

**OPERATIONAL SUPPORT PROGRAMME (OSP)
SAFETY AND ENVIRONMENTAL TECHNICAL SUPPORT**

OSP/0015

STATEMENT OF WORK (SOW)

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0. Introduction

This document applies to the services and work provided by the Service Provider, herein referred to as the “**Contractor**” on behalf of Operational Support Programmes (OSP) herein referred to as the “**Authority**”.

The aim of this Statement of Work (SOW) is to define the scope of work and associated reference documents in order for the Contractor to deliver the Safety and Environmental Technical Support requirements of the Authority. The Contractor shall review and update the safety and environmental activities and associated records and documentation in accordance with section 3.5 - Safety and Environmental Standards, Information and Evidence

This document sets out the processes and procedures, responsibilities and activities that shall be undertaken by both the Contractor and the Authority to enable a smooth transition from contract award to full operating capability. And to ensure that the deliverables, processes and activities are fit for purpose.

All work carried out by the Contractor as defined in this SOW will be subject to performance monitoring and review by the Authority in accordance with the outlined terms and conditions of the contract and the KPI suite contained in Annex D to the Contract.

The requirement is for a 12 month contract with the option to extend for a further three (3) years in one (1) year iterations.

1. Background

The Operational Support Programme is a key component of the Land Equipment Operating Centre (LEOC) which includes four key delivery teams; the Operational Infrastructure Programme (OIP), the Operational Support Vehicle Programme (OSVP), Protected Mobility Vehicles Programme (PMVP) and Mechanised Infantry Vehicle (MIV). The Programme Management Office (PgMO) undertakes all the initial project activities when the project comes from the front line commands to DE&S.

Each programme is responsible for ensuring that their equipment is safe to use and has the requisite safety management processes and documentation in place. OSP intends to contract with a single safety specialist to support the reviewing and updating of its safety processes and documentation to ensure that they are robust and in line with MOD Policy.

1.1 Operational Infrastructure Programme (OIP)

The purpose of OIP is to provide effective, agile, safe and professional through-life acquisition and support of campaign infrastructure equipment, elements of which include Infrastructure, Utilities, Specialist Tools and Equipment (STE) and Bridging.

1.2 Operational Support Vehicles Programme (OSVP)

The purpose of OSVP is to provide effective, agile, safe and professional through-life acquisition and support of operational support vehicles. The programme is divided into four groups; Specialist Vehicle Solutions (SVS), Private Finance Initiative (PFI), Conventional Vehicle Solutions (CVS) and Logistic Vehicle Solutions (LVS).

1.3 Protected Mobility Vehicle Programme (PMVP)

The purpose of PMVP is to provide effective, agile, safe and professional through-life acquisition and support of Protected Mobility vehicles. The programme is divided into four groups; Light Vehicles (LV), Medium/Heavy Vehicles (MHV), Tactical Mobility Vehicles (TMV) & Route Proving and Clearance Vehicles/Equipment (RP&C).

1.4 Mechanised Infantry Vehicle (MIV)

The purpose of the MIV Delivery Team is to deliver to the User, via an aggressive acquisition approach, an armoured capability in order to support the Mechanised Infantry Brigades within the Strike concept. The MIV programme is currently in the Concept stage of the CADMID cycle with a formal option receipted within ABC 16.

2. Requirement

This SOW defines the responsibilities of the Contractor throughout the delivery of the contract. The services, documents and activities to be delivered by the contractor are clearly defined within TWO individual Work Packages:

Work Package One (WP1): Governance and Reporting

Work Package Two (WP2): Ad-Hoc Tasks

2.1 Work Package One (WP1): Governance and Reporting

You are required to provide a FIRM PRICE for the provision of all governance and reporting required to ensure successful management and delivery of the contract. This includes, but is not limited to;

1. Attendance at Quarterly Review Meetings and associated secretarial support
2. Quarterly Progress Reports (an example report template can be found at Annex H to ITT).
3. Monthly Reporting, to include an updated Risk Review and accruals evidence.

2.2 Work Package Two: Ad Hoc Tasks

The Contractor shall provide FIRM PRICE labour rates for the provision of relevant SQEP¹ personnel, inclusive of profit and overheads, subsistence and bought-out part mark ups for Ad Hoc tasks.

This shall include both in-service and future equipment.

Examples of tasks that may be requested under WP2 are outlined below.

Please note that this list is not exhaustive and is for illustrative purposes only;

1. Safety and Environmental Management Plan (SEMPs)
2. Safety and Environmental Case Report (SECRs Parts 1 & 3) and Hazard Logs
3. Legislative Compliance Matrices
4. Environmental Management Documents
5. Project Safety and Environmental Panels (PSEPs), Safety and Environmental Working Groups (SEWGs) or (Safety and Environmental Management Committees (SEMCs)

Further detail as to what may be requested for each of the example deliverables above is provided in Appendix 2.

