Weekly	Weekly	Will measure the items as measured on Service Commencement Date until Milestone 2, then report weekly in accordance with Transition Plan.
2.2.1.2 (iii)	On Request provide to the Authority within 1 BD a quotation for undertaking remedial action for non-conforming receipts.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
2.2.1.3 (i) and (ii)	Inspect Returns including: (i) inspecting all returned AMM and Commodities to assess condition (ii) managing non-conforming Returns in accordance with the relevant Codes and Standards	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.2.1.3 (iii)	notifying military unit of non-conforming Returns (other than Priority Dues Out) within 5 BDs.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
2.2.1.3 (iv)	notifying military unit of non-conforming Returns (Priority Dues Out ) within 1 hour	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Report will measure the items as measured on Service Commencement Date until Milestone 2, then report weekly in accordance with Transition Plan.
2.2.2.1	Store stock of AMM at required readiness in accordance with the Authority's Operational Plans, in appropriate storage conditions and under the correct controls; including: – ensuring supplied Special to Type Containers (STC) are used wherever mandated in the Product Specification – applying the management arrangements for Trident Low Stock equipment as specified in the relevant Codes and Standards – ensuring on all occasions of transfer of custody that light weapons comply with the relevant weapon safety procedures as defined in the weapons technical manual – responsibility for ensuring that the most up to date versions for media and paper-based stocks are maintained, including a limited printing responsibility	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Include in the Contingent Stock report
2.2.2.1 (ii)	Store stock of AMM at required readiness in accordance with the Authority's Operational Plans, in appropriate storage conditions and under the correct controls; including: – notification to the Authority 3 months prior to the end of shelf life for each product. – storing and managing Specialised Materiel in accordance with the Product Specifications.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Include in the Contingent Stock report
2.2.2.2 (i) and (ii)	Maintain integrity of all AMM and Commodities at all times, including: (i) ensuring the care and condition monitoring of stock, including testing of bulk stocks of fuel, lubricants (if held) and gases in accordance with the Product Specification and the Codes & Standards  (ii) providing management by serial number or UID in accordance with the Product Specification	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.2.2.2 (iii) and (iv)	(iii) ensuring that the whereabouts of all items of AMM and Commodities in the care, custody or control of the DP is known at all times, and that each item is at all times protected from damage and deterioration, and undertaking and completing further investigations in relation to AMM and Commodities losses as directed by the Authority  (iv) ensuring that the quantities and Status of all AMM and Commodities items are accurately known at all times	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement. Ramps up in accordance with Transition Plan.
2.2.2.2 (v)	Provide a perpetual Inventory Management process which as a minimum provides verification of AMM and Commodities in accordance with HM Treasury requirements set out in the Codes and Standards	PC2	Monthly	Weekly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement
2.2.2.2 (vi)	(vi) notifying the Authority within 1 hour of any stock losses or discrepancies relating to Controlled Drugs and Pharmaceuticals, weapons, PMM, ITAR, ACTO and any items identified in the Authority Product Master File as being Mission Essential	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
2.2.2.2 (vii)	(vii) notifying all other losses to the Authority within 1 BD of discovery of the loss	PC1	Monthly	Monthly	Daily	Daily	Daily	Will measure the items as measured on Service Commencement Date until appropriate measurement systems are in place to enable Daily reporting in accordance with Transition Plan.



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
2.2.3.1	Inspect all AMM and Commodities in accordance with the schedules, specifications and standards set out in the relevant Product Specifications and maintain up to date records of all inspections, in accordance with the Service Delivery Plan. Ensure that there are no instances of failure to inspect as required by the schedules, specifications and standards in the relevant Product Specifications. Report any discovery of a failure to inspect to the Authority within 1 BD.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be within first 90 days.
2.2.3.2	Provide access for the Authority to inspect AMM and Commodities where the Authority gives the DP 2 BDs' notice.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.2.4.1 (i)	Provide technical services: (i) carry out maintenance, repair and calibration as specified in the Product Specification for AMM and Commodities.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Include in the Technical report
2.2.4.1 (ii), (iii)	Provide technical services: (ii) ensure that there are no instances of failure to comply with the maintenance and calibration schedules and/or technical instructions. (iii) ensure that all repairs are completed in accordance with the technical instructions.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Include in the Technical report
2.2.4.1 (iv)	provide an on Request manufacturing service.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Include in the Technical report
2.2.5.1 (i)	Segregate at all times AMM and Commodities due to: – batch numbering – shelf life – environmental constraints – non-conformance – awaiting repair – awaiting life extension – awaiting survey – awaiting disposal – the Authority's direction. Ensure that there are no instances of failure to segregate AMM and Commodities correctly or of the incorrect issue of AMM and Commodities as a result of an error in segregation.	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Report on an exceptions-only basis as against the SOR Line Item Requirement. Report monthly until Milestone 2, then weekly in accordance with Transition Plan.
2.2.5.1 (ii)	Segregate at all times AMM and Commodities due to HAZMAT  Ensure that there are no instances of failure to segregate AMM and Commodities correctly or of the incorrect issue of AMM and Commodities as a result of an error in segregation.	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Report on an exceptions-only basis as against the SOR Line Item Requirement. Report monthly until Milestone 2, then weekly in accordance with Transition Plan.
2.2.5.1 (iii)	Segregate at all times AMM and Commodities due to incorporation into Contingent Stock  Ensure that there are no instances of failure to segregate AMM and Commodities correctly or of the incorrect issue of AMM and Commodities as a result of an error in segregation.	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Include in the Contingent Stock report Report on an exceptions-only basis as against the SOR Line Item Requirement. Report monthly until Milestone 2, then weekly in accordance with Transition Plan.
2.2.5.1 (iv)	Segregate at all times AMM and Commodities due to requirement for immediate onward delivery  Ensure that there are no instances of failure to segregate AMM and Commodities correctly or of the incorrect issue of AMM and Commodities as a result of an error in segregation.	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Report on an exceptions-only basis as against the SOR Line Item Requirement. Report monthly until Milestone 2, then weekly in accordance with Transition Plan.
2.2.5.2	Store AMM and Commodities in such a way as to ensure that there are no instances of single point vulnerabilities, in accordance with the Codes and Standards	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Report on an exceptions-only basis as against the SOR Line Item Requirement. Report monthly as is currently until Milestone 2, then weekly in accordance with Transition Plan.



