BATCM0294

TacCIS Support Project – Logistic Support Contract

Statement of Requirements

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1. LSC ITN Structure

1.1 Logistic Support Contract Scope

The aim of the Logistic Support Contract is the coordinated supply of spares and repair support and asset/stock management. The Contractor shall monitor spares and repairs demands / arisings and shall recommend future purchases (of spares) for the Authority to authorise procurement. The Contractor shall procure the authorised spares at its discretion to ensure specified / required sparing levels are maintained to satisfy unit demand orders. Consequently the Contractor shall analyse spares and repair demands, both historic and continuing in order to ensure purchase recommendations are provided to the Authority in sufficient time to allow authorisation, procurement by the Contractor and delivery into the Defence Supply Chain.

The LSC provider must create and maintain strong relationships with all the Design Service Contract (DSC) providers across the portfolio approach which is recognised by the requirement to be placed upon the LSC Contractor to undertake collaborative working. The DSC providers will need to routinely extract information regarding failure rates and repair costs from the LSC provider and will need access to the supplier base that the LSC provider utilises. In return the DSC provider will carry out trend analysis and provide both the Authority and the LSC provider advice and guidance as to the technical issues underlying any trends and the best course of action to deal with these. They will also provide obsolescence management advice and guidance.

The Defence approach to Logistics in the longer term is defined within the Defence Support Network (Transformation) (DSN(T)) strategy and the Defence Support Network (Info Systems) DSN(IS) sub-strategy. Whilst these strategies are not yet fully underpinned across Defence by definite plans and schedules the principles are clear and common enablers are to be offered to underpin Defence Logistics. Any commitment BATCIS makes through the LSC will therefore be adopting Authority generic Logistics systems including Warehousing & Distribution and LogIS systems.

1.2 Document Format

The document has been presented in the following phases to identify the relevant requirements, services and governance elements to be delivered at each phase;

- Effective Date to Initial Operating Capability
- Initial Operating Capability to Full Operating Capability
- Full Operating Capability to Commencement of Contract Exit Period
- Commencement of Exit Period to Contract End
- Option Periods beyond Contract End

1.3 Contract Programme

1.3.1 Contract Programme requirements

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
1.3.1.1	Contract Programme - Requirements	The Contractor shall provide a Contract Programme in MSOffice format (word, excel, project) that details the key dates across the contract term that relates to any Programmed Contractor Deliverable which shall include as a minimum: i. Key dates (Effective Date through to Contract End) ii. Contractor Deliverables which are subject to a GAR Review in accordance with Schedule 4. iii. Dates relating to Authority Obligations and required availability in accordance with Schedule 7. iv. The key dates of any governance and reporting in accordance with Schedule 8. v. The key dates of the Transition Plan in accordance with SoR serial 2.5.1.1 and timeline to undertake Acceptance Testing in accordance with Schedule 10. vi. The key dates or exit requirements in accordance with SoR serial 5.2 and Schedule 17. vii. Any other dates the Contractor believes should be captured within the contract programme. The contract programme shall be sufficiently detailed to enable the Authority to monitor as a minimum: i. The Contractor's progress against the delivery of the Contractor Deliverables ii. Completion of testing and/or other activities to assess Acceptance in respect of the Contractor Deliverables.	Contract Programme	Effective Date	

2. Phase 1 – Effective Date to Initial Operating Capability

Phase 1 : Demonstration of IOC services to provide assurance to the Authority that the LSC Contractor has achieved the delivery of the minimum viable product. This will enable the LSC Contractor to take on board responsibility to provide LSC services and commence the maintenance of the LE TacCIS Portfolio.

This section details the requirements to be met in terms of service delivery, governance requirements that apply and the transition aspects that will occur during this phase.

2.1 Inventory Management Service

2.1.1 Service Provision

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.1.1	Service Provision	The Contractor shall provide an Inventory Management Service in accordance with the following SOR Sections: i. Inventory management in accordance with Serial 2.1.2 ii. Purchasing capability in accordance with Serial 2.1.3 iii. Repair capability in accordance with Serial 0 iv. Storage, receipt and onward distribution management in accordance with Serial 2.1.5 v. Disposal management support in accordance with Serial 2.1.6 vi. Technical Logistic Support in accordance with Serial 0 vii. Technical Support in accordance with Serial 2.1.8			

2.1.2 Inventory Management

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.2.1	Inventory management	The Contractor shall manage all Items in scope of the Logistic Support Contract as set out in the LE TacCIS Portfolio at Appendix 1. This includes Cryptographic Controlled Items which shall be managed in accordance with the Security Policy Framework and JSP 490 and 491.		IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.2.2	Serial number and NSN	The Contractor shall ensure that the LE TacCIS Portfolio is managed by serial number and/or NSN. Inventory management shall include but not be limited to: i. Asset tracking, to detail an asset's location within the supply chain when in the custodianship of the Contractor, or part of the order book up to the point of delivery at the **REDACTED** Facility. This shall monitor the physical location at any point in time and shall report asset condition and asset status. ii. Asset condition shall be detailed in accordance with the Defence Logistic Framework categorisations iii. Asset status shall include as a minimum; • Awaiting Level-4 Repair. • At Level-4 Repair. • Awaiting disposal. • Awaiting delivery to the **REDACTED** Facility.		IOC Onwards	Transition Schedule 10
2.1.2.3	Repairs in progress	The Contractor shall manage the LE TacCIS Portfolio through Level-3 Repairs & Level-4 Repairs in progress by NSN and serial number. This shall include, but not be limited to the following data fields: • Item NSN, • Item Serial Number,	LE TacCIS Portfolio repairs in progress managed by NSN and Serial	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		• Repairer and asset location, • Date Item sent for repair, • Receipt date by the Repairer, • Repair diagnosis, • Anticipated date of repair, • Repair completion date, and • Anticipated Item return date to **REDACTED** Facility.	Number		
2.1.2.4	Repair Report	The Contractor shall produce, update and maintain a Repair Report for each individual Item repair conducted on the LE TacCIS Portfolio. The Repair Report shall include but not be limited to: • Unique repair reference, • Item NSN, • Item Serial Number, • Repair diagnosis, • Repair(s) conducted, • Repair duration, and • Repair completion date. Any Repair Report shall be made available to the Authority upon request.	Provision of Repair Report for all repairs conducted on the LE TacCIS Portfolio	IOC Onwards	Transition Schedule 10
2.1.2.5	LSC Repair Register	The Contractor shall produce, update and maintain an LSC Repair Register. The LSC Repair Register is to be provided as part of the KPI Report which forms part of the LSC Monthly Performance Report and shall include but not	All repairs conducted on the LE	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)

		be limited to:
		• Repairs raised over the last monthly period, including:
		  ○ date works order raised
		  ○ Repair type
		  ○ NSN/serial number to which the repair applies.
		  ○ Specified Turn-Around Time for each Item under repair
		• Repairs completed over the last monthly period, including:
		  ○ date delivered to the Contractor in accordance with Serial 2.1.5.
		  ○ Repair Report reference (see Serial 2.1.2.4)
		  ○ Actual Turn-Around Time for each Item under repair
		• Details of:
		  ○ all Items with No Fault Found
		  ○ repairs which have become past due during the monitored month
		  ○ repairs past due from previous months.
		  ○ Items deemed Beyond Economic Repair
			TacCIS Portfolio documented on LSC Repair Register	Updated Monthly	

2.1.2.6	Disposal Report	The Contractor shall manage any LE TacCIS Portfolio Disposals, as identified and agreed with the Authority. The Contractor shall produce, update and maintain a Disposal Report for each individual disposal conducted on the LE TacCIS Portfolio. The Disposal Report shall include but not be limited to:	Provision of Repair Report for all repairs conducted on the LE	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		• disposal unique identifier reference. • Item NSN. • Item serial number. • Short Item Name. • whether Item is UID tagged. • date Item sentenced for disposal. • planned disposal date. • actual disposal date. • date Item marked as inactive/retired on JAMES. • date Item data record owner informed.	TacCIS Portfolio		
2.1.2.7	Disposal Register	The Contractor shall produce, update and maintain an LSC Disposal Register. The LSC Disposal Register is to be provided as part of the KPI Report which forms part of the LSC Monthly Performance Report and shall include but not be limited to: • Disposals conducted over the last monthly period, include date of disposal.	All Disposals conducted on LE TacCIS Portfolio documented on Disposal Register	IOC Onwards Updated Monthly	Transition Schedule 10
2.1.2.8	Maintain currency of	The Contractor shall ensure that the currency of data concerning the LE TacCIS Portfolio is maintained within the extant Defence LogIS	Defence LogIS	Effective Date +	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
	the Defence LogIS Solution data - LE TacCIS Portfolio	Solution. This includes but is not limited to: • Updating the data to reflect any changes made whilst the Item is in the custodianship of the Contractor	Solution data currency maintained against the LE TacCIS Portfolio Information.	1month	
2.1.2.9	LE TacCIS Portfolio visibility on Defence LogIS Solution - LE TacCIS Portfolio	The Contractor shall ensure that the Items from the LE TacCIS Portfolio when in the custodianship of the Contractor is visible to the Authority on the Authority's extant Defence LogIS Solution by serial number and/or NSN. Item visibility shall include but not be limited to: • Items delivered to LSC but awaiting receipt • Items held at a screening facility • Items held at a repair Contractor • Items en route to a repair Contractor • Items awaiting disposal with the Contractor	LE TacCIS Portfolio Information is visible on Defence LogIS Solution.	Effective Date + 1month	Transition Schedule 10
2.1.2.10	Demands Register	The Contractor shall produce, update and maintain an LSC Demands Register. The LSC Demands Register is to be provided as part of the KPI Report which forms part of the LSC Monthly Performance Report and shall include but not be limited to: • Stock at Hand and Item levels on the first day of the monthly period • Demand history over the last monthly period, including: ○ date Demand made visible to Contractor on Defence Log IS	All unit demands made upon the LE TacCIS Portfolio documented on Demands Register	IOC Onwards Updated Monthly	

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)

		Solution.
		• Demands completed over the last monthly period, including:
		  ○ date issued
		  ○ whether Demand was satisfied from Stock at Hand
		  ○ whether Item demanded is a Critical Item
		  ○ restocking time for each Item demanded
		• Detail
		  ○ all demands which have become past due over the monitored month
		  ○ demands past due from previous months
		• A calculation of the Stock to Issue Ratio for Forecastable Items less those for which other factors are at play which the Authority agrees would distort the ratio, including but not limited to:
		  ○ Items with extremely long lead times
		  ○ Items on (or only recently removed from) the Critical Items List
		  ○ Directed Purchase Spares or Directed Repairs outside the Contractor Demand Forecast.
		  ○ Non A1/A2 Stock at Hand
		• A calculation of the aggregate SIR as an average of individual Item SIRs weighted by value.			

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		• At the end of each Contract Year, Notional Value of the Stock at Hand held itemised by NSN.			

2.1.3 Purchasing Capability

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.3.1	Purchasing Capability	The Contractor shall provide a purchasing capability. This shall include as a minimum; i. A purchasing catalogue in accordance with Serial 2.1.3.2 through 2.1.3.6 ii. Purchasing conduct shall be undertaken in accordance with Serial 2.1.3.7	LSC Purchasing Capability	IOC	Transition Schedule 10
2.1.3.2	Purchasing Catalogue	The Contractor shall provide a Purchasing Catalogue to support the Logistic Support Contract, for Years 1 to 5 and any option years. The Contractor shall as a minimum: i. Provide a purchasing catalogue specifying prices, volume breaks, and lead times in the template format defined by the Authority. [provided within ITN Data Pack] by no later than Initial Operating Capability.	Purchasing Catalogue. (MS Excel Document)	IOC	Transition Schedule 10
2.1.3.3	Purchasing Catalogue	The Contractor shall ensure the Purchasing Catalogue for Years 1 to 5 and any option years includes as a minimum: i. all Items recommended for the purchase by the Contractor	Purchasing Catalogue includes Items recommended	IOC	Transition Schedule 10 Directed Purchases and

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Demand Forecast ii. To inform the Authority of any contracts that include any “minimum order quantity” iii. where Items to satisfy Directed Purchase Spares are not already contained within the Purchasing Catalogue the Purchasing Catalogue is to be updated in accordance with Serial 2.1.3.6 ii. During the transition period, the Contractor must provide prices for at least 80% of the Items recommended for purchase by the Contractor Demand Forecast by IOC, with the remainder being priced by FOC	for purchase by the Contractor Demand Forecast and Directed Purchase Spares		Repairs Schedule 20
2.1.3.4	Purchasing Catalogue	The Contractor shall ensure the Purchasing Catalogue for Years 1 to 5 and any option years is priced on a firm priced basis for the first year and a fixed priced basis for years 2 to 5 and any option years, aligned to product lifecycles[1] where appropriate. In Years 2 to 5 and any option years fixed pricing may be subject to annual increases limited to Authority defined indices as detailed in Schedule 9. The Contractor shall provide evidence to support any price increase and will be subject to acceptance by the Authority to agree a price increase.	Firm Priced Year 1 Purchasing Catalogue and Fixed Price against Authority defined indices for Year 2 to Year 5 and any option	IOC	Transition Schedule 10

[1] Products moving into the decline phase of a product lifecycle and nearing obsolescence may be unavailable for purchase across the life of the contract or may be viewed as options to consider alternative purchasing strategies as identified within the purchasing conduct and obsolescence management sections of the SoR.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
			years		
2.1.3.5	Purchasing Catalogue	The Contractor shall, in the provision of the Purchasing Catalogue for Years 1 to 5 and any option years, ensure the Actual Purchase Price from a supplier only is included in the Purchasing Catalogue in accordance with contract clause 5.1.21.	Purchasing Catalogue includes Items recommended for purchase by the Contractor Demand Forecast and the Directed Purchase Spares	IOC	Transition Schedule 10
2.1.3.6	Purchasing Catalogue Administration	The Contractor shall conduct Purchasing Catalogue administration in accordance with Schedule 5, the Contractor shall as a minimum; i. Ensure the Moves, Adds, Deletions and Substitutions Process is conducted as required or as a minimum on a quarterly basis ii. For any Purchasing Catalogue adds or changes provide supporting evidence to the Authority within 5 business days of Directed Purchase Spares request for Authority approval. iii. Amend or insert NSN price lines into the Purchasing Catalogue following approval from the Authority.	Purchasing Catalogue Administration including Adds, Changes and Retirements Process	IOC	Transition Schedule 10 MADS Schedule 5
2.1.3.7	Purchasing Conduct	The Contractor shall conduct purchasing to satisfy the needs of the Logistic Support Contract. The Contractor shall as a minimum:	Procurement of spares	IOC	Transition Schedule 10 Directed Purchases and

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		i. Ensure that all Items to be purchased have an Authority approved purchase price included in the Purchasing Catalogue prior to the purchase being conducted[2]. ii. Manage purchases in accordance with the Contractor Demand Forecast Serial 2.2.3.1. This shall include but not be limited to: • Placement of spare and repairs works orders. • Management of extant spares and repairs works orders from placement of works order to delivery of asset to the Authority. • Rectification of works order discrepancies[3]. iii. Manage Directed Purchase Spares in accordance with the Authority's direction at Schedule 20. This shall include but not be limited to: • Provide the Authority with a purchasing solution within 15 business days of request. • Placement of spare and repairs works orders. • Management of extant spares and repairs works orders from			Repairs Schedule 20

[2] If a purchase is required that has not been included in the purchasing catalogue, the Contractor will need to negotiate the price of the item with the Supplier and agree it with the Authority as part of the catalogue administration.

