



Ministry of Defence

Contract 701555429

Annex A – Statement of Work

QEC IFF Interim Support

Issue: 1

Dated: 29/06/2021

Work Package	Requirement Heading	Support Requirement	PI Ref
1.0 Technical Support			
1.1	Technical Support	<p>For QEC IFF (RT1020 & RT1021) the Contractor shall be available to provide technical advice (engineering & software) to the Authority and its representatives, on in-service support issues within 24 hrs of receiving the technical request for advice.</p> <p>The Contractor's initial technical response shall provide sufficient information to enable the SDM and ships staff, to determine the best course of action to minimise equipment downtime.</p>	
1.2	Supplementary Tasks	<p>The Contractor shall carry out any Supplementary Tasks required by the Authority as detailed on the Task Authorisation Form (TAF) in accordance with the Task Authorisation Procedure detailed in the contract. Supplementary Tasks may include but not limited to:</p> <ul style="list-style-type: none"> • Survey and Repair • Training provision (operator and maintainer) • Asset procurement • CONDO / Off-Shore activities • Ad-hoc meetings 	
1.3	Transportation for Attendance Offshore	<p>Where attendance off-shore is required, suitable transport arrangements will be made by the Authority or its agents to facilitate the movement of the Contractor between the designated transfer point and the Platform. The Contractor shall be responsible for all travel arrangements between its normal premises and the designated transfer point (as per the TAF).</p> <p>Where CONDO is required, the Contractor is to follow the requirements of the Contract Terms and Conditions.</p>	
1.4	SME / SQEP	The Contractor shall have SME/SQEP personnel to:	

		<ul style="list-style-type: none"> • Attend platform based Equipment installations for fault diagnosis, repair activity in the event that ships staff are not able to undertake the above. • Assist Ships Staff when requested by the Service Delivery Manager. 	
2.0 Personnel			
2.1	CONDO SQEP	<p>The Contractor shall ensure that Contractor SQEP personnel are available to assist in overseas repairs to ensure the requirement is met. The Authority will raise a TAF where the Contractor is required to send its staff/contractors to locations outside the UK and the Contractor is to submit any reasonable additional costs. Where Sub-Contractors (Third Party) are required to support the systems in deployed areas then the Contractor is responsible for managing this process and ensuring that all personnel are to be ready to deploy in accordance with:</p> <ul style="list-style-type: none"> • DEF STAN 05-129 Contractors on Deployed Operations (CONDO) Processes and Requirements. • DEFCON 697 Contractors on deployed Operations. 	
3.0 Management			
3.1	General	<p>Management shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"> • Liaison with the Authority's Service Delivery Manager (SDM) [The abbreviation "SDM" in this SOW shall be deemed to cover any personnel authorised by the Authority to liaise with the Contractor under this Contract; • Managing the In Service Support team; • Allocating resources; • Managing sub-contractors; and • Technical direction of all activities. 	
3.2	Focal Points	The Contractor shall nominate a suitably experienced Programme Manager to oversee all activities included in this SOW.	

4.0 Reporting

4.1	Red Flag Notice	In the event that the Contractor becomes aware of any event that has affected, or could affect, equipment safety, availability or performance, or otherwise affect the delivery of the Service detailed in this SOR, it shall prepare and deliver a Red Flag notice. Following submission of a Red Flag notice, the Contractor shall deliver and maintain an associated Work Around Plan.	
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