

APS/057 - Call-Off Schedule 20 (Call-Off Specification)

1. BACKGROUND TO THE CONTRACTING AUTHORITY

- 1.1 Air Platform Systems (APS) Delivery Team (DT) in Defence Equipment & Support (DE&S) is responsible for the in-service support of hardware and software at the Air Warfare Centre, of which the Joint Electronic Warfare Operational Support Centre (JEWOSC) is a part.

2. BACKGROUND TO REQUIREMENT /OVERVIEW OF REQUIREMENT

- 2.1 The requirement is for the ongoing provision by the Supplier of parts and spares for hardware in use across the network estate, in order to provide cover in the event of equipment failure. Any hardware that has been connected cannot be returned to the Supplier due to the nature and classification of the environment.

3. SCOPE OF REQUIREMENT

- 3.1 The Supplier shall provide spares/parts support on a 9-5, Next Business Day (NBD) delivery timescale. Support shall include a Comprehensive Data Media Retention (CDMR) policy, as any hardware that has failed cannot be returned.

4. THE REQUIREMENT

- 4.1 The hardware items covered by the Contract are listed in Annexes A and B to Schedule 5 of this Contract. The Supplier shall provide spares/parts as demanded by the Buyer. Support shall meet the following minimum requirements:

- 4.1.1 Available from 9am – 5pm Monday to Friday
- 4.1.2 Any requested spares/parts must be delivered to the requestor Next Business Day.
- 4.1.3 The Supplier shall have a CDMR policy.
- 4.1.4 All the hardware defined in Annexes A and B to Schedule 5 shall be supported
- 4.1.5 Pricing shall be supplied for all the hardware defined in Annexes A and B to Schedule 5.

- 4.2 The Buyer may remove or add hardware items in Annexes A and B to Schedule 5, and request Firm Prices from the Supplier for new items.

5. REPORTING

- 5.1 The Supplier shall provide a monthly performance report, the format and content of which shall be agreed with the Buyer. The information may typically comprise the following:
- 5.1.1 Details of requests raised (including date and time)
 - 5.1.2 Priority allocated and status (open/closed)

5.1.3 Turnaround time for each request

5.1.4 Trends

6. CONTINUOUS IMPROVEMENT

6.1 The Supplier shall continually improve the way in which the required services are to be delivered throughout the Contract duration.

6.2 The Supplier shall present new ways of working to the Buyer during the duration of the Contract. They may be implemented in consultation with the Authority.

6.3 Changes to the way in which the services are to be delivered must be brought to the Buyer's attention and agreed prior to any changes being implemented.

7. QUALITY

7.1 For the purposes of this Contract, the Supplier shall maintain his Quality Management System (QMS) in accordance with ISO 9001:2015 for the duration of the Contract. In the event of the Supplier's ISO certification lapsing, he shall inform the Buyer immediately and confirm the steps being taken to achieve re-certification.

8. STAFF AND CUSTOMER SERVICE

8.1 The Supplier shall ensure that it has sufficient resources to provide the agreed service for the duration of the Contract. A Helpdesk number will be provided to the Authority and will be manned during the times stated in paragraph 4 above.

9. SERVICE LEVELS AND PERFORMANCE

9.1 The Authority will measure the quality of the Supplier's delivery against the following service levels/KPIs:

KPI/SLA	Service Area	KPI/SLA description	Target
KPI		Delivery to JEWOSC of any spares required	Next Business Day
KPI		Support availability	9-5 Mon to Fri

10. LOCATION

10.1 The location for delivery will be JEWOSC CIS, RAF Waddington, Lincoln LN5 9WA.