

Field Electrical Power Supplies - Support

STATEMENT OF WORK

(SoW)

This is a limited version of the Contractor Logistics Support (CLS) Statement of Work (SoW) in draft form. Please note, this is for the purposes of providing context of the expected service ONLY and is subject to change.

It does not fully address all activities such as service start-up or transition, and the provision of associated documentation evidence to support acceptance.

The final Schedule of Requirement, against which companies will be invited to tender, will be issued with the ITN.

Requirement	Definition Reference	Measure of Performance	Remarks	Core
1. Project Mgt				
1.1 Design Authority				
The Contractor shall be Design Organisation (DO) for the FEPS-S capability. This shall include any packaging.	Design Organisation - An organisation appointed by contract to be responsible for a design or modification of a design and for signing the Certificate of Design. The authority for acceptance of a design and any change to that design remains with The Authority.	In Accordance with MAA Regulations and DEF STAN 05-57 (Config Mgt of Defence Materiel). Acceptance of DO responsibilities and evidence data is held and agreements in place with third parties to undertake DO duties.	This shall include all packaging. This shall take into account equipment where the IPR rests with another company, the Contractor shall be the first point of contact for the design. The responsibility lies with the Contractor to co-ordinate design modifications through their sub-contractors and to take into account the IPR on the designs provided by those sub-contractors. Hold and manage configuration of all Tech drawings of all system components, taking into account IPR issues.	Y
1.2 Support Manager				
The Contractor shall provide a support manager prior to Full Operating Capability (FOC) for the duration of the Contract.		Demonstrate Support Manager is SQEP (Suitably Qualified and Experienced). Appropriate Security Clearance. Authority approval of support manager.	Individual will be the day to day point of contact for the delivery of the service.	Y
1.3 People				
The Contractor shall ensure, for the duration of the contract, that all personnel involved in the CLS activities are Suitably Qualified and Experienced.		Job Descriptions agreed by the Authority. Appropriate Security Clearance. Skill set / standard required. If a post becomes vacant or there is a long-term absence, then the Contractor will provide cover to ensure there is no impact on service.	Maintenance of SQEP. The classification of information relating to the contract shall be in accordance with the Security Aspects Letter, which shall be issued upon Contract Award. MOD policy on this matter can be viewed in DLF (JSP 440)	Y
The Contractor shall inform the Authority of any manpower changes required to support the activities contained within the Contract.		(a) The list of 'Key Manpower posts/individuals/spheres of responsibility' is agreed within 1 calendar month of Contract Award (maximum of 20 posts/individuals) and within 1 calendar month of either Party requesting its scope to be adjusted. (b) The Authority shall be informed as soon as the Contractor becomes aware of the need for such changes. (c) The Authority shall be informed no later than a month prior to the changes taking place.		Y
1.6 Financial Management				
The Contractor shall maintain, for the duration of the Contract, financial records for all activities identified in this CLS SoW.		Records of all CLS activities shall be held by Contractor for duration of the contract. Financial Records shall be provided i.a.w. QDC requirements and include as a minimum spend on Labour, Materials, Spares, Sub Contractors. All financial records belong to The Authority and shall be supplied to The Authority within 10 business days upon demand Accruals information supplied once a month, every month, at least 2 days before the last business day of the month. Data Compliance with DEFSTAN 05-099		Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