[3] This is where the number or type of items are wrong against the works order, or the consignment has been incorrectly packaged and or is damaged.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		placement of works order to delivery of asset to the Authority. • Rectification of works order discrepancies[4]. • Enabling opportunity savings, e.g. one off savings offered by a supplier. iv. Purchasing solutions for Directed Purchase Spares can be offered at prices other than the Purchasing Catalogue, when value for money or efficiencies can be demonstrated. v. For all purchasing, request the Authority via email to create a Defence LogIS Solution Dues-In data record by close of business on the day that any works order is placed. vi. All purchases are to be delivered to the **REDACTED** Facility unless otherwise directed by the Authority. This shall include but not be limited to: • Ensure that deliveries are in accordance with **REDACTED** Supplier Manual.			
2.1.3.8	Purchasing Conduct – Works Orders	The Contractor shall produce, update and maintain an LSC Works Orders Register. The LSC Works Orders Register is to be provided as part of the KPI Report which forms part of the LSC Monthly Performance Report and shall include but not be limited to:	All Works Orders conducted on LE TacCIS	IOC Onwards Updated	

[4] This is where the number or type of items are wrong against the works order, or the consignment has been incorrectly packaged and or is damaged.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)

	Register	• Works Orders raised over the last monthly period, including:
		  ○ date raised by the Contractor in accordance with Serial 2.1.5
		  ○ Whether a Purchasing Catalogue amendment was required
		• Works Orders completed over the last monthly period, including:
		  ○ date delivered to the Contractor in accordance with Serial 2.1.5.
		  ○ category of purchase (routine, Directed Purchase Spares, other)
		• Detail all Works Orders currently past due
		• Detail the proportion of Items specified in Serial 2.1.3.3 for which a firm price exists in the Purchasing Catalogue that was valid on the last calendar day of the relevant Contract month which the Monthly Performance Report considered
			Portfolio documented on Works Order Register	Monthly	

2.1.4 Repair Capability

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.4.1	Repair Capability	The Contractor shall provide a repair capability. This shall include as a minimum; i. A repair catalogue in accordance with Serial 2.1.4.2 to 2.1.4.6 ii. A Repair capability in accordance with Serial 2.1.4.7. The Contractor is to endeavour to repair before spares purchase where VFM can be demonstrated.	LSC Repair Capability	IOC	Transition Schedule 10
2.1.4.2	Repairs catalogue	The Contractor shall provide a repairs catalogue to support the Logistic Support Contract, for Years 1 to 5 and any option years. The Contractor shall as a minimum: i. Provide a repairs catalogue specifying repairs, prices, and repair times in the template format defined by the Authority [provided within ITN Data Pack] by no later than Initial Operating Capability. ii. Deliver the repairs catalogue to the Authority in Microsoft Office format.	Repairs catalogue. (MS Office Document)	IOC	Transition Schedule 10
2.1.4.3	Repairs catalogue	The Contractor shall ensure the repairs catalogue for Years 1 to 5 and any option years includes as a minimum: i. Include all Items recommended for repair by the Contractor Demand Forecast	Repairs catalogue includes Items recommended for repair by the Contractor	IOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		ii. To inform the Authority of any contracts that include any "guaranteed minimum number of repairs agreements[5]" iii. where Items to satisfy a Directed Repair are not already contained within the repair catalogue the repair catalogue is to be updated in accordance with Serial 2.1.4.6 iv. During the transition period, the Contractor must provide prices for at least 80% of the Items recommended for repair by the Contractor Demand Forecast by IOC, with the remainder being priced by FOC	Demand Forecast and the Directed Repairs		
2.1.4.4	Repairs catalogue	The Contractor shall ensure the repairs catalogue for Years 1 to 5 and any option years is priced on a firm priced basis for the first year and a fixed priced basis for years 2 to 5 and any option years. In Years 2 to 5 and any option years fixed pricing may be subject to annual increases limited to Authority defined indices as detailed in Schedule 9. The Contractor shall provide evidence to support any price increase and will be subject to acceptance by the Authority to agree a price increase.	Firm Priced Year 1 Repairs Catalogue and Fixed Price against Authority defined indices for Year 2 to Year 5 and any option years	IOC	Transition Schedule 10

[5] For a dedicated repair line to be established, industry often requires a guaranteed minimum number of repairs to justify the retention of dedicated facilities and suitably qualified and experienced personnel.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.4.5	Repairs catalogue	The Contractor shall, in the provision of the repairs catalogue for Years 1 to 5 and any option years, ensure the actual repair price from a supplier only is included in the repairs catalogue in accordance with contract clause 5.1.21.	Repairs catalogue includes Items recommended for repair by the Contractor Demand Forecast and the Directed Repairs	IOC	Transition Schedule 10
2.1.4.6	Repairs catalogue administration	The Contractor shall provide a mechanism to conduct repairs catalogue administration. The Contractor shall as a minimum; i. Provide a mechanism for adding, changing and retiring individual NSNs price lines within the repair catalogue. Hereafter referred to as the Moves, Adds, Deletions and Substitutions Process. ii. Ensure the Moves, Adds, Deletions and Substitutions Process is conducted as required or as a minimum on a quarterly basis iii. For any repair catalogue adds or changes provide supporting evidence to the Authority within 5 business days of a Directed Repair Request for Authority approval. iv. Amend or insert NSN price lines into the repairs catalogue following approval from the Authority.	Repairs catalogue administration including Adds, Changes and Retirements Process	IOC	Transition Schedule 10 MADS Schedule 5
2.1.4.7	Repairs Conduct	The Contractor shall conduct repairs to satisfy the needs of the Logistic Support Contract. The Contractor shall as a minimum:	Procurement of repairs	IOC	Transition Schedule 10 Directed Purchase

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		i. Ensure that all repairs have an Authority approved repair price included in the repair catalogue prior to a repair being conducted[6]. ii. Manage repairs in accordance with the Contractor Demand Forecast. This shall include but not be limited to: • Place repair works orders. • Manage extant repair works orders. • Manage and expedite overdue repair works orders. • Pass on any revised repair works order dates to the Authority. • Rectify repair discrepancies[7]. iii. Manage Directed Repairs in accordance with the Authority's direction at Schedule 20. This shall include but not be limited to: • Provide option for a repair solution within 15 business days of request.			Spares and Repairs Schedule 20

[6] If a repair is required that is not included in the repair catalogue, the Contractor will need to negotiate the price of the repair with the Supplier and agree it with the Authority prior to the repair being conducted.

[7] This is where the number or type of items returned are wrong against the repair works order, or the consignment has been incorrectly packaged and or is damaged.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		• Place repair works order. • Manage extant repair works orders. • Manage and expedite overdue repair works orders. • Pass on any revised repair works order dates to the Authority. • Rectify works order discrepancies[8]. iv. Repair solutions for Directed Repairs can be offered at prices other than the repair catalogue, when value for money or efficiencies can be demonstrated. v. For all repairs, request the Authority via email to create a Defence Log IS Solution Dues-In data record by close of business on the day that any repair works order is placed. vi. Update any repair activity on the Item's record on JAMES by close of business on the day of repair[9]. vii. For any screening or repair activity conducted a JAMES Component			

[8] This is where the number or type of items returned are wrong against the repair works order, or the consignment has been incorrectly packaged and or is damaged.

[9] OEMs are unlikely to have access to JAMES. The LSC Contractor shall be required to implement a system for the passing of repair data for JAMES to be updated by the LSC Contractor.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Report and/or Incident Report (Form 683) must be completed and electronically filed onto JAMES. viii. Ensure a JAMES Component Report or Incident Report JAMES(Form 683), or any successor report or form, accompanies any Item sent for Level-4 Repair following any action undertaken via the Technical Services at Serial 3.2.3 ix. All Items returned from Level-4 Repair are to be delivered to the **REDACTED** Facility unless otherwise directed by the Authority. This shall include but not be limited to: • Ensure that deliveries are in accordance with **REDACTED** Supplier Manual. x. All Items subject to Level-3 Repairs are to be delivered to the **REDACTED** Facility unless otherwise directed by the Authority. This shall include but not be limited to: • Ensure that deliveries are in accordance with **REDACTED** Supplier Manual. xi. Send Items not scheduled for immediate repair into E0 storage under the **REDACTED** contract This shall include but not be limited to: • Ensure that deliveries are in accordance with **REDACTED** Supplier Manual. xii. Enable the Authority to track repairs by individual serial number in			

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		accordance with Serial 2.1.2.2 & Serial 2.1.2.3			

2.1.5 Storage, Receipt and Onward Distribution Management

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.5.1	Onward Distribution	The Contractor shall deliver all Items to the **REDACTED** Facility for onward distribution unless requested by the Authority, for example where an urgent demand is to be fulfilled directly by a Diversion Order.			
2.1.5.2	Warehouse and Distribution Service Integration	The Contractor shall integrate into the Defence Supply Chain (warehousing and distribution service) at the **REDACTED** Facility, complying with the **REDACTED** Supplier Manual. This shall include as a minimum: i. Delivery of Items into the **REDACTED** Facility in accordance with the **REDACTED** Supplier Manual.[section 9 – the perfect delivery], ii. Collect Items returned to **REDACTED** Facility within a timescale agreed with the Authority following its arrival at the **REDACTED** Facility. iii. Arrange transportation from the **REDACTED** facility to Level-4 Repair	Items transported in accordance with need and packaged to the correct standard.	IOC Onwards	Transition Schedule 10 **REDACTED** Supplier Manual.[section 9 – the perfect delivery]

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		suppliers, iv. Provision of transportation for ITAR/ACTO Items that has been sentenced for disposal to the Authority disposal Contractor's[10] site, and v. Arrange transportation for Cryptographic Controlled Items by the Defence Courier Services in accordance with JSP 490: Defence Cryptosecurity Operating Instructions and JSP 491 Cryptographic Handling Instructions Part 2 and Part 3 and in accordance with the Security Policy Framework and JSP 490/1[11].			
2.1.5.3	Warehouse and Distribution Service Integration	The Contractor shall comply with the **REDACTED** deliveries booking process to undertake any delivery of Items in scope of the Logistic Support Contract into the **REDACTED** Facility. This shall include as a minimum: i. Purchased Items from sub-suppliers, ii. Items returning from Level-4 Repair, iii. Items sent for E0 storage, iv. Items returning to the **REDACTED** Facility, for Items screened and	Deliveries booked into **REDACTED** Facility in accordance with the **REDACTED** Supplier Manual.	IOC Onwards	Transition Schedule 10

[10] As nominated by the Defence Equipment Sales Agency.