¹ Suitably Qualified and Experienced Personnel are defined as being qualified to MIIRSM, CMIOOSH or equivalent.

2.3 Personnel

2.3.1 You are required to provide the Terms of Reference for each grade who will be providing support and carrying out activities in relation to this SOW in order to demonstrate that they are SQEP.

2.3.2 You are required to provide at least the same level of SQEP personnel, as a replacement, should key personnel leave your company or be unavailable to fulfil the required deliverables within this SOW. The Authority reserves the right to refuse a proposed SQEP should they feel it introduces an unacceptable risk to the programme.

2.3.3 All data pertaining to SQEP individuals will be held securely by the Authority in accordance with the Data Protection Act.

3. General Administration

3.1 Independence

The Contractor must be able to provide independent and non-biased safety and environmental support. It is important, therefore, that appropriate processes and firewalls are implemented within the company to ensure that no conflict of interest arises.

3.2 Management

In addition to providing the required safety support, the Contractor will be responsible for the provision of, but not limited to, the following;

- Liaising with the Authority
- Managing the ad hoc tasks (WP2)
- Ensuring adherence to the contractually agreed timescales
- Managing sub-contractors
- Monitoring and reporting on progress against targets and KPIs
- Secretarial support at all meetings

3.3 Point Of Contact

The Contractor shall identify and appoint a Project Manager who will act as the Single Point of Contact for the duration of the contract.

The Single Point of Contact will be responsible for providing information and communication to the Authority about all Core and Ad Hoc tasks under the contract and ensuring that all outputs are delivered in accordance with this SOW.

3.4 Meetings

The Contract shall ensure adequate attendance at all required meetings in agreement with the Authority, where notice of dates will be given as follows:

- a) Annual meeting dates required for the deliverables under Work Package One will be scheduled with the Contractor during the contract kick off meeting and can only be altered by prior agreement with the Authority.
- b) Quarterly meetings dates shall be provided by the Authority with a minimum of twenty (20) working days' notice and can only be altered by prior agreement with the Authority.

In addition to the meeting requirements set out above, the Contractor shall ensure attendance at a Kick Off meeting that will cover all four delivery teams. This shall be held within 10 working days of the contract award date. The purpose of the Kick Off meeting is detailed in Table 1 – Meeting Requirements. The Contractor shall also provide secretarial services at the kick off and all other meetings.

Table 1 –Meeting Requirements

Meeting Subject	Required Representation	Frequency	Location	Activity (Core/Non-Core)
Start-Up Meeting ²	Project Manager (Contractor) Project Manager (Authority) Commercial Manager Others as required	One Off – Beginning of contract (10 working days following contract award)	Abbey Wood	Core – WP1
Quarterly Meeting	Project Manager (Contractor) Project Manager (Authority) Commercial Manager (Authority) Others as required	Quarterly, beginning three months following the award of the contract	Abbey Wood	Core – WP1

² Will be used to discuss and agree the Contract structure, KPI's, deliverables, responsibilities, naming convention for files and documents and to appoint and introduce Points of Contact.

Ad Hoc Meetings – as required for tasks under Work Package 2.	In accordance with Ad Hoc task	As required	As required	Non-Core – WP2
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3.5 Safety and Environmental Standards, Information and Evidence

The deliverables and work carried out will be in accordance with the current internal and external legislation/policy including but not limited to the latest versions of the OSP Safety Environmental Management System (SEMS), JSP 454, JSP 418, JSP 414, JSP 101 and JSP 815, DEF STAN 00-56 (Iss. 6), ASEMS (Acquisition Safety and Environmental Management System), POSMS (Project Orientated Safety Management System) and POEMS (Project Orientated Environmental Management System).

3.6 Reports

The Contractor shall produce monthly management progress reports, per delivery team, that will be submitted electronically in Microsoft Excel to the Authority, a maximum of five working (5) days after the end of the month to be reported on.

The Contractor shall produce Quarterly Progress reports that shall be submitted electronically in Microsoft Excel to the Authority a minimum of five (5) working days before the Quarterly Review Meeting date.

The Monthly and Quarterly Management Reports will include, but are not limited to:

- Number, value and status of open tasks, categorised by delivery team (OIP, OSVP, PMVP and MIV)
- A tabulated list of deliverables for the month or quarter and year to date, showing progress, where the information can be found (for example electronic, on disc, in the SEMP) and in a deliverable naming convention that is agreed with the authority at the Kick Off meeting
- An updated analysis of spend against the Limit of Liability
- Accruals evidence in accordance with DEFCON 605

Draft minutes and action logs shall be provided by the Contractor to the Authority within five (5) working days of the meeting date. The Authority will review these minutes within ten (10) working days of receipt and provide comments where appropriate. Final agreed minutes should be issued within ten (10) working days of receipt of Authority feedback.