All activities, items and information under this contract shall comply with MOD and HMG accounting policy, regulations and legislation.		<p>(a) Compliance with:</p> <ul style="list-style-type: none"> i. DLF (Orphaned JSP 886, Vol 4 (Material Accounting)) ii. DEFCON694 (Accounting For Property Of The Authority) ed. 07/18 iii. DEFSTAN 05-099 iv. DEFCON 611 (Issued Property) ed. 02/16 v. DEFCON 23 (Special Jigs, Tooling & Test Equipment) ed 08/09 <p>(b) Supply of data and information in support of MOD accounting processes:</p> <ul style="list-style-type: none"> (i) JSP 462 Chapter 5 (The Annual Budget Cycle Process and In-Year Financial Management) <p>(a) Assets, stock and spares are handled correctly with regard to:</p> <ul style="list-style-type: none"> i) Segregation. ii) Demand process. iii) User visibility of spares. iv) Material and Financial Accounting treatment of demands. v) Appropriate Material and Financial Accounting for spares including spares held by the Contractor but also on MOD's accounts. 		
1.7 Whole Life Cost Forecast				
A whole Life Cost Forecast shall be developed and maintained for the life of the Contract.	Whole Life Cost (WLC). WLC addresses the total resources to assemble, equip, sustain and operate a specified military capability. It includes the costs to develop, procure, own, operate, dispose of or re-deploy defence equipment.	<p>Baseline to be issued prior to contract start.</p> <p>Costs for specific nominated activities (operations, exercises, training etc.) to be identifiable.</p>	This shall include all costs once the CLS Contract is running, including any equipment changes.	Y
Any deviation from the Whole Life Cost forecast shall be notified to the Authority.		Deviations of more than 5% shall be notified including deviations which impact upon which MOD budget holder will bear costs but not on the overall MOD cost.	<p>The intention is that the Contractor's WLCs submitted as part of the tender, shall be updated to reflect predicted costs based on established historical data in place of current assumptions.</p> <p>This shall then be maintained and used by MOD to assist in forecasting, resource bids and formulation of future additional spending plans within the Field Electrical Power Supplies - Support area.</p>	Y
1.4 CLS Support Plan				
The Contractor shall produce and implement a Contractor Logistics Support (CLS) Plan for the management and support of the Field Electrical Power Supplies - Support (FEPS-S) Project.	The CLS Plan should be suitably detailed to sustainably support the In-Service Operating Capability seamlessly through its transition from its current support arrangements thereafter for the duration of the contract.	<p>Provided in accordance with (iaw):</p> <p>(a) Def Stan 00-600 Pt 1</p> <p>(b) Contract Document Requirements List (CDRL) ILS 001</p> <p>Using the following as advice and guidance:</p> <p>(c) Integrated Logistic Support Product Descriptions (ILS PD) 0001-01</p> <p>(d) Defence Logistic Framework (DLF)</p> <p>The CLS Plan shall be agreed by the Authority.</p> <p>The CLS Support Plan shall be supported by the Integrated Support Plan and shall include as minimum the following element plans:</p> <ul style="list-style-type: none"> • Configuration Management Plan; • Disposal Plan; • Facilities management Plan • Obsolescence Management Plan • Supply Support Plan in accordance with CDR 011; • Asset Management Plan; • GFA Management Plan in accordance with CDR 023; • Technical Documentation Plan • Transition Plan • Logistic Information Plan 	<p>Due to the nature of the Field Electrical Power Supplies - Support Project Procurement Strategy requiring a new contract to continue to provide Contractor Logistics Support to the five known power and distribution equipment systems. Rather than request individual ILS Element Plans to be submitted within the Tender Return, instead, the ILS Elements will be in the form of sub-sets to the CLS Plan given the substantial degree of commonality in the respective deliverables.</p> <p>It is highly desirable to receive an integrated product which meets the needs of Integrated Logistic Support (ILS) and CLS requirements given the substantial degree of commonality in the respective deliverables.</p>	Y
1.8 3rd Party Support				
The Contractor shall identify where 3rd Party support shall be used to complete any of the activities identified in this CLS SoW.		3rd Party Support shall be agreed with the Authority at Contract Start.	Management and definition of any 3rd parties providing services to the Contract.	Y