[11] Note that a maximum of 25 CCI items can be transported at one time.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		established as having no fault, and v. For Items repaired by the Level-3 Repair service			
2.1.5.4	Item receipt at **REDACTED** Facility	The Contractor shall submit a Dues-In request form for the creation of a Defence Log IS Solution Dues-In data record for Items requiring storage in the **REDACTED** Facility. This shall include, but not be limited to: i. Purchased Items from sub-suppliers. Dues-In to be created by close of business on the day that the works order is placed. ii. Items returning from Level-4 Repair. Dues-In to be created by close of business on the day that the original repair works order is placed. iii. Items sent for E0 storage. iv. Items returning to the **REDACTED** Facility, for Items screened and established as having no fault. v. For Items repaired by the Level-3 Repair service	Deliveries booked into **REDACTED** Facility in accordance with the **REDACTED** Supplier Manual.	IOC Onwards	Transition Schedule 10
2.1.5.5	Warehouse and Distribution Service Integration	The Contractor shall not book a delivery at the **REDACTED** Facility prior to a corresponding Dues-In being created on Defence Log IS Solution in accordance with Serial 2.1.5.4		IOC Onwards	Transition Schedule 10
2.1.5.6	Item Storage	The Contractor shall store an Item in accordance with its Security Classification while under the Contractor's control. This shall include as a minimum: i. Store all Items in accordance with the Security Policy Framework and	Items stored under the Contractor's control in accordance	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Defence Logistics Framework. ii. Minimise the volume of Items stored by making use of the E0 storage provided by the **REDACTED** contract.	with its Security Classification.		
2.1.5.7	Item Receipting	The Contractor shall receipt all Items received through the **REDACTED** Facility for Items subject to screening. The Contractor shall ensure receipting includes as a minimum: i. Accounting for all Items received through the **REDACTED** Facility by NSN and serial number. ii. Generation of a discrepancy report[12] with photographic evidence for any Items received through the **REDACTED** Facility not packaged and marked in accordance with the Def Stan 81-41 Packaging of Defence Materiel, Def Con 129 Packaging (for Articles Other than Munitions) and the LSC(T) Supplier Manual and email it to the Authority's Project Manager by close of business on the day after the day of receipt for investigation. iii. Immediately upon receipt, conduct an inspection of Unique Identifying Descriptor (UID) tagged Items as stipulated in accordance with the Def Stan 81-41 Packaging of Defence Materiel, *Clause 56* and the LSC(T) Supplier Manual to ensure that labels are present, clear, machine readable, valid and wholly intact in accordance with DefStan 05-132	Items receipted	IOC Onwards	Transition Schedule 10

[12] MoD Form 445 Discrepancy Report

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Marking of Defence Materiel Items Using a Unique Item Identifier. Any Item that's label is missing or damaged shall be quarantined until the UID marking team can replace the UID. Any Item that requires a replacement UID tag must be reported to Project ATHENA within 3 business days.			
2.1.5.8	Item Receipting Discrepancies	The Contractor shall rectify any Item receipting discrepancies at the **REDACTED** Facility, complying with the **REDACTED** Supplier Manual. The receipting discrepancies may include but are not limited to: i. On receipt of an Item outside of the scope of the LSC DMC Breakdown Structure return the Item to **REDACTED** and inform the Authority's Project Manager via email by close of business on the day after the day of receipt. ii. Rectify and manage unsolicited[13] and/or obsolete Item returns to Contractor facility.	Item receipting discrepancies rectified	IOC Onwards	Transition Schedule 10
2.1.5.9	[Not used]				
2.1.5.10	Item Receipting – e-purge certification	The Contractor shall confirm that all radio systems received by the LSC Contractor are accompanied by an e-purge certificate[14]. Should a radio system not possess an e-purge certificate the Item is to be quarantined and securely stored until it can be declassified by the Device	All radio systems receipted have accompanying	IOC Onwards	Transition Schedule 10

[13] An unsolicited return is a package delivered but without a corresponding electronic (MJDI / Defence Log IS Solution) Dues-In.

[14] Annex B to Army Command standing order 2802 (security of BOWMAN equipment) Dated Nov 16

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Management Service in accordance with Serial 3.2.4	e-purge certificate		
2.1.5.11	Item Receipting – Blancco or CODES Destruction certification	The Contractor shall confirm that all devices with a hard disk drive received by the LSC Contractor are accompanied by a Blancco or CODES Destruction certificate. Should a device not possess a Blancco or CODES Destruction certificate the Item is to be quarantined and securely stored until it can be declassified by the Device Management Service in accordance with Serial 3.2.4	All devices with a hard disk drive are accompanied by a Blancco or CODES Destruction certificate	IOC Onwards	Transition Schedule 10
2.1.5.12	Item Receipting – Blancco or CODES Destruction certification	The Contractor shall compile and send to the Authority a non-conformance report[15] for any radio system or device returned to the LSC Contractor through the **REDACTED** Facility without an e-purge or Blancco certificate by close of business the day after the day of receipt.	All devices with a hard disk drive not accompanied by a Blancco or CODES Destruction certificate are reported to the Authority by close of business the day after the day of receipt.	IOC Onwards	Transition Schedule 10

[15] MoD Form 445 Discrepancy Report

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.5.13	Item Distribution - Packaging	The Contractor shall ensure that all Items distributed to the **REDACTED** facility are packaged for forward dispatch in accordance with Def Stan 81 Series.	Items distributed with correct packaging	IOC Onwards	Transition Schedule 10
2.1.5.14	Item Distribution – UID tagging	The Contractor shall ensure that all Items distributed to the **REDACTED** facility are dispatched with UID tagging in accordance with Def Stan 05-132 Marking of Defence Materiel Items using a Unique Item Identifier and **REDACTED** Supplier Manual.	Items distributed with UID tags,	IOC Onwards	Transition Schedule 10
2.1.5.15	Item Distribution – Serial Number and Labelling	The Contractor shall ensure that all Items distributed to the **REDACTED** facility are dispatched with a serial number and/or NSN label	Items distributed with serial number and NSN label.	IOC Onwards	Transition Schedule 10

2.1.6 Disposal Management Support

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.6.1	Item Disposal	The Contractor shall dispose of Items as directed by the Authority and in accordance with the Authority Disposal Process. The Contractor shall as a	Items disposed as directed by Disposal	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		minimum: i. Dispose of Items directed by the Authority[16], including Cryptographic Controlled Items (CCI), in accordance with Defence Logistics Framework (DLF). ii. Enable the Authority to track Disposals by individual serial number in accordance with Serial 2.1.2.2 iii. Update JAMES to mark the Item's instance record as inactive by close of business on the day after the business day of write-off. iv. Update JAMES to mark the Item's instance record as retired by close of business on the day after the business day of physical disposal. v. Confirm the required LogIS changes and advise the Authority of such changes to be implemented, when a whole NSN is disposed of, within one business day of physical disposal.	working group, in accordance with DLF. Defence LogIS Solution and JAMES updated where appropriate.		
2.1.6.2	LE TacCIS Portfolio Disposal – Working Group attendance	The Contractor shall attend the disposal working group meetings. The meeting shall be: • Conducted: One per quarter. • Location: DE&S, MOD Abbey Wood or Contractor's Offices/Facility.	Attendance of appropriate Contractor SMEs at disposal working	IOC Onwards Quarterly	Transition Schedule 10

[16] This could be via email notification, if an item is Beyond Economic Repair or as directed by the disposal working group.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		• Attended by: Contractor's Disposal subject matter expert. • Chaired by the Authority. • Recorded in meeting minutes to be produced by the LSC Contractor with 3 business days of the meeting and delivered in soft copy to the Authority's Project Manager. **Purpose:** The purpose of this meeting is for the Contractor to present and justify to the Authority opportunities for disposal of slow or non-moving Stock at Hand and to provide a summary of LE TacCIS Portfolio Disposals	group.		

2.1.7 Technical Logistic Support

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.7.1	Technical Logistic Support Capability	The Contractor shall provide a capability to respond to technical logistic support questions posed by the Authority. The Contractor shall as a minimum: i. Be available during core business hours 0830 – 1730hrs Monday to Friday excluding Public Holidays. ii. Respond to urgent questions within 4 working hours. iii. Respond to priority questions within 1 business day. iv. Respond to routine questions within 3 business days. v. Capture any logistic support questions and responses. vi. Manage logistic support questions with a unique identifier and capture the following information as part of Management Information and used to inform relevant Governance requirements in accordance with Serial 4.2.1: • Number of questions by day week, month and year. • Number of questions by classification: urgent/priority/routine. • Nature of question. • Question receipt time.	Technical questions responses in accordance with priority timelines and data logged.	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		• Question response time. • Question resolution time. vii. Conduct question analysis to identify “frequently asked questions” (FAQs). viii. Produce FAQs posts/process maps/procedures for submission to, and agreement by, the Authority to be hosted on the current MoD Secure Working Environment.			

2.1.8 Technical Support

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.1.8.1	ILS Logistic Support Workshops	The Contractor shall support the Authority's ILS logistic support workshops at the request of the Authority, for all equipment in scope of the contract. The meeting shall be: • Conducted: As required. • Location: DE&S, MOD Abbey Wood or Design Authority's location. • Chaired by the Authority. For the purposes of the requirement, the Contractor can assume that this meeting will primarily take place at the Design Authority's location at Oakdale and there will be no more than four meetings in a year. The Contractor shall attend to: i. Inform Design Authorities' of relevant LSC processes. ii. Develop awareness of new equipment's Logistic Support strategy and inform of conformance against the scope of the Logistic Support Contract. iii. Establish likely purchasing needs and contract requirements. iv. Establish likely repair needs and contract requirements. v. JAMES management requirements.	Attendance at ILS Logistic Support Workshops to support equipment integration into the Logistic Support Contract.	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		vi. **REDACTED** Facility integration requirements.			
2.1.8.2	Release Control Point Meeting Support	The Contractor shall support all Authority release control point meetings for all equipment's in scope, or to be brought into scope of the Logistic Support Contract. The meetings shall be: • Conducted: As required. • Location: DE&S, MOD Abbey Wood or DSC Contractor's Offices • Chaired by the Authority. For the purposes of the requirement, the Contractor can assume that this meeting will primarily take place at the Design Authority's location at Oakdale and there will be no more than four meetings in a year. The Contractor shall attend to: i. Establish Project's readiness to be integration into Logistic Support Contract. ii. Advise on preparedness of range and scaling purchases and enabling contracts. iii. Advise on preparedness of repair contracts. iv. Advise on screening capability and training, security and facility preparedness. v. Advise on Level-3 Repair capability and training, security and facility	Attendance at release control point meetings to support equipment integration into the Logistic Support Contract.	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		preparedness. vi. Ensure equipment types and instances have been birthed onto JAMES. vii. Ensure JAMES maintenance tasks have been established on JAMES. viii. Ensure Authority has input Dues-In onto Defence Log IS Solution prior to booking into the **REDACTED** Facility. ix. Understand equipment delivery schedule and ensure deliveries are booked into the **REDACTED** Facility. x. Ensure all Items have a Product Data Sheet that has been provided and filed. xi. Ensure all Items Material Safety Data Sheet has been provided and uploaded onto HSIS.			
2.1.8.3	Configuration Management Support	The Contractor shall provide configuration management support for all Items in scope of the Logistic Support Contract. The Contractor shall as a minimum: i. Attend all Design Authority configuration management meetings as directed by the Authority. For the purposes of the requirement, the Contractor can assume that these meetings will primarily take place at the Design Authority's location at Oakdale and there will be no more than four meetings in a year. ii. Act as a stakeholder in the configuration management process for all	Conduct of any configuration management output within the scope of the Logistic Support Contract.	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Design Authorities. iii. Respond to any configuration management correspondence within 5 business days. iv. Conduct all/any configuration management support activities in accordance with Def Stan 05-057 - "Configuration Management of Defence Materiel" and all parts, as necessary, of Def Stan 05-061 - "Quality Assurance Procedural Requirements". v. Provide any information requested by the Authority to support the drafting of Defence Information Notices. vi. Update Item configuration record on JAMES by close of business on the day after the business day of reconfiguration.			
2.1.8.4	Obsolescence Management	The Contractor shall support the obsolescence management process by supporting all LE TacCIS Equipment Portfolio Design Authorities to ensure the continued availability of the LE TacCIS Equipment Portfolio. The Contractor shall as a minimum: i. Attend all Design Authorities obsolescence management meetings for Items in the LE TacCIS Portfolio. For the purposes of the requirement, the Contractor can assume that these meeting will primarily take place at the Design Authority's location at Oakdale and there will be no more than twelve meetings in a year. ii. Make recommendations of last/life time buys as appropriate when major obsolescence events are impending within the supply chain	Conduct of any obsolescence management output within the scope of the Logistic Support Contract.	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		iii. Purchase all last/life time buys as directed by the Authority. iv. Inform the Authority of any Class 2 changes to a component within 3 business days. v. Maintain a Class 2 component Change Register. vi. Report to the Authority immediately via an email to the Authority's Project Manager any obsolescence issues that would require a Class 1[17] change.			
2.1.8.5	Army Headquarters Availability Working Group	The Contractor shall support the Army Headquarters Availability Working Group at the request of the Authority, to advise on the services, the Contractor Demand Forecast and provide a summary of availability information for all Items in scope of the contract. The meeting shall be: • Conducted: Quarterly. • Location: Army Headquarters Andover or DE&S, MOD Abbey Wood. • Chaired by the Authority. The Contractor shall attend to: i. Inform Army Headquarters of relevant LSC processes and provide a	Attendance at Army Headquarters Availability Working Group.	IOC Onwards	Transition Schedule 10

[17] A Class 1 charge is a change in an item or sub-component that does result in a change of fit, form or function.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		summary of availability information for all Items in scope of the contract. ii. Develop awareness of new proposals and demands against the scope of the Logistic Support Contract. iii. Establish likely purchasing needs and contract requirements. iv. Establish likely repair needs and contract requirements.			

2.2 Inventory Modelling Service

2.2.1 Service Provision

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.2.1.1	Service Provision	The Contractor shall provide an Inventory Modelling service to include all Items in scope of the Logistic Support Contract as set out in the LE TacCIS Portfolio at Appendix 1. The modelling service shall as a minimum: i. Provide a system to conduct modelling in accordance with Serial 2.2.2 ii. Conduct demand modelling and produce the Contractor Demand Forecast in accordance with Serial 2.2.3	Inventory Modelling Service	IOC Onwards	Transition Schedule 10

2.2.2 Inventory Modelling System

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.2.2.1	Inventory Modelling Capability	The Contractor shall conduct inventory modelling to forecast demand and inform purchasing and repair activities in support of the LSC Inventory	Inventory Modelling	Effective Date + 1 Month	Transition Schedule 10
2.2.2.2	Forecasts of Demand	The Contractor shall ensure the modelling can forecast as a minimum: i. Anticipated Item demand over the next month, quarter, and year, ii. Efficient purchasing profiles taking into account MOD policy on	Modelling can produce forecasts.	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		excess Stock at Hand holding, iii. Efficient repairs schedules addressing screening, Level-3 Repairs, and Level-4 Repairs, iv. Notional Value holdings of Items.			
2.2.2.3	Inventory Modelling Service Integration with Defence LogIS Solution	The Contractor shall ensure the inventory modelling service can interface with Defence LogIS Solution systems, through D4I mechanisms or otherwise, for the purpose of modelling to produce a forecast of demand for all LE TacCIS Portfolio Items for which the Contractor is responsible. The service shall capture the following Authority assumptions and data sets as a minimum: i. Up to five years of historical demand and delivery times ii. Current quantities (and, for repairable Items, condition) of Stock at Hand, Dues-In, and Dues-Out iii. Current and historical agreed pricing and repairs tables iv. Planned surges or declines in demand, relative to historical data	System which provides accurate modelling.	IOC Onwards	Transition Schedule 10

2.2.3 Contractor Demand Forecast

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.2.3.1	Contractor Demand Forecast	The Contractor shall produce a Contractor Demand Forecast. The Contractor Demand Forecast shall be provided in an Excel MSOffice format and include as a minimum: i. Anticipated Item demand over the next month, quarter, and year. ii. Efficient purchasing profiles taking into account MOD policy[18] on excess Stock at Hand holding and economic order quantities. iii. Efficient repairs schedules addressing screening, Level-3 Repairs, and Level-4 Repairs. iv. Recommendation and justification of the lowest possible Notional Value holdings and required operating variance tolerance while still maintaining service levels for equipment stored in the **REDACTED** Facility.	Contractor Demand Forecast presenting annual demand forecast with purchasing and repair recommendations.	Effective Date + 1 Month	Transition Schedule 10
2.2.3.2	Contractor Demand Forecast	The Contractor shall deliver, manage and maintain the Contractor Demand Forecast. The Contractor shall as a minimum: i. Deliver the full Contractor Demand Forecast at IOC + 1 Month. ii. Define the Baseline Activity forecast for each Contract Year iii. Manage the Contractor Demand Forecast in the Contract Year,	Years 2 to 5 and any option years Yearly plan with prices presented monthly, quarterly and	IOC +1 month onwards	Transition Schedule 10

[18] Defence Logistics Framework v2.20 / Principles of the Defence Supply Chain

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		presenting changes or additions to the Demand Forecast to be agreed with the Authority in accordance with Serials 4.2.1.2, 4.2.1.4 & 4.2.1.9 this shall include, but not be limited to: • Forecasted monthly, quarterly and annual demands • Purchasing profiles to meet forecasted demand. • Repair schedule to meet forecasted demand. • Estimated costs to meet forecasted demand.	annually.		