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
2.2.5.3	Quarantine all AMM and Commodity items that are suspected of being non-conforming, including for stock defects (following incident report).  Ensure that AMM and Commodities are Quarantine within 1 hour and that there are no instances of issue of Quarantine AMM and Commodities.	PC1	Monthly	Monthly	Weekly	Weekly	Weekly	
2.2.5.4 (i)	Ensure that there are no instances of failure to hold securely and no instances of issue of Quarantined Defence Materiel	PC1	Monthly	Weekly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.2.5.4 (ii)	Quarantine Defence Materiel that is required for custody of evidence purposes to a secure storage area within 1 hour.	PC1	Monthly	Weekly	Weekly	Weekly	Weekly	
2.2.5.5	Provide the Authority with access to Quarantined Defence Materiel as required by the Authority.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
2.3.1.1	Manage Demands for all AMM and Commodities including adhering to Authority derived constraints in accordance with the Product Specification Manage Demands for all AMM and Commodities including enabling Authorised Demanders to Demand AMM and Commodities via all Specified Media Manage Demands for all AMM and Commodities including ensuring that there are no instances of unauthorised Demands being actioned Manage Demands for all AMM and Commodities including ensuring that there are no instances of unauthorised issue of stock designated for a particular purpose Manage Demands for all AMM and Commodities including managing Authority directed issues of AMM and Commodities including to vessels in upkeep.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.3.2.1	Pick AMM and Commodities in accordance with the relevant Product Specification.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.3.3.1	Assemble and integrate AMM and Commodities in accordance with the relevant Product Specification.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be done within first 90 days.
2.3.3.2	Assemble Contingent Stock to required readiness state in accordance with the Authority's Operational Plans.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	Include in the Contingent Stock report
2.3.4.1	On Request manufacture packaging for AMM and Commodities as and when directed by the Authority to the specification and timescale specified by the Authority. On Request manufacture STCs for AMM as and when directed by the Authority to the specification and timescale specified by the Authority.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	Include in the Technical report



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
2.3.5.1	<p>Package and label all Demands according to type of transportation and in accordance with the Codes and Standards</p> <p>Ensure that each individual AMM and Commodity item comprised within a Demand is labelled correctly and is readily identifiable, and that there are no instances of loss, damage or rejection from distribution as a result of incorrect packaging.</p> <p>Where several Demands are included in a multi-pack, ensure that the accompanying documentation clearly describes each Demand included in the multi-pack for easy identification by the Authorised Demander, including ensuring that:</p> <ul style="list-style-type: none"> <li>– each multi-pack is clearly labelled with details of the individual items;</li> <li>– where items are packed into a multi-item bag, box or container, each multi-item bag, box or container includes the relevant documentation; and</li> <li>– where a group of multi-item bags, boxes or containers are packed into a larger container, each multi-item bag, box or container is clearly identifiable against an overarching list of container contents.</li> </ul>	PC2	Weekly	Weekly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.3.5.2	<p>Provide a jerrican filling service including:</p> <ul style="list-style-type: none"> <li>– managing of jerrican stocks, including receiving, inspecting, cleaning and replacing as necessary;</li> <li>– filling of jerricans;</li> <li>– ensuring contents meet the required Codes and Standards up to and including time of issue.</li> </ul>	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be within first 90 days.
2.3.6.1	<p>Issue AMM and Commodities (except Contingent Stock) to satisfy Demands, including:</p> <ul style="list-style-type: none"> <li>• complying with all shelf life, segregation and other stock handling constraints in accordance with the relevant Product Specification;</li> <li>• Issuing materiel by serial number/UID where requested by the Authority;</li> <li>• ensuring that all issues are accompanied by relevant documentation;</li> <li>• providing delivery dates and agreeing delivery slots with the Authorised Demander;</li> <li>• undertaking issues in accordance with special instructions where they exist.</li> </ul>	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.3.6.2	<p>Issue Contingent Stock on Request in accordance with the Authority's Operational Plans and including:</p> <ul style="list-style-type: none"> <li>• complying with all shelf life, segregation and other stock handling constraints in accordance with the relevant Product Specification;</li> <li>• Issuing materiel by serial number/UID where requested by the Authority;</li> <li>• ensuring that all issues are accompanied by relevant documentation;</li> <li>• providing delivery dates and agreeing delivery slots with the Authorised Demander;</li> <li>• undertaking issues in accordance with special instructions where they exist.</li> </ul>	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Include in the Contingent Stock report