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The Contractor shall inform and agree with the Authority any changes to 3rd party support that may impact on the CLS activities.		3rd Party Support shall be agreed with the Authority at Contract Start. Included in Quarterly Meetings.	Quality Assurance: DEF-STAN 05-061 Part 4. Impact of changes on the CLS shall be decided by the Authority.	Y
1.9 Management of GFA				
The Contractor shall identify and maintain records of GFA held and make these available to the Authority as required.	Government Furnished Assets (GFA) are all items (including information, facilities, physical items), irrespective of value, supplied to the Contractor by the Government under the terms of the Contract, or owned by the Government and held by the Contractor under the terms of this contract.	The GFA Records shall include all existing equipment, facilities and Information. Compliance with: DEF STAN 05-99 Issue 3. DEF CON 69 ed. 07/18 The Contractor shall provide Stock Balances monthly and price changes monthly (electronically through EBC).	Links to Asset Management/Asset Tracking. MOD Stock Checks. Note – as far as MOD is concerned, stock and spares under this contract count as on MOD's balance sheet. MOD therefore requires regular updates on prices (i.e. baseline plus notification of price changes) and stock balances at pre-agreed dates in order to feed into the MOD accounts.	Y
The Contractor shall provide the Authority all GFA records on request.		GFA Records shall be maintained in a format agreed with the Authority and shall be supplied to the Authority within 5 business days of receipt of written request (including e-mail). GFA Records supplied to the Authority shall be accurate to within 5 business days' worth of changes to the current situation.		Y
The Contractor shall allow the Authority to make a stock check of GFA when required.		The stock-check shall be permitted as requested by the Authority, annually if required. No more than 3 business days' notice shall be required from the Authority prior to a stock check. Stock-check by the Authority against GFA records verifies accuracy and completeness of records.	The Authority shall routinely give 10 business days' notice and agree audit dates by mutual consent but reserves the right to conduct stock checks without notice under exceptional circumstances.	Y
1.10 Risks & Opportunities				
The Contractor shall maintain a risk and opportunity register for the duration of the Contract.		The Risk & Opportunity Register shall be issued by the Contractor after Contract Award and shall be reviewed /assessed / updated and agreed quarterly. Risk Management shall be an agenda item in quarterly meetings. Risk and Opportunity Register, agreed with the Authority, shall be provided to the Authority.		Y
The Contractor shall make available to the Authority the risk and opportunity register as required.		When requested. Agenda Item in Quarterly meetings. No more than 3 business days' notice shall be required of the Authority prior to the risk and opportunity register being supplied.		Y
The Contractor shall manage risk jointly with the Authority		(a) The Contractor serves as secretary/administrator to the joint risk management process. (b) Raising of risks, discussion of risk, agreement of actions and monitoring of progress are carried out as a routine informal dialogue (in person, telephone and e-mail). (c) The Contractor is able to take timely decisions and accept ownership of risks within the scope of this routine dialogue. (d) The Contractor acknowledges that any risk assessment that has been, or may be, undertaken in connection with this Contract has been, or will be, a project management function only. Such risk assessment does not affect the legal relationship between the Authority and the Contractor.	Guidelines: The risks identified through the risk assessment process remain the risks of the Contractor and are not assumed by the Authority except to the extent that the Authority expressly and unequivocally accepts those risks under the Contract. All queries relating to the Contractor's obligations relating to Risk Management shall be directed to the Project Manager at Box 2 of the Appendix to Contract (DEFFORM 111).	