2.3 Information Management Service

2.3.1 Service Provision

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.3.1.1	Service Provision	The Contractor shall provide an Information Management Service. The service shall as a minimum: i. Provide Information Management in accordance with Serial 2.3.2 ii. Manage Government Furnished Assets (GFA) in accordance with Serial 0 iii. Undertake Collaborative Working in accordance with Serial 2.3.4 iv. Undertake Governance in accordance with Serials 2.4.1, 3.3.1, 4.2.1 & 5.3.1.	Information management service.	IOC Onwards	Transition Schedule 10

2.3.2 Information Management

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.3.2.1	Product Data Sheets	The Contractor shall provide Product Data Sheets for all items in the LE TacCIS Portfolio that are held as Stock At Hand. The Contractor shall as a minimum: Maintain the currency of Product Data Sheets for all Items in the LE TacCIS Portfolio that are held as Stock At Hand, i. Ensure Product Data Sheets are provided in any common document	Accurate and in date Product Data Sheets.	IOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		format that is compatible with MSOffice and Adobe PDF. ii. In the event of an Item addition to the LE TacCIS Portfolio to be held as Stock At Hand or an Item change, provide the Authority with an updated Product Data Sheet in any common document format that is compatible with MSOffice and Adobe PDF within 3 business days,			
2.3.2.2	Material Safety Data Sheets	The Contractor shall provide Material Safety Data Sheets for all Items in the LE TacCIS Portfolio that are held as Stock At Hand. The Contractor shall as a minimum: i. Maintain the currency of Material Safety Data Sheets for all Items in the LE TacCIS Portfolio that are held as Stock At Hand, ii. Ensure Material Safety Data Sheets are provided to the Authority in any common document format that is compatible with MSOffice and Adobe PDF to be hosted on the MOD's Hazardous Stores Information System (HSIS). iii. In the event of an Item addition to the LE TacCIS Portfolio to be held as Stock At Hand or an Item change, provide the Authority with an updated Material Safety Data Sheet in any common document format that is compatible with MSOffice and Adobe PDF within 3 business days,	Accurate and in date Material Safety Data Sheets.	IOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.3.2.3	JAMES data accuracy	The Contractor shall maintain the accuracy and currency on JAMES of all top level "type[19]" maintenance, screening and repair information for all Items while under the Contractor's control.	All JAMES records current and up to date	IOC	Transition Schedule 10
2.3.2.4	Business Continuity	The Contractor shall deliver, manage and maintain a Business Continuity Plan in Word MSOffice format. The Business Continuity Plan is to be a documented, structured approach with instructions to continue delivery of the LSC operations, outputs or services following a disruptive event and shall include as a minimum: i. an analysis of business processes and continuity need through a business impact analysis which is required to identify, assess and understand; • the organisation's critical outputs, processes and activities, and their relative priorities; • the organisation's assets, people and resources that support its delivery; • the impact and consequences over time of a failure to maintain or deliver the organisation's key outputs, processes and activities; and • the dependencies on others for the organisation's outputs and activities, and of others on the organisation. ii. An organisational strategy to deal with business continuity which	Business Continuity Plan (MS Office)	IOC	Transition Schedule 10

[19] Within the JAMES system a type refers to a single NSN. There may be any number of individual serial numbered items under the NSN, these are referred to as instances.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		shall; • Provide a high-level statement on the need for effective business continuity management and planning. • implement measures to reduce the likelihood and potential impact of incidents. • take account of any resilience and mitigation measures. • provide options for the continuity of critical activities during and following a disruptive event. • take account of the activities which have not been identified as critical. • set out how relationships with key stakeholders and external parties will be managed during and after a disruptive event. • Provide direction on how often BC Plans and Strategies are to be exercised and reviewed.			
2.3.2.5	Disaster Recovery	The Contractor shall deliver, manage and maintain a Disaster Recovery Plan in Word MSOffice format. The Disaster Recovery Plan is to be a documented, structured approach with instructions for responding to unplanned event and shall include as a minimum: i. an analysis of business processes and recovery need through a business impact analysis which is required to identify, assess and understand; • the organisation's critical outputs, processes and activities, and their relative priorities; • the organisation's assets, people and resources that support its delivery; • the impact and consequences over time of a failure to maintain or deliver the organisation's key outputs, processes and activities;	Updated Disaster Recovery Plan	IOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		and • the dependencies on others for the organisation's outputs and activities, and of others on the organisation. ii. precautions to minimise the effects of a disaster iii. actions to continue to operate or quickly resume critical outputs functions to include; • Recovery time objective • Recovery point objective.			
2.3.2.6	Security Management	The Contractor shall deliver, manage and maintain a Security Management Plan in Word MSOffice format, to ensure information assurance and security management as required against the delivery of the LSC contract. The plan shall include, but not be limited to the following information: i. Security Management Plan Ownership and Maintenance ii. Security management approach iii. Security threats and risks iv. Security policies and standards v. Physical security environment vi. Personnel security environment	Security Management Plan	IOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		vii. Security stakeholders viii. Stakeholder engagement			
2.3.2.7	Quality Management	The Contractor shall deliver, manage and maintain a Quality Plan (QP) in Word MSOffice format, in accordance with the Quality Standards in Schedule 15 to the Contract.	Quality Plan (MS Word document)	Draft version submitted at ITN return IOC	Transition Schedule 10
2.3.2.8	Information sharing	The Contractor shall share information with nominated LE TacCIS Design Authorities and other stakeholders as directed by the Authority, for the purposes of, but not limited to: i. ILS Management Support. ii. Configuration Management Support. iii. Obsolescence Management Support. iv. Disposals Management. The information shall be shared: i. In a Microsoft Office, Adobe, .CSV or .RTF format as directed by the Authority. ii. Within 2 business days of request from the Authority.	Information shared between the Authority, LSC Contractor and other commercial LSC stakeholders to a defined level and in an agreed format and timescale	IOC	Transition Schedule 10

2.3.3 GFA Management

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.3.3.1	GFA Management	The Contractor shall manage all Government Furnished Assets (GFA) issued in support of the scope of the LSC contract. The Contractor shall as a minimum: i. Manage Government Furnished Assets (GFA) required for the LSC in accordance with the Defence Logistic Framework. ii. Record all GFA within their public Stores Account iii. Maintain all GFA as directed in relevant Interactive Electronic Technical Publications or as agreed with the Authority, including the calibration of test equipment. iv. Undertake an internal 100% physical stocktake annually by personnel independent of any storekeeping / Stock at Hand accounting function. v. Facilitate access to the Authority for the conduct of audit of any Government Furnished Assets. The audit shall: • Be conducted with 5 business days' notice.	Management and audit of Government Furnished Assets (GFA)	From date GFA is taken on	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		• Include all GFA processes and procedures. • Include a minimum of 10% of issued GFA annually, unless the following apply, • Include 100% of issued GFA at contract commencement • Include 100% of issued GFA at contract end.			

2.3.4 Relationship Management

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.3.4.1	ISO44001 Certification	The Contractor is to use this project by way of evidence towards Certification for ISO44001 (if not already certified).	ISO44001 Certification		Transition Schedule 10
2.3.4.2	Breakthrough Event	The Contractor shall, in compliance with the requirements of ISO-44001, host, attend and participate in a breakthrough event with the Authority to set the foundation for the relationship. The Contractor shall ensure that suitably empowered individuals are in attendance, the Authority will attend with the BATCIS Management Team.	Breakthrough Event Behaviours Charter	By IOC	Transition Schedule 10
2.3.4.3	Relationship Management Plan	During the course of the breakthrough event the Contractor shall, in conjunction with the Authority develop a Draft Relationship Management Plan (RMP). The Draft Relationship Management Plan shall take account of other documentation including the Contract and provide links and references where information already exists. The Authority will provide previous examples on the day The Draft Relationship Management Plan shall include, but not be limited to: i. General overview • Joint business objectives • Roles and responsibilities • Outline of management / governance structure	Draft Relationship Management Plan		Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		• Principles for visions, values & behaviours ii. Awareness • Identify constraints and initial risks • Identify resources & skills development requirements iii. Knowledge • Identify operating models • Identify performance objectives • Establish levels of authority • Identify communications plan aligned to stakeholder management iv. Working together • Identify key areas of concern or constraint within each organisation • Identify joint process to manage knowledge and information flow across relationship • Incorporate the joint programme for reviews, performance measurement and reporting. ○ This is to include developing the terms of reference for both the LSC Working Group Meetings and the LSC Monthly Performance Review to meet the governance			

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		requirements at Serial 4.2 • Incorporate process issue resolution at the appropriate levels • Incorporate measures to monitor and maintain appropriate behaviours • Specify bi-annual strategic meetings to set joint strategic objectives and check if those set in the previous 6 months have been met. Agree appropriate key attendees and the organisation responsible for setting the agenda in accordance with an Authority-provided template. The Contractor, the Authority, the DSC Contractor, and the **REDACTED** organisation are all to be invited to participate. The Contractor is responsible for minuting these meetings, and for documenting and managing the implementation of any action plans which may be recommended. • Confirm behavioural indicators and assessments to be undertaken through 6-monthly 360 assessments. Agreeing the detail for the relevant KPIs in the Table at appendix 1 to Schedule 6.			
2.3.4.4	360 assessments	The Contractor shall undertake 360 assessments in accordance with the Relationship Management Plan at Serial 2.3.4.3 and which will be distributed every six months from the Effective Date to collate honest feedback from Authority and Contractor representatives on how the relationship is going, across various factors such as *Honesty, Integrity and Mutuality.* The 360 assessments should as a minimum, but not being limited to:	360 assessment output	Effective date + 6 months Ongoing every 6 months.	

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		i. Be issued on an agreed date for not less than 10 days. ii. Be issued anonymously utilising a relevant survey capture tool. iii. Assessment results are not to obviously identify responders. The Contractor shall prepare and issue to the Authority an analytical report of the responses, the format and structure of the report to be agreed as part of the Relationship Management Plan.			
2.3.4.5	Exit Plan	The Contractor shall deliver, manage and maintain an Exit Plan in accordance with Serial 5.2.1	Exit Plan	Draft version submitted at ITN return	Transition Schedule 10
2.3.4.6	Joint Business Continuity Plan	The Contractor shall engage with the Authority to deliver a Joint Business Continuity Plan for the delivery of the Contract describing roles for both the Authority and the Contractor if a Business Continuity Event arises.	Joint Business Continuity Plan		Transition Schedule 10
2.3.4.7	ISO 44001 Certification	The Contractor shall achieve ISO 44001 during the term of the Contract. The Contractor shall use the evidence which is developed under this Contract when achieving the accreditation.	ISO 44001 Certification		Transition Schedule 10

2.3.5 Design Services Contract Collaboration

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.3.5.1	DSC Collaboration	The LSC Contractor shall collaborate with the current Authority Design Services Contract provider, in accordance with the DSC Collaboration plan, and share as a minimum; i. trend analysis reports from OEM and from their own screening and 3rd line maintenance ii. Obsolescence information iii. Other ILS information iv. Systems Integration of any new products as necessary v. IETP (tech publications) as necessary		IOC	
2.3.5.2	DSC Collaboration	The LSC Contractor shall undertake a review in accordance with the DSC Collaboration plan [provided within ITN Data Pack] with the current Authority Design Services Contract provider on a day and time as agreed. The reviews shall include as a minimum: i. Weekly teleconference ii. Quarterly meeting iii. Information requests (phone, email) iv. Information Sharing (possibly requiring BUCK+ access);		IOC	