Outside of the monthly and quarterly management reports, unless otherwise stated in this SOW or the Tasking Process Form, all report outputs and deliverables of reviews and meetings undertaken throughout the duration of the contract shall be supplied to the Authority within twenty (20) working days of the review or meeting date for approval by the Authority.

Final agreed versions of reports along with a Certificate of Conformity are to be delivered to the Authority, in electronic (Microsoft Word 2010 or compatible with) and 2 x hard copy format, within five (5) working days of the date of final agreement by the Authority.

3.7 Security

During the course of the contract, the Contractor may require access to equipment with a classification up to OFFICIAL-SECRET. For this reason, the Contractor will be required to demonstrate their ability to handle, store and protect such documents.

The Contractor will be required to have, or obtain, List X Status and maintain it for the duration of the contract.

The security classification of the user requirement capability gap is up to SECRET - UK EYES ONLY.

Documentation supplied as GFA may include documentation up to SECRET - UK EYES ONLY. The Contractor shall handle and store the documentation supplied as GFA in accordance with the latest version of JSP 440/ MOPS guidance.

3.8 Risk Management

The Contractor will be required to implement and maintain a risk register throughout the duration of the contract. This will be part of the WP1 deliverables that will be reviewed at the Quarterly Review Meeting and will form part of the KPI's. A draft risk register will be requested at ITT stage.

4. Government Furnished Assets (GFA)

The Authority will use best endeavours to provide access where requested, to assets and documentation pertaining to the capability, requirements, trials reports and any other information on the requirement that is in the Authority's possession.

5. Quality Management

Quality management is a key element of the overall contract. The Contractor shall implement and maintain a Quality Management System (QMS) certified to ISO 9001:2008 (or equivalent) by a UKAS accredited 3rd party certification body. The scope of the Certification shall be appropriate to the requirements of this Contract. Certification shall be maintained throughout the duration of the Contract.

At the ITT stage all tenderers shall provide a draft Deliverable Quality Plan (DQP) in compliance with Allied Quality Assurance Publication (AQAP) 2105 and DEFCON 602A. Within 3 months of contract award the successful tenderer is to provide an acceptable final draft of the DQP. The Contractor shall maintain this DQP throughout the duration of the contract in accordance with the requirements.

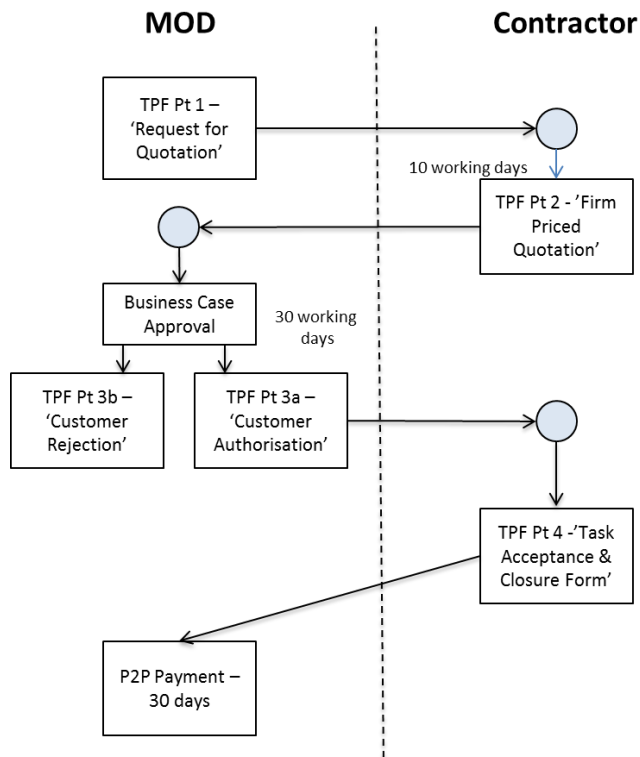
6. Acceptance Criteria (Work Package Two)

Unless stated otherwise the Authority requires a review period of up to twenty (20) working days from the date of receipt of a deliverable item in order to provide feedback for revision or approval. Any required corrections, changes or additions identified by the Authority shall be incorporated in to the deliverable and resubmitted to the Authority by the Contractor within five (5) working days of receipt. This shall be followed by a second review period by the Authority of up to ten (10) working days. Upon the satisfactory incorporation of any correction, changes or additions by the Contractor, the formal acceptance of the deliverable shall be made by the Authority, after which invoicing by the Contractor may be progressed.