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
2.3.7.1 (i)	Despatch consignments of AMM and Commodities, including identifying, preparing and including with the consignment the documentation associated with transport requirements, including transport of dangerous materiel documents, Air Waybills, Transport Requisition Form, consignment note, and requesting Authority call forward instructions as appropriate	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.3.7.1 (ii)	Despatch consignments of AMM and Commodities, including ensuring that Contingent Stock is despatched in the correct order to meet the relevant Operational Plan	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.3.7.1 (iii)	Despatch consignments of AMM and Commodities, including ensuring that each issued item is consignment tracked;	PC2	Monthly	Monthly	Weekly	Weekly	Weekly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until Milestone 2, then weekly reporting on consignments with electronic POD in accordance with Transition Plan.
2.3.7.1 (iv)	Despatch consignments of AMM and Commodities, including identifying, preparing and including with the consignment all necessary customs clearance and export documentation for leaving the UK, and import and customs clearance documentation for entering the relevant overseas locations	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.3.7.1 (v)	Despatch consignments of AMM and Commodities, including conducting all procedures and providing all necessary data that allows the Authority to comply with HMRC requirements for Returned Goods Relief on re-imports of AMM and Commodities from military operations conducted outside the EU.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be done within first 90 days.
2.3.7.1 (vi)	Despatch consignments of AMM and Commodities, including conducting pre-issue testing of packed fuel and lubricant samples.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be done within first 90 days.
2.3.7.2	Deliver AMM and Commodities in accordance with the Product Specification	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be done within first 90 days.
2.3.7.3 (i)	Bulk issues Prior to issue of bulk fuel to military road tankers in response to a Request ensure that all tests of the fuel have been conducted by the DP in accordance with the relevant Codes and Standards;	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.
2.3.7.3 (ii)	Bulk lubricant issues are to be transported in accordance with the Codes & Standards. At the point of delivery to an Authorised Demander, the bulk lubricant is to have been tested by the DP to ensure that it meets the required quality as set out in the Codes and Standards;	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement.. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be done within first 90 days.



Requirement	SOR Line Item Requirement	Service Performance Criterion	Frequency of Measurement Day 1 (SCD)	Frequency of Measurement Milestone 1 (SCD+ 90)	Frequency of Measurement Milestone 2 (SCD+ 395)	Frequency of Measurement Milestone 3 (SCD+ 734)	Frequency of Measurement Milestone 4 (FSCD)	Notes
2.3.7.3 (iii)	Issues of bulk cryogenic gases are to be subjected to an odour test and visual examination, prior to transfer to the Authorised Demander's storage vessel.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be done within first 90 days.
2.3.8.1 (i)	Manage Loan Pool stock in accordance with the Codes and Standards, including Loan Pools, operational training equipment pool, engineer materiel support packs and adventurous training Loan Pools.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be done within first 90 days.
2.3.8.1 (ii)	Provide the Authority with MI to allow prioritisation of Loan Pool requests, scheduling, forecasting and restocking in accordance with the Codes and Standards.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
2.3.8.1 (iii)	Where Loan Pool items are unavailable, suggest alternatives if available.	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be done within first 90 days.
2.3.8.1 (iv)	Inspect and effect the economic repair / refurbishment of Loan Pool stock, to be completed within 10 BDs of receipt;	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exceptions-only basis against the SOR Line Item Requirement. Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented which will be done within first 90 days.
2.3.8.1 (ix)	Manage Loan Pool stock Returns, progressing late returns / defaults / discrepancies	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exception-only basis against the SOR Line Item Requirement.
2.3.8.1 (v)	Notify the Authority within 10 BD of returned Loan Pool items that are deemed to be beyond economic repair for a decision regarding repair, replacement and / or disposal;	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
2.3.8.1 (vi)	Issue Loan Pool stock on Request, including collection by a military unit;	PC2	Monthly	Monthly	Monthly	Monthly	Monthly	Report on an exception-only basis against the SOR Line Item Requirement.
2.3.8.1 (vii)	Report to the Authority details of Loan Pool stock movements in accordance with the Codes and Standards.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	
2.3.8.1 (viii)	Undertake at least quarterly reviews of Loan Pool stock levels and making recommendations to the Authority to optimise stock holdings.	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	Will measure the items as measured on Service Commencement Date until improved processes are developed/implemented in accordance with Transition Plan
2.3.8.1 (x)	Notify late Returns to the Authority within 10 BDs of the date on which the Loan Pool stock was due to be returned;	PC1	Monthly	Monthly	Monthly	Monthly	Monthly	