2.4 Governance Requirements

2.4.1 Transition to IOC Governance

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.4.1.1	Governance	The Contractor shall comply with the governance requirements set out in Schedule 8 of the Contract.	Compliance with governance requirements in accordance with Schedule 8 of the Contract.	Effective Date Onwards	Governance Schedule 8
2.4.1.2	Contract Kick off meeting	Immediately after Contract Award the Contractor shall organise a Contract Kick Off meeting at their premises (if UK based). This shall as a minimum include: • introduction of personnel (especially those in key roles); • provide the Authority with a tour of their premises primarily; focussing on the facilities to be used during the contract; • discussing the Contract Programme and Transition Plan; • discussing the initial Contract Governance; • discussing the formats for the Weekly and Monthly reviews; • discussing any necessary Non-Disclosure Agreements (specifically between the Contractor and the Authority's DSC	Contract Kick Off meeting	Effective Date + 1Week	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Provider); • a presentation on key provisions in the Contract which need to be considered during delivery by the Authority Commercial Officer; and • Any Other Business. The Authority reserves the right to change this location to the Authority's premises if the Contractor is based outside the UK. The Contractor shall invite as a minimum the following Authority Personnel; • the LSC Project Manager; • the Authority Commercial Officer; • the In-Service Logistic Support Lead; and • any other individual the Authority designates as necessary.			
2.4.1.3	Relationship Management Breakthrough Event	The Contractor shall organise and host a Relationship Management Breakthrough Event prior to the declaration of IOC in accordance with Serial 2.3.4.2 & 2.3.4.3	Relationship Management Breakthrough Event	By IOC	Transition Schedule 10
2.4.1.4	Transition Organisation	The Contractor shall stand-up an interim and temporary organisational structure to manage the transitional activities of the LSC contract	Temporary transition team communicated	CA	Team structure and skills agreed by Authority

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
			to the Authority		
2.4.1.5	Risk Management Strategy	The Contractor shall produce, update and maintain an initial Risk Management Strategy. This strategy is to include as a minimum: i. Organisation, roles and reporting, ii. Methodology, • Identification • Analysis • Planning • Management iii. Risk review process	Risk Management Strategy	Effective Date + 1 Month	Accepted Risk Management approach
2.4.1.6	Transition RAID register	The Contractor shall produce, update and maintain a Transition Risks; Issues; Assumptions and Dependencies (RAID) register. The RAID register shall include as a minimum; i. Unique risk reference number ii. Risk title iii. Risk owner iv. Risk probability v. Risk score (for performance, time, cost)	RAID register	Effective Date + 1 Month	Transition risks agreed
2.4.1.7	Risk management	The Contractor shall manage all Contractor owned transitional risks within the agreed RAID register in Serial 2.4.1.6	Updated RAID register including any new RAIDs	Effective Date + 1 Month onwards	Reviewed and updated at the weekly Transition review meetings

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.4.1.8	Technical Architecture Model	The Contractor shall provide details of the proposed Technical Architecture Model for all Contractor systems which will interface within the Authority's systems, this is to include as a minimum; i. how it intends to interact (read/write) with the Authorities LogIS system. ii. any required Authority compliancy, such as security framework requirements.	Technical Architecture Model	Effective Date + 1 Month	
2.4.1.9	Transition documentation	The Contractor shall produce, share and maintain project documentation including but not limited to: i. Transition plan (Baselined) ii. Contract Programme	Transition Strategy Transition plan (Baselined) Change Control process	Effective Date + 1 Month	Transition Schedule 10
2.4.1.10	Test readiness reviews	The Contractor shall prepare for and attend all test readiness review meetings ahead of any Acceptance Tests to agree: i. acceptance testing scenarios; ii. success criterion to be evaluated against; iii. what evidence is required for acceptance of deliverables iv. resource requirements v. timelines for completion		Effective Date + 1 Month	
2.4.1.11	Weekly Project Report	During Transition from Effective Date to IOC Date the Contractor shall provide a Weekly Project Report to include as a minimum:	Weekly Project Report	Effective Date to	Reviewed at weekly transition meeting

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		i. the activities performed by the Contractor in the week just ended pursuant to the Transition Plan ii. any proposed change to the Contract Programme iii. current progress in relation to the Transition IOC Completion Requirements referred to in Appendix 1 to Schedule 10 iv. the status of the then current MAC IOC Evidence Checklist referred to in paragraph 11.4.2 of Schedule 10 v. if applicable, a discussion on any proposal relating to the Transition IOC Remediation Plan that is required in accordance with paragraph 3 of Schedule 10 vi. where there is a current Transition IOC Remediation Plan, an up-date on the status of the Transition IOC Remediation Plan for the week just ended vii. any other matters, risks, threats, issues or impediments required to be notified to the Authority in relation to the Transition Deliverables including in relation to behaviours viii. any other matter reasonably required by the Authority in relation to the Transition Deliverables		IOC	
2.4.1.12	Weekly Project Review	During Transition the Contractor shall attend and participate in the weekly project review, discussing as a minimum: i. The contents of the Weekly Project Report ii. transition progress towards service establishment iii. any resource constraints iv. risks, threats, issues or impediments towards service establishment v. transition plan progress against baseline including % complete at the task level	Weekly Project Review	Effective Date to IOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		vi. Any other matters			
2.4.1.13	Weekly Project Review	The Weekly Project Review shall be held face-to-face at the Contractor's Premises or by another method if deemed suitable by the Authority. The review will be held on a day and time agreed between the Contractor and the Authority. If an agreement is not reached the review shall be held on the first working day of the week at 2.00p.m. The Contractor's Project Manager shall minute the Weekly Project Review and shall distribute such minutes and a record of decisions and actions to the Authority for agreement or subsequent amendment within 1 Working Day of the review to the Authority's Project Manager.	Weekly Project Review	Effective Date to IOC	Transition Schedule 10

2.5 Transition

2.5.1 Transition Plan

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
2.5.1.1	Transition Plan	The Contractor shall produce a Transition Plan. The plan shall include as a minimum: i. Transitional organisation chart, inclusive of a completed RACI chart to identify transition activities and assign roles and responsibilities. ii. Proposed Transition Contract Programme. iii. ITAR/EAR scope, transition and compliance plan. iv. Inventory Management Service establishment process to be integrated and populated with all LSC data in accordance with Serial 2.1 v. Inventory Modelling Service establishment process and plan in accordance with Serial 2.2 vi. Technical Services Service establishment process and plan in accordance with Serial 3.2 vii. Information Management Service establishment process and plan in accordance with Serial 2.3 viii. Detail of Acceptance Tests to demonstrate, through provided evidence or trial and testing, the Contractors ability to deliver the Contractor Deliverables in accordance with Transition Schedule 10 and the detailed Transition IOC Completion Requirements and Transition FOC Completion Requirements. ix. If required, List X site establishment and accreditation process and plan. x. If required, Site Security sign off, including Cryptographic Controlled	Transition plan	Draft version submitted at ITN return Effective Date	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Items storage facility. xi. If required, the input of JAMES maintenance, screening and repair tasks onto JAMES in accordance with serial 2.3.2.3 xii. How the Contractor shall inform stakeholders of their position as the LSC Contractor and their ongoing stakeholder management plan. xiii. A Stakeholder register to the Authority including: organisation, POC, email and telephone number. xiv. How Items awaiting screening & repair at the end of the LSSP Contract shall be collected, moved and brought onto account at the LSC Contractor's facility. xv. How Items sent for repair in the UK in the last 30 business days of the LSSP Contract shall be transitioned. xvi. How Items sent for repair in the US in the last 45 business days of the LSSP Contract shall be transitioned. xvii. Transition lessons identified register.			
2.5.1.2	Service Establishment	The Contractor shall stand up the Inventory Management Service in accordance with the Transition Plan at Serial 2.5.1.1	Inventory Management Service capability		Transition Schedule 10
2.5.1.3	Service Establishment	The Contractor shall stand up the Inventory Modelling Service in accordance with the Transition Plan at Serial 2.5.1.1	Inventory Modelling Service capability		Transition Schedule 10
2.5.1.4	Service Establishment	The Contractor shall stand up the Information Management Service in accordance with the Transition Plan at Serial 2.5.1.1	Information Management capability		Transition Schedule 10

3. Phase 2 – Initial Operating Capability to Full Operating Capability

Phase 2 : Demonstration of FOC services to provide assurance to the Authority that the LSC Contractor has achieved the delivery of the LSC Services. This will enable the LSC Contractor to take on board responsibility to provide LSC services and commence the maintenance of the LE TacCIS Portfolio.

This section details the requirements to be met in terms of service delivery, governance requirements that apply and the transition aspects that will occur during this phase.

3.1 Continuation of Phase 1 services.

3.1.1 Continuing capability delivery requirements during IOC to FOC period

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
3.1.1.1	Inventory Management – Service Delivery	The Contractor shall deliver the Inventory Management Service in accordance with the following SoR Sections: i. Inventory management in accordance with Serial 2.1.2 ii. Purchasing capability in accordance with Serial 2.1.3 iii. Repair capability in accordance with Serial 0 iv. Storage, receipt and onward distribution management in accordance with Serial 2.1.5 v. Disposal management support in accordance with Serial 2.1.6 vi. Technical Logistic Support in accordance with Serial 0 vii. Technical Support in accordance with Serial 2.1.8	Inventory Management Service	IOC Onwards	Transition Schedule 10
3.1.1.2	Inventory Modelling – Service Delivery	The Contractor shall deliver the Inventory Modelling Service in accordance with the following SoR Sections: i. Provide a system to conduct modelling in accordance with Serial 2.2.2 ii. Conduct demand modelling and produce the Contractor Demand	Inventory Modelling Service	IOC Onwards	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Forecast in accordance with Serial 2.2.3			
3.1.1.3	Information Management – Service Delivery	The Contractor shall deliver the Information Management Service in accordance with the following SoR Sections: i. Provide Information Management in accordance with Serial 2.3.2 ii. Manage Government Furnished Assets (GFA) in accordance with Serial 0 iii. Undertake Collaborative Working in accordance with Serial 2.3.4	Information Management Service	IOC Onwards	Transition Schedule 10

3.2 Technical Service

3.2.1 Service Provision

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
3.2.1.1	Service Provision	The Contractor shall provide a Technical Service that shall include: i. Level-3 Repair – screening capability in accordance with Serial 3.2.2 ii. Level-3 Repair – repair capability in accordance with Serial 3.2.3 iii. Device management capability in accordance with Serial 3.2.4	Technical services	FOC	Transition Schedule 10
3.2.1.2	Service Provision	The Contractor shall attend the BOWMAN Level-3 maintainer training course provided by the Authority as identified within Schedule 7. For the avoidance of doubt Contractors will remain liable for the delivery of services.	Technical services	FOC	Transition Schedule 10

3.2.2 Level-3 Repair - Screening Capability

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
3.2.2.1	LSC Level-3 Repair – Screening Capability	The Contractor shall provide a Level-3 Repair screening capability for all Items subject to screening upon receipt at the LSC Facility. The screening capability shall as a minimum: i. Screen all Items included on the LSC Level-3 Screening List upon receipt through the **REDACTED** Facility Supply Chain that have not been subject to a prior screening by the Authority (as documented by	Items on the LSC Level-3 Screening List screened, diagnosed and	FOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)

		the JAMES Component Report for each Item) within the Screening TAT, to confirm fault diagnosis and verify need for Level-3 or Level-4 Repair which is to then be undertaken in accordance with either Serial 0 or 3.2.3.
		
		ii. Input an Item's Level-3 screening activity onto JAMES by close of business on the day of screening.
		
		iii. Produce a JAMES Component Report for any Item that fails screening by close of business on the day of screening.
		
		iv. The Contractor shall produce, update and maintain an LSC Level-3 Activity Register. The LSC Level-3 Activity Register is to be provided as part of the KPI Report which forms part of the LSC Monthly Performance Report and shall include but not be limited to
		
		• All Level-3 activity commissioned over the last monthly period, including:
		  • date Level-3 works order raised
		  • NSN/serial number to which the Level-3 activity applies.
		• Level-3 activity completed over the last monthly period, including:
		  • date delivered to the Contractor in accordance with Serial 2. 1.5.
		  • Actual time taken to complete the Level-3 activity per Item
		• Details of:
			forwarded to the **REDACTED** Facility, Level-3 Repair or Level-4 Repair depending on the diagnosis.		

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		• all Items where a Level-3 activity has been completed with No Fault Found • Level-3 activities which have become past due during the monitored month • Level-3 activities past due from previous months. • Items deemed Beyond Economic Repair v. Make recommendations for Items not currently included on the LSC Level-3 Screening List that could be included. vi. Undertake and report on trend analysis for screening undertaken and make recommendations for Items to be removed from the LSC Level-3 Screening List.			

3.2.3 Level-3 Repair – Repair Capability

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
3.2.3.1	Level-3 Repair – Repair Capability	The Contractor shall provide a Level-3 Repair – Repair Capability for all Items subject to Level-3 Repair at the LSC Facility. The Contractor shall as a minimum: i. Include all Items included on the LSC Level-3 Repair List as designated by the Authority. ii. Make recommendations for additions to the LSC Level-3 Repair List where a cost or time saving to the Authority exists. iii. Provide a detailed breakdown of repairs and undertake a fault	Items on the LSC Level-3 Repair List repaired or identified as requiring Level-4 Repair.	FOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		analysis to inform on systematic weaknesses within the LE TacCIS Portfolio.			
3.2.3.2	Repair Conduct	The Contractor shall conduct Level-3 Repair on any repairable Items subject to Level-3 Repair at the LSC Facility.		FOC	Transition Schedule 10
3.2.3.3	Level-3 Repair Capability - Recording	The Contractor shall record all Level-3 Repair activity in the LSC Level-3 Activity Register in accordance with Serial 3.2.2.1(iv)		FOC	Transition Schedule 10
3.2.3.4	Level-3 Repair Capability - Tracking	The Contractor shall track Level-3 Repairs by individual serial number on the Repair-in-Progress solution as described at Serial 2.1.2.2 & Serial 2.1.2.3 for repairs to be monitored by the Authority.		FOC	Transition Schedule 10
3.2.3.5	Level-3 Repair Capability - JAMES update	The Contractor shall input an Item's Level-3 Repair activity onto JAMES by close of business on the day of activity. Including produce a JAMES Component Report for any Item that fails Level-3 Repair by close of business on the day of screening	JAMES Item record updated JAMES Component Report for any Item that fails Level-3 Repair	FOC	Transition Schedule 10