7. Tasking Process (WP2)

The Contractor will be required to provide both a Scope of Work and detailed cost breakdown upon receipt of a tasking process form, in line with the firm prices supplied by the Contractor to meet requirements set out in Section 2.2 of this SOW.

Each task will contain detailed cost, time and performance targets which will be agreed by the Authority. The Contractor will be required to adhere to these agreed targets and if any deviation is identified, this shall be communicated to the Authority within five (5) working days of its occurrence or identification. The tasking process for all ad hoc tasks will be as follows and will be requested via a tasking form (Annex B to ITT):



All communication regarding ad hoc tasks shall be made via the Commercial Officer named in section 1 of the DEFFORM 111. Any direction or request for quote made by any Authority representative other than the Commercial Officer will not be approved, or the task may be cancelled.

WORK PACKAGE ONE – GOVERNANCE AND REPORTING DELIVERABLES

Task	Description	Deliverable	Acceptance Criteria
Governance and Reporting	The Contractor will provide progress reports at specified intervals, along with attendance and secretarial services at progress meetings. This will ensure the successful governance and management of the contract.	<p>Monthly Progress Reporting A monthly progress report should be submitted no later than 5 working days following the month being reported. The information required includes, but is not limited to;</p> <ul style="list-style-type: none"> ○ Number, value and status of open tasks ○ A tabulated list of deliverables for the month, showing progress, where the information can be found. ○ An updated analysis of spend against the Limit of Liability ○ Accruals evidence in accordance with DEFCON 605. <p>Quarterly Progress Reporting A quarterly progress report should be submitted a minimum of 5 working days prior to the quarterly meeting. The information required includes, but is not limited to;</p> <ul style="list-style-type: none"> ○ Number, value and status of open tasks ○ A tabulated list of deliverables for the month, 	<p>Monthly Progress Reporting Production of coherent and accurate monthly reports. The monthly progress report should be submitted to the Authority no later than 5 working days following the month being reported. This should be submitted in excel format, with the required information provided per delivery team.</p> <p>Quarterly Progress Reporting Production of coherent and accurate quarterly reports. The quarterly progress report should be submitted to the Authority a minimum of 5 working days prior to the quarterly meeting. This should be submitted in excel format, with the required information provided per delivery team.</p> <p>Quarterly Progress Meetings Adequate SQEP attendance, support at meetings and satisfactory explanation to the Authority of all activities for the period.</p>

		<p>showing progress, where the information can be found.</p> <ul style="list-style-type: none">○ An updated analysis of spend against the Limit of Liability○ Accruals evidence in accordance with DEFCON 605.○ Update risk analysis including RAG status and mitigations. <p>Quarterly Progress Meetings</p> <p>The Contractor shall present and explain the content of the reports at the progress meetings. The quarterly progress meetings will be held at Abbey Wood.</p> <p>The Contractor will also provide secretarial support, to included, but not limited to;</p> <ul style="list-style-type: none">○ Circulation of the agenda and calling notice○ Production and circulation of meeting minutes within five (5) working days of the meeting.○ Production and circulation of an action log within five (5) working days of the meeting○ Final draft and circulation of meeting minutes/action log with ten (10) working days of	
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		receiving Authority comments.	
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WORK PACKAGE TWO – AD HOC TASKS

The following are examples of tasks and associated deliverables that may be required under the contract. Please note this list is not exhaustive, and it is not guaranteed that any of the following tasks will be placed. Each deliverable described below is subject to individual task requirements. The Acceptance Criteria for each potential task will be defined on a task by task basis via Annex B 'Tasking Process Form'.

Safety and Environmental Management System (SEMS)

- Produce and maintain SEMS

Safety and Environmental Management Plan (SEMP)

- Maintain, amend and circulate existing project SEMP prior to the PSEP.

Safety and Environmental Case Reports (SECR) and Hazard Logs

- Produce new and maintain, review and circulate existing eCassandra Hazard Logs, SECRs, and their associated variants of Safety Case(s).

Legislative Compliance Matrix (LCM)

- Maintain, review and circulate LCMs.

Environmental Management Documents

- Maintain, review and circulate existing Environmental documentation, ensuring they are fit for purpose.

Project Safety and Environmental Panels (PSEP), Safety and Environmental Working Groups (SEWG) and Safety and Environmental Management Committees (SEMC)

- Manage, support and facilitate PSEPs, SEWGs and SEMCs. Fully supported meetings, ensuring SQEP attendance and the provision of all relevant documentation and information, both prior to and during the meeting.

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Service	Percentage
Online banking	95%
Mobile banking	85%
ATM services	75%
Branch services	65%
Other services	55%

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Bar Index	Relative Length (approximate)
1	10%
2	100%
3	35%
4	65%
5	85%
6	55%
7	45%
8	60%
9	75%
10	80%

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