3.2.4 Device Management Capability

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
3.2.4.1	Device Management Capability Provision	The Contractor shall provide a Device Management Capability to manage all information devices with Hard Disc Drives. The Contractor shall as a minimum: i. Re-image any repairable Hard Disc Drives that are returned unusable to the current baseline standard.	Provision of Device Management Service	FOC	Transition Schedule 10
3.2.4.2	Device Management Capability - Blancco form	The Contractor shall Blancco all devices received through the **REDACTED** Facility without a Blancco form or in an unusable state to declassify the device to an Official Security Classification. Where a Blancco form does not exist, Inform the Authority of any device received through the **REDACTED** Facility without a Blancco form in accordance with the non-conformance process at Serial 2.1.5.12	All devices have Blancco Forms	FOC	Transition Schedule 10
3.2.4.3	Device Management Capability - E-purge Certificate	The Contractor shall E-Purge all radio systems received through the **REDACTED** Facility without an e-purge certificate to declassify the radio to an Official Security Classification. Where an E-Purge Certification does not exist, Inform the Authority of any device received through the **REDACTED** Facility without a E-purge certificate in accordance with the non-conformance process at Serial 2.1.5.12	All devices have e-purge certificate	FOC	Transition Schedule 10
3.2.4.4	Device Management Capability - JAMES management	The Contractor shall reflect any device management activity on the JAMES Item record for the device. This shall include as a minimum: i. Input any device management activity into the Item's JAMES instance by close of business on the day of activity, or if JAMES is inaccessible at the	JAMES Item records updated with device management activity by	FOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		earliest opportunity. ii. Produce a JAMES Component Report for any Item that fails any device management activity by close of business on the day of screening.	close of business on the day of activity.		
3.2.4.5	Device Management Capability - Configuration Management	The Contractor shall provide an asset, Token, Crypto and software configuration management service for all Items.	Information to support asset and materiel accounting.	FOC	Transition Schedule 10

3.3 Governance Requirements

3.3.1 Transition to FOC Governance Requirements

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
3.3.1.1	Fortnightly Project Report	During Transition from IOC Date to the Actual FOC Date the Contractor shall provide a Fortnightly Project Report to include as a minimum: i. the activities performed by the Contractor in the fortnight just ended pursuant to the Transition Plan ii. any proposed change to the Contract Programme iii. current progress in relation to Transition FOC Completion Requirements referred to in Appendix 1 to Schedule 10 iv. the status of the then current MAC FOC Evidence Checklist referred to in paragraph 12.4.2 of Schedule 10 v. if applicable, a discussion on any proposal in relation to the Transition FOC Remediation Plan that is required in accordance with paragraph 5 of Schedule 10 vi. where there is a current Transition FOC Remediation Plan, an up-date on the status of the Transition FOC Remediation Plan for the fortnight just ended vii. any other matters, risks, threats, issues or impediments required to be notified to the Authority in relation to the Transition Deliverables (including in relation to behaviours) viii. any other matter reasonably required by the Authority in relation to the Transition Deliverables	Fortnightly Project Report	IOC to FOC	Reviewed at fortnightly Project Review
3.3.1.2	Fortnightly Project	During Transition from IOC Date to the Actual FOC Date the Contractor shall attend and participate in the Fortnightly project review, discussing as a	Fortnightly Project Review	IOC to FOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
	Review	minimum: i. The contents of the Fortnightly Project Report ii. transition progress towards service establishment iii. any resource constraints iv. risks, threats, issues or impediments towards service establishment v. transition plan progress against baseline including % complete at the task level vi. Any other matters			
3.3.1.3	Fortnightly Project Review	The Fortnightly Project Review shall be held face-to-face at the Contractor's Premises or by another method if deemed suitable by the Authority. The review will be held on a day and time agreed between the Contractor and the Authority. If an agreement is not reached the review shall be held on the first working day of the relevant week at 2.00p.m. The Contractor's Project Manager shall minute the Fortnightly Project Review and shall distribute such minutes and a record of decisions and actions to the Authority for agreement or subsequent amendment within 1 Working Day of the review to the Authority's Project Manager.	Fortnightly Project Review	IOC to FOC	Transition Schedule 10
3.3.1.4	Plan updates	The Contractor shall produce, update and maintain all plans submitted as part of the tender submission: i. Business Continuity; ii. Disaster Recovery; iii. Exit; iv. Security Management;	Business Continuity Plan Disaster Recovery Plan Exit Plan	FOC	Transition Schedule 10

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		v. Quality Following the Actual FOC date all plans are to be reviewed and updated by the Contractor at least annually and presented to the Authority in the first month of the following Contract Year.	Security Management Plan Quality Plan		

4. Phase 3 – Full Operating Capability to Commencement of Exit Period

Phase 3 : Continuing capability delivery. The continuing delivery of the LSC services from the achievement of FOC.

This section details the services being delivered and the governance requirements that apply during this phase.

4.1 Continuing Service Delivery

4.1.1 Continuing service delivery requirements.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
4.1.1.1	Inventory Management – Service Delivery	The Contractor shall deliver the Inventory Management Service in accordance with the following SoR Sections: i. Inventory management in accordance with Serial 2.1.2 ii. Purchasing capability in accordance with Serial 2.1.3 iii. Repair capability in accordance with Serial 0 iv. Storage, receipt and onward distribution management in accordance with Serial 2.1.5 v. Disposal management support in accordance with Serial 2.1.6 vi. Technical Logistic Support in accordance with Serial 0 vii. Technical Support in accordance with Serial 2.1.8	Inventory Management Service	FOC Onwards	Governance Schedule 8
4.1.1.2	Inventory Modelling – Service Delivery	The Contractor shall deliver the Inventory Modelling Service in accordance with the following SoR Sections: i. Provide a system to conduct modelling in accordance with Serial 2.2.2 ii. Conduct demand modelling and produce the Contractor Demand Forecast in accordance with Serial 2.2.3	Inventory Modelling Service	FOC Onwards	Governance Schedule 8
4.1.1.3	Information Management – Service	The Contractor shall deliver the Information Management Service in accordance with the following SoR Sections:	Information Management	FOC Onwards	Governance Schedule 8

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
	Delivery	iv. Provide Information Management in accordance with Serial 2.3.2 v. Manage Government Furnished Assets (GFA) in accordance with Serial 0 vi. Undertake Collaborative Working in accordance with Serial 2.3.4	Service		
4.1.1.4	Technical Services – Service Delivery	The Contractor shall provide a Technical Service that shall include: i. Level-3 Repair – screening capability service in accordance with Serial 3.2.2 ii. Level-3 Repair – repair capability in accordance with Serial 3.2.3 iii. Device management capability in accordance with Serial 3.2.4	Technical Services	FOC Onwards	Governance Schedule 8

4.2 Governance Requirements

4.2.1 Continuing service delivery governance requirements

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
4.2.1.1	Governance	The Contractor shall undertake the required governance for the delivery of LSC services in accordance with the following SOR Sections; i. LSC Working Group Monthly Report in accordance with Serial 4.2.1.2 ii. LSC Working Group Meeting in accordance with Serial 4.2.1.3 & 4.2.1.4 iii. LSC Monthly Performance Report in accordance with Serial 4.2.1.5 iv. LSC Monthly Performance Review in accordance with Serial 4.2.1.6 & 4.2.1.7 v. LSC Quarterly Performance Review in accordance with Serial 4.2.1.8 vi. LSC Annual Performance Report in accordance with Serial 4.2.1.10 vii. LSC Annual Performance Review in accordance with Serial 4.2.1.11 & 4.2.1.12	Compliance with governance requirements	FOC Onwards	Governance Schedule 8
4.2.1.2	LSC Working Group Monthly	The Contractor produce an LSC Working Group Monthly Report. The report shall be delivered no later than 5 working days after the end of each		FOC Onwards	Governance Schedule 8

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
	Report	contract Month. The Monthly Report shall, as a minimum, detail the delivery of the Contractor Deliverables. The Service Delivery Information shall include, but not be limited to: i. the day-to-day management of this Contract with the aim of ensuring that the Contractor performs and delivers within the agreed boundaries of performance, quality, cost and time ii. any proposed change to the Contract Programme iii. the status of any outstanding actions from the last Monthly Performance Report, minutes from the last LSCWGM and the associated record of Authority recommendations and actions iv. any relationship matters v. any matters relating to Demands, including Demands prioritisation considering operational Demands and routine Demands vi. current state of backorder, any backorder issues and options for resolution vii. current Stock at Hand levels, any Stock at Hand level issues and options for resolution viii. current Demands satisfaction levels, any Demands satisfaction issues and options for resolution ix. Actual Demand versus Contractor Demand Forecast, any demand			

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		versus forecast issues and options for resolution x. Any matters relating to the Supply Chain and options for resolution xi. current Technical Services activities, any Technical Services issues and options for resolution xii. any MADS Proposals put forward by the Contractor in response to notification by the Authority pursuant to Schedule 5 xiii. the number of repairs submitted and the number of repairs completed xiv. any LE TacCIS Portfolio Disposals, any Disposal discrepancies and options for resolution xv. any proposals and/or opportunities that the Contractor wishes to raise with the Authority to offer added value and/or other benefits to the overall programme or individual projects and, if of interest to the Authority, may later form part of a future Contractor Change Notice xvi. any other matters, risks, threats, issues or impediments required to be notified to the Authority in relation to the Contractor Deliverables (including in relation to behaviours) xvii. the outcome of any GAR undertaken in the relevant month including GAR Entry Criteria and GAR Exit Criteria in accordance with Schedule 4 xviii. progress of the Contractor Deliverables, considering whether			

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Acceptance of any of GAR Relevant Contractor Deliverable has or has not been achieved pursuant to Schedule 4 xix. any other matter reasonably required by the Authority in relation to the Contractor Deliverables			
4.2.1.3	LSC Working Group Meeting	An LSC Working Group Meeting shall be held in each Contract Month on a day and time as agreed between the Contractor and the Authority or, when an agreement cannot be reached, in accordance with Schedule 8. The review shall as a minimum: i. Be conducted In Person. ii. Be located at: DE&S, MOD Abbey Wood or Contractor's Premises in accordance with Schedule 8. iii. Chaired by the Authority. iv. Agenda as set by the Authority. v. In between each LSC Working Group Meeting, there shall be a fortnightly teleconference on a day and time as notified by the Authority to the Contractor in writing between the Authority's Representatives and the Contractor's Representatives to discuss progress of actions and emerging issues.		FOC Onwards	Governance Schedule 8
4.2.1.4	LSC Working Group Meeting	The LSC Working Group Meeting shall review the matters in the LSC Working Group Monthly Report and any other business. The Contractor shall minute the LSC Working Group Meeting and shall distribute such minutes and a record of decisions and actions for		FOC Onwards	Governance Schedule 8

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		agreement or subsequent amendment within five working days of the review to the Authority Project Manager for subsequent amendment as required and distribution to other attendees.			
4.2.1.5	LSC Monthly Performance Report	The Contractor produce a Monthly Performance Report. The report shall be delivered no later than 5 working days after the end of each contract Month. The Monthly Performance Report shall, as a minimum, detail the Contractor's performance of its obligations. The performance information shall include, but not be limited to: i. the minutes of the LSCWG Monthly Report in respect of the previous Contract Month and the associated record of recommendations of the Authority, and actions; ii. the status of any outstanding actions from the last Monthly Performance Report, minutes from the last LSCMPR and the associated record of Authority recommendations and actions iii. overall management of this Contract with the aim of ensuring that the Contractor delivers within the agreed boundaries of performance, quality, cost and time; iv. any Contractor or Authority requests for a Change and, subject to receipt of any required Authority internal approvals to such Change, following due compliance with the procedures set out in Schedule 11 (Change Procedure); v. the KPI Report (detailing the performance by the Contractor against each of the KPIs and identifying whether the Contractor has met or has failed to meet the required outputs together with		FOC Onwards	Governance Schedule 8

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		the background data from which the KPI Report has been drawn); vi. the Deductions to be levied in respect of the relevant Contract Month in accordance with Schedule 6 (Incentivisation) and Schedule 9 (Pricing and Payment), including any other adjustments made pursuant to the mechanism for making Deductions; vii. the information relating to the purchase and location of spares in accordance with paragraphs 6.1.1 and 6.1.2 of Schedule 9 (Pricing and Payment); viii. the information relating to the carrying out of repairs and Screening in accordance with paragraphs 6.1.1 and 6.1.2 of Schedule 9 (Pricing and Payment); ix. in relation to Directed Purchase Spares, the information required in accordance with paragraph 7.3 of Schedule 9 (Pricing and Payment); x. in relation to Directed Repairs and Screening, the information required in accordance with paragraph 7.4 of Schedule 9 (Pricing and Payment); xi. in relation to any Demand Volume Adjustment, the information required in accordance with paragraph 8.2 of Schedule 9 (Pricing and Payment); xii. the Monthly Payment proposed to be payable in respect of the relevant Contract Month, including itemised information on:			

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		• the aggregate cost of relevant spares; • the aggregate cost of relevant repairs; xiii. progress against the Contract Programme, xiv. Milestones met and details of Milestones that were due to be performed in the Contract Month just ended which the Contractor has failed to meet xv. in the first Contract Month of the second Contract Year (and thereafter in the first Contract Month of each subsequent Contract Year), the Demand Volume Adjustment for the Contract Year just ended calculated in accordance with paragraph 8 of Schedule 9 xvi. the outcome of any GAR undertaken in the relevant month including GAR Entry Criteria and GAR Exit Criteria in accordance with Schedule 4 xvii. progress of the Contractor Deliverables, considering whether Acceptance of any of GAR Relevant Contractor Deliverable has or has not been achieved pursuant to Schedule 4 xviii. the Authority's performance of Authority Obligations under Schedule 7 xix. the Contractor's General LSC Remedial Action Plan where its performance has fallen below the relevant required output xx. the LSC KPI Failure Action Plan where required by the Authority			

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		pursuant to paragraph 14 of Schedule 6 xxi. any disputes which are to be resolved in line with mutually agreed procedures xxii. any risks, issues, assumptions, dependencies, opportunities and constraints in connection with the project xxiii. any proposals and/or opportunities that the Contractor wishes to raise with the Authority to offer added value and/or other benefits to the overall programme or individual projects and, if of interest to the Authority, may later form part of a future Contractor Change Notice xxiv. a description of any complaints and/or comments made in relation to the performance of the Contractor Deliverables xxv. any other matters, risks, threats, issues or impediments required to be notified to the Authority in relation to the Contractor Deliverables (including in relation to behaviours) xxvi. any other matter reasonably required by the Authority in relation to the Contractor Deliverables			
4.2.1.6	LSC Monthly Performance Review	A Monthly Performance Review shall be held in each Contract Month on a day and time as agreed between the Contractor and the Authority or, when an agreement cannot be reached, in accordance with Schedule 8. The review shall as a minimum: i. Be conducted In Person. ii. Be located at: DE&S, MOD Abbey Wood or Contractor's Premises		FOC Onwards	Governance Schedule 8

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		in accordance with Schedule 8. iii. Chaired by the Authority. iv. Agenda as set by the Authority.			
4.2.1.7	LSC Monthly Performance Review	The Monthly Performance Review shall review the matters in the Monthly Performance Report and any other business. The Contractor shall minute the Monthly Performance Review and shall distribute such minutes and a record of decisions and actions for agreement or subsequent amendment within five working days of the review to the Authority Project Manager for subsequent amendment as required and distribution to other attendees.		FOC Onwards	Governance Schedule 8
4.2.1.8	LSC Quarterly Review	An LSC Quarterly Review shall be held in the Contract Month following the Quarter just ended in each Contract Year and shall replace the Monthly Performance Review for that month. The LSCQR shall be held at the location according to the monthly rotation of the LSCMPR referred to at Serial 4.2.1.6	Attendance of appropriate SME Logistic Support at Contract Performance Meetings.	FOC Onwards	Governance Schedule 8
4.2.1.9	LSC Quarterly Review	The LSC Quarterly Review shall review matters as per the Monthly Performance Review at Serial 4.2.1.7. In addition, it shall include as a minimum: i. Review the current iteration of the Contractor Demand Forecast		FOC Onwards	Governance Schedule 8

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		ii. Review any Key Performance Indicators that are measured quarterly iii. Review of the risk and issue register iv. In every second Quarter, include a relationship review in line with the Relationship Management Plan The Contractor shall minute the Quarterly Performance Review and shall distribute such minutes and a record of decisions and actions for agreement or subsequent amendment within five working days of the review to the Authority Project Manager for subsequent amendment as required and distribution to other attendees.			
4.2.1.10	LSC Annual Performance Report	The Annual Performance Report shall, as a minimum, detail the Contractor's performance as per the Monthly Performance Report at Serial 4.2.1.5, of its obligations and the delivery of the Contractor Deliverables. In addition, it shall include as a minimum; i. the KPI results for the preceding twelve (12) Contract Months. ii. any key performance indicators that are measured annually. iii. a recommendation as to whether any of the KPIs should be amended and, if so, the proposed Monitoring Methodology and, in the event that any KPIs are amended, such amended KPIs shall be processed in accordance with Schedule 11 iv. the relationship status v. any other matters, risks, threats, issues or impediments required		FOC Onwards	Governance Schedule 8

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		to be notified to the Authority in relation to the Contractor Deliverables (including in relation to behaviours)			
4.2.1.11	LSC Annual Performance Review	An Annual Performance Review shall be held in **REDACTED** and thereafter on each anniversary of such Contract Month during the Contract Period and replace the Monthly Performance Review for that month.	Attendance of appropriate SME Logistic Support at Contract Performance Meetings.	FOC Onwards	Governance Schedule 8
4.2.1.12	LSC Annual Performance Review	The Annual Performance Review shall review the matters in the Annual Performance Report and shall also: • review the Contractor's performance of the Contractor's Deliverables for the preceding twelve months, • review and agree the Critical Items List[20] • Review the summaries of report timeliness and accuracy provided by the Contractor and referenced in the KPI Report. The Contractor shall minute the Annual Performance Review and shall distribute such minutes and a record of decisions and actions for		FOC Onwards	Governance Schedule 8

[20] Critical Items List: The Authority will review and update the Critical Items List and deliver it to the LSC Contractor no later than 20 days prior to the Annual Project Review. The LSC Contractor shall inform the Authority of any issues with / comments regarding the Critical Items List by no later than 10 days prior to the Annual Project Review. Whilst consultation will occur the Critical Items List is owned and ultimately defined by the Authority.

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		agreement or subsequent amendment within five working days of the review to the Authority Project Manager for subsequent amendment as required and distribution to other attendees.			
4.2.1.13	Ad-Hoc Project Review	The Authority may require an Ad-Hoc Project Review in the event it determines there to be a problem in need of address to maintain the delivery of the LSC services and/or delivery of the Contractor deliverables. In the event of an Ad-Hoc Project Review being required, the Authority will notify the Contractor of the time, location and format of the review. The review shall as a minimum: i. Be conducted In Person. ii. Be located at: DE&S, MOD Abbey Wood or Contractor's Premises. iii. Chaired by the Authority. iv. Agenda as set by the Authority. When appropriate, in relation to the subject for the Ad-Hoc Project Review, the Authority will notify the Contractor if it is to produce an Ad-Hoc Project Report and the contents required for the report. The Contractor shall minute the Ad-Hoc Project Review and shall distribute such minutes and a record of decisions and actions for agreement or subsequent amendment within five working days of the review to the Authority Project Manager for subsequent amendment as required and distribution to other attendees.		FOC Onwards	Governance Schedule 8

5. Phase 4 – Commencement of Exit Period to Contract End

Phase 4: Undertaking of the exit requirements to enable an effective transition from the LSC contract into any future LSC service construct. Combined with the continuing delivery of the LSC services.

This section details the services being delivered, the governance requirements that apply and the required exit requirements during this phase.

5.1 Continuing Service Delivery

5.1.1 Continuing capability delivery requirements during the exit period

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
5.1.1.1	Inventory Management – Service Delivery	The Contractor shall deliver the Inventory Management Service in accordance with the following SoR Sections: i. Inventory management in accordance with Serial 2.1.2 ii. Purchasing capability in accordance with Serial 2.1.3 iii. Repair capability in accordance with Serial 0 iv. Storage, receipt and onward distribution management in accordance with Serial 2.1.5 v. Disposal management support in accordance with Serial 2.1.6 vi. Technical Logistic Support in accordance with Serial 0 vii. Technical Support in accordance with Serial 2.1.8	Inventory Management Service	FOC Onwards	Governance Schedule 8
5.1.1.2	Inventory Modelling – Service Delivery	The Contractor shall deliver the Inventory Modelling Service in accordance with the following SoR Sections: i. Provide a system to conduct modelling in accordance with Serial 2.2.2 ii. Conduct demand modelling and produce the Contractor Demand Forecast in accordance with Serial 2.2.3	Inventory Modelling Service	FOC Onwards	Governance Schedule 8

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
5.1.1.3	Information Management – Service Delivery	The Contractor shall deliver the Information Management Service in accordance with the following SoR Sections: i. Provide Information Management in accordance with Serial 2.3.2 ii. Manage Government Furnished Assets (GFA) in accordance with Serial 0 iii. Undertake Collaborative Working in accordance with Serial 2.3.4	Information Management Service	FOC Onwards	Governance Schedule 8
5.1.1.4	Technical Services – Service Delivery	The Contractor shall provide a Technical Service that shall include: i. Level-3 Repair - screening capability in accordance with Serial 3.2.2 ii. Level-3 Repair- repair capability in accordance with Serial 3.2.3 iii. Device management service in accordance with Serial 3.2.4	Technical Services	FOC Onwards	Governance Schedule 8

5.2 Exit Requirements

5.2.1 Exit plan

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
5.2.1.1	Exit Management	The Contractor shall allocate the role of Exit Manager to a suitable individual, authorised and empowered to manage the process of exit including the implementation of the Exit Plan.	Exit Manager	Commencement of Exit Period	Exit Schedule 17
5.2.1.2	Exit Management	The Contractor shall produce an Exit Management Plan in Word MSOffice format, that is to identify the transition approach and activities to effectively exit the LSC contract whilst seeking to ensure that any transition to a future LSC Provider is supported. The Contractor shall i. Incorporate all lessons learned from the transition-in process concerning the conduct of the outgoing Contractor that should be rectified for the next transition period. The Exit Management Plan shall include, as a minimum: i. Arrangements for receiving any successor LSC provider for transition audit purposes on three occasions within the contract transition period with 10 business days' notice. ii. How Items sent for repair in the UK in the last 30 business days of the LSC shall be transitioned to the LSC's successor provider. iii. How Items sent for repair in the US in the last 45 business days	Exit Management Plan.	Draft version submitted at ITN return FOC	Exit Schedule 17

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		of the LSC shall be transitioned to the LSC's successor provider. iv. ITAR database cut /register. v. EAR database cut /register. vi. TUPE requirements vii. LSC Level-3 Repair List and associated processes. viii. LSC Level-3 Screening List and associated processes. ix. Stakeholder notification list: including: organisation, POC, email and telephone number. x. Any additional information requirements included during the life of the contract. xi. Purchasing Catalogue, including name of supplier and current actual purchase price from a supplier. xii. Repair Catalogue, including name of supplier and current actual purchase price from a supplier. xiii. Any process diagrams produced.			
5.2.1.3	Exit Management	The Contractor shall transition all Items held in any Contractor Premises that are awaiting Level-3 activity, Level-4 Repair or disposal in accordance with the Authority direction within 3 months of	All logistic data and information transitioned	Commencement of Exit Period	Exit Schedule 17

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
		Contract End. The Contractor shall as a minimum: i. Pick, pack and label any Items for transportation in accordance with the appropriate Def Stan 89 Series. ii. Handover Items at the goods-out threshold to the successor LSC Contractor for onward delivery to any new facility. iii. Complete electronic data transfers on any MOD Information Systems including, but not limited to JAMES by close of business day on which the Item is handed-over. iv. Complete final GFA audit and return / transfer GFA Items in accordance with Serial 2.3.3.1. v. Transfer the Public Stores Account for any Government Furnished Assets.	to new Contractor no later than a month prior to contract start.		

5.2.2 Early Exit

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
5.2.2.1	Exit Management	The Contractor is to update the current version of the Exit Management Plan as Serial 5.2.1.2 within 5 working days and to consider the exit period to be 1 month.	Exit Management Plan.		Exit Schedule 17
5.2.2.2	Exit	The Contractor is to implement the revised exit plan as agreed at Serial	Contract exit		Exit Schedule 17

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
	Management	5.2.2.1			
5.2.2.3	Exit Management	The Contractor shall transition all Items held in any Contractor Premises that are awaiting screening, Level-3 activity, Level-4 Repair or disposal in accordance with the Authority direction. The Contractor shall as a minimum: i. Pick, pack and label any Items for transportation in accordance with the appropriate Def Stan 89 Series. ii. Handover Items at the goods-out threshold to the Authority. iii. Complete electronic data transfers on any MOD Information Systems including, but not limited to JAMES by close of business day on which the Item is handed-over. iv. Transfer the Public Stores Account for any Government Furnished Assets.	All logistic Items, data and information returned to the Authority		Exit Schedule 17

5.3 Governance Requirements

5.3.1 Exit governance

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
5.3.1.1	Governance	The Contractor shall undertake the required governance for the delivery of LSC services in accordance with the following SOR Sections; i. LSC Working Group Monthly Report in accordance with Serial 4.2.1.2 ii. LSC Working Group Meeting in accordance with Serial 4.2.1.3 & 4.2.1.4 iii. LSC Monthly Performance Report in accordance with Serial 4.2.1.5 iv. LSC Monthly Performance Review in accordance with Serial 4.2.1.6 & 4.2.1.7 v. LSC Quarterly Performance Review in accordance with Serial 4.2.1.8 vi. LSC Annual Performance Report in accordance with Serial 4.2.1.10 vii. LSC Annual Performance Review in accordance with Serial 4.2.1.11 & 4.2.1.12	Compliance with governance requirements	FOC Onwards	Governance Schedule 8

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
5.3.1.2	Exit Reporting	During the Exit Period the Contractor shall expand the LSC Working Group Monthly Report to detail the delivery of the Contractor Deliverables in accordance with the Exit requirements at Serial 5.2.1.2 & 5.2.1.3. The information shall include, but not be limited to: i. A description of the work conducted in respect of the relevant Contract Month relating to the Exit requirements. ii. An up-date on the status of any Exit Remediation Plan in force iii. Any matters, risks, threats, issues or impediments in relation to the Exit Deliverables.	Compliance with governance requirements	Commencement of Exit Period	Governance Schedule 8
5.3.1.3	Exit implementation	The Contractor shall participate in a final close out workshop with the Authority. This workshop shall enable a collaborative and continuous improvement environment for the Authority and shall include as a minimum: i. A review of the implementation of the Exit Plan identifying learning from experience. ii. A review of implementation of any Exit Remediation Plan and the reasons why Remediation as required. iii. A review of the Relationship in line with the Relationship Management Plan.	Close out workshop Learning from experience	Final Contact Month	Exit Schedule 17
5.3.1.4	Exit	An LSC close out workshop shall be held in the final Contract Month on a day and time as agreed between the Contractor and	Close out	Final Contact	Exit Schedule 17

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
	implementation	the Authority. The workshop shall as a minimum: i. Be conducted In Person. ii. Be located at: DE&S, MOD Abbey Wood. iii. Chaired by the Authority. iv. Agenda as set by the Authority.	workshop Learning from experience	Month	

6. Phase 5 – Option Periods

This section details the requirements for options to continue delivery of LSC services beyond the Contract End date.

6.1 Option 1

6.1.1 Option numbered 1 (One Year Contract Extension **REDACTED**)[21]

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
6.1.1.1	Inventory Management – Service Delivery	The Contractor shall deliver the Inventory Management Service in accordance with the following SoR Sections: i. Inventory management in accordance with Serial 2.1.2 ii. Purchasing capability in accordance with Serial 2.1.3 iii. Repair capability in accordance with Serial 0 iv. Storage, receipt and onward distribution management in accordance with Serial 2.1.5 v. Disposal management support in accordance with Serial 2.1.6 vi. Technical Logistic Support in accordance with Serial 0 vii. Technical Support in accordance with Serial 2.1.8	Inventory Management Service	From Exercise of Options 1 onwards	Governance Schedule 8
6.1.1.2	Inventory Modelling – Service	The Contractor shall deliver the Inventory Modelling Service in accordance with the following SoR Sections:	Inventory Modelling	From Exercise of Options 1	Governance Schedule 8

[21] Contract Option 1 dates to be agreed at Contract Award

	Delivery	i. Provide a system to conduct modelling in accordance with Serial 2.2.2 ii. Conduct demand modelling and produce the Contractor Demand Forecast in accordance with Serial 2.2.3	Service	onwards	
6.1.1.3	Information Management – Service Delivery	The Contractor shall deliver the Information Management Service in accordance with the following SoR Sections: i. Provide Information Management in accordance with Serial 2.3.2 ii. Manage Government Furnished Assets (GFA) in accordance with Serial 0 iii. Undertake Collaborative Working in accordance with Serial 2.3.4	Information Management Service	From Exercise of Options 1 onwards	Governance Schedule 8
6.1.1.4	Technical Services – Service Delivery	The Contractor shall provide a Technical Service that shall include: i. Level-3 Repair - screening capability in accordance with Serial 3.2.2 ii. Level-3 Repair- repair capability in accordance with Serial 3.2.3 iii. Device management service in accordance with Serial 3.2.4	Technical Services	From Exercise of Options 1 onwards	Governance Schedule 8
6.1.1.5	Exit Management	The Contractor shall allocate the role of Exit Manager to a suitable individual, authorised and empowered to manage the process of exit including the implementation of the Exit Plan.	Exit Manager	Commencement of Exit Period	Exit Schedule 17

6.1.1.6	Exit Management	The Contractor shall transition all Items held in any Contractor Premises that are awaiting Level-3 activity, Level-4 Repair or disposal in accordance with the Authority direction within 3 months of Contract End. The Contractor shall as a minimum: i. Pick, pack and label any Items for transportation in accordance with the appropriate Def Stan 89 Series. ii. Handover Items at the goods-out threshold to the successor LSC Contractor for onward delivery to any new facility. iii. Complete electronic data transfers on any MOD Information Systems including, but not limited to JAMES by close of business day on which the Item is handed-over. iv. Complete final GFA audit and return / transfer GFA Items in accordance with Serial 2.3.3.1. v. Transfer the Public Stores Account for any Government Furnished Assets.	All logistic data and information transitioned to new Contractor no later than a month prior to contract start.	Commencement of Exit Period	Exit Schedule 17
6.1.1.7	Exit Reporting	During the Exit Period the Contractor shall expand the LSC Working Group Monthly Report to detail the delivery of the Contractor Deliverables in accordance with the Exit requirements at Serial 5.2.1.2 & 5.2.1.3. The information shall include, but not be limited to: i. A description of the work conducted in respect of the relevant Contract Month relating to the Exit requirements. ii. An up-date on the status of any Exit Remediation Plan in force iii. Any matters, risks, threats, issues or impediments in	Compliance with governance requirements	Commencement of Exit Period	Governance Schedule 8

		relation to the Exit Deliverables.			
6.1.1.8	Exit implementation	The Contractor shall participate in a final close out workshop with the Authority. This workshop shall enable a collaborative and continuous improvement environment for the Authority and shall include as a minimum: i. A review of the implementation of the Exit Plan identifying learning from experience. ii. A review of implementation of any Exit Remediation Plan and the reasons why Remediation as required. iii. A review of the Relationship in line with the Relationship Management Plan.	Close out workshop Learning from experience	Final Contact Month	Exit Schedule 17
6.1.1.9	Exit implementation	An LSC close out workshop shall be held in the final Contract Month on a day and time as agreed between the Contractor and the Authority. The workshop shall as a minimum: i. Be conducted In Person. ii. Be located at: DE&S, MOD Abbey Wood. iii. Chaired by the Authority. iv. Agenda as set by the Authority.	Close out workshop Learning from experience	Final Contact Month	Exit Schedule 17

6.2 Option 2

6.2.1 Option numbered 2 (Six Contract Months Contract Extension **REDACTED**)[22]

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
6.2.1.1	Inventory Management – Service Delivery	The Contractor shall deliver the Inventory Management Service in accordance with the following SoR Sections: i. Inventory management in accordance with Serial 2.1.2 ii. Purchasing capability in accordance with Serial 2.1.3 iii. Repair capability in accordance with Serial 0 iv. Storage, receipt and onward distribution management in accordance with Serial 2.1.5 v. Disposal management support in accordance with Serial 2.1.6 vi. Technical Logistic Support in accordance with Serial 0 vii. Technical Support in accordance with Serial 2.1.8	Inventory Management Service	From Exercise of Options 2 onwards	Governance Schedule 8
6.2.1.2	Inventory Modelling – Service Delivery	The Contractor shall deliver the Inventory Modelling Service in accordance with the following SoR Sections: i. Provide a system to conduct modelling in accordance with	Inventory Modelling Service	From Exercise of Options 2 onwards	Governance Schedule 8

[22] Contract Option 2 dates to be agreed at Contract Award

		Serial 2.2.2 ii. Conduct demand modelling and produce the Contractor Demand Forecast in accordance with Serial 2.2.3			
6.2.1.3	Information Management – Service Delivery	The Contractor shall deliver the Information Management Service in accordance with the following SoR Sections: i. Provide Information Management in accordance with Serial 2.3.2 ii. Manage Government Furnished Assets (GFA) in accordance with Serial 0 iii. Undertake Collaborative Working in accordance with Serial 2.3.4	Information Management Service	From Exercise of Options 2 onwards	Governance Schedule 8
6.2.1.4	Technical Services – Service Delivery	The Contractor shall provide a Technical Service that shall include: i. Level-3 Repair - screening capability in accordance with Serial 3.2.2 ii. Level-3 Repair- repair capability in accordance with Serial 3.2.3 iii. Device management service in accordance with Serial 3.2.4	Technical Services	From Exercise of Options 2 onwards	Governance Schedule 8
6.2.1.5	Exit Management	The Contractor shall allocate the role of Exit Manager to a suitable individual, authorised and empowered to manage the process of exit including the implementation of the Exit Plan.	Exit Manager	Commencement of Exit Period	Exit Schedule 17

6.2.1.6	Exit Management	The Contractor shall transition all Items held in any Contractor Premises that are awaiting Level-3 activity, Level-4 Repair or disposal in accordance with the Authority direction within 3 months of Contract End. The Contractor shall as a minimum: i. Pick, pack and label any Items for transportation in accordance with the appropriate Def Stan 89 Series. ii. Handover Items at the goods-out threshold to the successor LSC Contractor for onward delivery to any new facility. iii. Complete electronic data transfers on any MOD Information Systems including, but not limited to JAMES by close of business day on which the Item is handed-over. iv. Complete final GFA audit and return / transfer GFA Items in accordance with Serial 2.3.3.1. v. Transfer the Public Stores Account for any Government Furnished Assets.	All logistic data and information transitioned to new Contractor no later than a month prior to contract start.	Commencement of Exit Period	Exit Schedule 17
6.2.1.7	Exit Reporting	During the Exit Period the Contractor shall expand the LSC Working Group Monthly Report to detail the delivery of the Contractor Deliverables in accordance with the Exit requirements at Serial 5.2.1.2 & 5.2.1.3. The information shall include, but not be limited to: i. A description of the work conducted in respect of the relevant Contract Month relating to the Exit requirements. ii. An up-date on the status of any Exit Remediation Plan in force iii. Any matters, risks, threats, issues or impediments in	Compliance with governance requirements	Commencement of Exit Period	Governance Schedule 8

		relation to the Exit Deliverables.			
6.2.1.8	Exit implementation	The Contractor shall participate in a final close out workshop with the Authority. This workshop shall enable a collaborative and continuous improvement environment for the Authority and shall include as a minimum: i. A review of the implementation of the Exit Plan identifying learning from experience. ii. A review of implementation of any Exit Remediation Plan and the reasons why Remediation as required. iii. A review of the Relationship in line with the Relationship Management Plan.	Close out workshop Learning from experience	Final Contact Month	Exit Schedule 17
6.2.1.9	Exit implementation	An LSC close out workshop shall be held in the final Contract Month on a day and time as agreed between the Contractor and the Authority. The workshop shall as a minimum: i. Be conducted In Person. ii. Be located at: DE&S, MOD Abbey Wood. iii. Chaired by the Authority. iv. Agenda as set by the Authority.	Close out workshop Learning from experience	Final Contact Month	Exit Schedule 17

6.3 Option 3

6.3.1 Option numbered 3 (Six Contract Months Contract Extension **REDACTED**)[23]

Serial	Task	Description	Output	Date	Assurance/Acceptance Criteria (incl format)
6.3.1.1	Inventory Management – Service Delivery	The Contractor shall deliver the Inventory Management Service in accordance with the following SoR Sections: i. Inventory management in accordance with Serial 2.1.2 ii. Purchasing capability in accordance with Serial 2.1.3 iii. Repair capability in accordance with Serial 0 iv. Storage, receipt and onward distribution management in accordance with Serial 2.1.5 v. Disposal management support in accordance with Serial 2.1.6 vi. Technical Logistic Support in accordance with Serial 0 vii. Technical Support in accordance with Serial 2.1.8	Inventory Management Service	From Exercise of Options 3 onwards	Governance Schedule 8
6.3.1.2	Inventory Modelling – Service Delivery	The Contractor shall deliver the Inventory Modelling Service in accordance with the following SoR Sections: i. Provide a system to conduct modelling in accordance with	Inventory Modelling Service	From Exercise of Options 3 onwards	Governance Schedule 8

[23] Contract Option 3 dates to be agreed at Contract Award

		Serial 2.2.2 ii. Conduct demand modelling and produce the Contractor Demand Forecast in accordance with Serial 2.2.3			
6.3.1.3	Information Management – Service Delivery	The Contractor shall deliver the Information Management Service in accordance with the following SoR Sections: i. Provide Information Management in accordance with Serial 2.3.2 ii. Manage Government Furnished Assets (GFA) in accordance with Serial 0 iii. Undertake Collaborative Working in accordance with Serial 2.3.4	Information Management Service	From Exercise of Options 3 onwards	Governance Schedule 8
6.3.1.4	Technical Services – Service Delivery	The Contractor shall provide a Technical Service that shall include: i. Level-3 Repair - screening capability in accordance with Serial 3.2.2 ii. Level-3 Repair- repair capability in accordance with Serial 3.2.3 iii. Device management service in accordance with Serial 3.2.4	Technical Services	From Exercise of Options 3 onwards	Governance Schedule 8
6.3.1.5	Exit Management	The Contractor shall allocate the role of Exit Manager to a suitable individual, authorised and empowered to manage the process of exit including the implementation of the Exit Plan.	Exit Manager	Commencement of Exit Period	Exit Schedule 17

6.3.1.6	Exit Management	The Contractor shall transition all Items held in any Contractor Premises that are awaiting Level-3 activity, Level-4 Repair or disposal in accordance with the Authority direction within 3 months of Contract End. The Contractor shall as a minimum: i. Pick, pack and label any Items for transportation in accordance with the appropriate Def Stan 89 Series. ii. Handover Items at the goods-out threshold to the successor LSC Contractor for onward delivery to any new facility. iii. Complete electronic data transfers on any MOD Information Systems including, but not limited to JAMES by close of business day on which the Item is handed-over. iv. Complete final GFA audit and return / transfer GFA Items in accordance with Serial 2.3.3.1. v. Transfer the Public Stores Account for any Government Furnished Assets.	All logistic data and information transitioned to new Contractor no later than a month prior to contract start.	Commencement of Exit Period	Exit Schedule 17
6.3.1.7	Exit Reporting	During the Exit Period the Contractor shall expand the LSC Working Group Monthly Report to detail the delivery of the Contractor Deliverables in accordance with the Exit requirements at Serial 5.2.1.2 & 5.2.1.3. The information shall include, but not be limited to: i. A description of the work conducted in respect of the relevant Contract Month relating to the Exit requirements. ii. An up-date on the status of any Exit Remediation Plan in force iii. Any matters, risks, threats, issues or impediments in	Compliance with governance requirements	Commencement of Exit Period	Governance Schedule 8

		relation to the Exit Deliverables.			
6.3.1.8	Exit implementation	The Contractor shall participate in a final close out workshop with the Authority. This workshop shall enable a collaborative and continuous improvement environment for the Authority and shall include as a minimum: i. A review of the implementation of the Exit Plan identifying learning from experience. ii. A review of implementation of any Exit Remediation Plan and the reasons why Remediation as required. iii. A review of the Relationship in line with the Relationship Management Plan.	Close out workshop Learning from experience	Final Contact Month	Exit Schedule 17
6.3.1.9	Exit implementation	An LSC close out workshop shall be held in the final Contract Month on a day and time as agreed between the Contractor and the Authority. The workshop shall as a minimum: i. Be conducted In Person. ii. Be located at: DE&S, MOD Abbey Wood. iii. Chaired by the Authority. iv. Agenda as set by the Authority.	Close out workshop Learning from experience	Final Contact Month	Exit Schedule 17

7. Appendices

This section provides the relevant appendices to the Statement of Requirements.

7.1 Appendix 1 – LE TacCIS Equipment Portfolio

7.1.1 Refer to LE TacCIS Equipment Portfolio (File reference: BATCM0294_LE TacCIS Equipment Portfolio)

7.2 Appendix 2 – LSC Critical Items List

7.2.1 Refer to LSC Critical Items List (File reference: BATCM0294_LSC Critical Items List)

7.3 Appendix 3 – LSC Level-3 Screening List

7.3.1 Refer to LSC Level-3 Screening List (File reference: BATCM0294_LSC Level-3 Screening List)

7.4 Appendix 4 – LSC Level-3 Repair List

7.4.1 Refer to LSC Level-3 Repair List (File reference: BATCM0294_LSC Level-3 Repair List)