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The Contractor shall demonstrate an effective and project specific Business Continuity and Incident Management/Business Continuity and Disaster Recovery plan.		<p>a) In accordance with BS EN ISO 22301:2019, Security and Resilience – Business Continuity Management Systems.</p> <p>b) The Authority shall be granted full access to this document upon request.</p>	<p>The Contractor shall demonstrate to the Authority:</p> <p>a. BCM has been integrated into their normal business operations; b. they monitor the BC position of their sub-contractors satisfactorily; c. compliance with ISO 22301 (or equivalent), and d. external organisations have been consulted, resulting in joint plans (e.g. environmental/Local Authority).</p>	Y
1.11 Demonstration				
Post-FOC, The Contractor shall be able to demonstrate compliance with the requirements in this CLS SoW as required by the Authority.		The Contractor shall, upon demand, be able to demonstrate compliance with any requirements within the CLS SoW. As per the individual requirement MoPs in this CLS SoW.	Post contract start, this requirement covers the Contractor's ability to assess CLS capabilities, competent manpower, suitable facilities etc and demonstrate that the CLS requirements are still being met.	Y
1.12 Meetings				
The Contractor shall make available qualified, knowledgeable and competent support staff empowered to decide outcomes without referral, to support meetings as required by the Authority.		<p>The Contractor's meeting attendees (irrespective of whether they are attendees or their nominated representatives) do not need to refer decisions to non-meeting attendees except under circumstances agreed by the Authority to be exceptional.</p> <p>No more than 5% of issues raised for decision at the ISC meeting are deferred until a later date due to the Contractor needing to refer decisions elsewhere in their organisation and requiring more than a day to do so.</p>	<p>Issues raised prior to meeting to enable decision to be made.</p> <p>The meetings shall include but not be limited to:</p> <p>Quarterly Review; Quarterly Incident Sentencing; Annual Power Logistic Support Committee (LSC).</p>	Y
The Contractor shall be responsible for providing secretarial support for all meetings.		<p>a) A draft meeting agenda will be issued 5 business days prior to the scheduled meeting.</p> <p>b) Written minutes of the meeting will be issued in draft form within 5 business days of the meeting. The Authority will provide feedback to the Contractor on the draft minutes no later than 10 business days of receipt. The Contractor will then submit them in final form within a further 5 business days.</p> <p>c) Meetings shall be held at a location (virtual or physical) agreed between the Authority and the Contractor.</p>		
The Contractor shall arrange Quarterly Meetings.		a) Quarterly meetings will be held no later than 30 business days after the end of each contractual quarter.		
1.13 Quality				
The Contractor shall manage the quality assurance of those activities within this contract in accordance with the Project Quality Plan.	Quality Assurance - All those planned and systematic actions necessary to provide adequate confidence that a product or service shall satisfy given requirements for quality. Quality Control - The operational techniques and activities that are used to fulfil requirements for quality.	The Contractor's Quality Plan shall be agreed with the Authority.		Y
The Contractor shall hold the appropriate ISO accreditation		The Contractor should hold ISO 9001-2015 demonstrating that their scope of accreditation meets the Authority's requirement to deliver this CLS SoW.		Y
2. Logistic Support & Sustainability				
2.1 Custody				
The Contractor shall have custody of the FEPS-S equipment when not in the custody of the Authority.		<p>FEPS-S equipment to be available in accordance with the Delivery Timescales at KPIs Annex N.</p> <p>Storage facilities are satisfactory to meet forecasted capacity.</p>		Y

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2.2 Issue				
The Contractor shall source, supply and issue all spares required for support of the FEPS-S capability.		<p>(a) Compliance with KPI1 for spares issue timescales into the Military Support Chain.</p> <p>(b) Nil charge to the demanding user/unit for spares issued in fulfilment of FEPS-S Contract OI/0064</p> <p>(c) Nil charge to the Authority.</p> <p>(d) Full range of spare-able items covered in AESP must be supplied upon demand.</p> <p>(e) Items listed in the AESP but not spare-able shall be regarded as spare-able and supplied by the Contractor if they have been demanded one or more times. Where uncodified items are demanded, the Contractor may opt to supply a higher-level item that incorporates the required spare (for example, Contractor supplies a complete sealed filter instead of just a container of filter substrate).</p> <p>(f) All demands shall be monitored for excessive demand activities significantly above historic average. Authorisation to proceed shall be required from the Authority before excessive demand actioned.</p> <p>(g) All spares demands challenged as excessive shall be reported to the Authority within 1 Business Day.</p>	<p>Unless other agreements are established with the Contractor, spares demanded for purposes other than FEPS-S may be charged to the demanding unit.</p> <p>This requirement is only applicable for equipments within scope of Field Electrical Power Supplies - Support Contract OI/0078.</p> <p>The Authority-owned spares for Component 1 equipment transferred as GFX with ownership remaining with the Authority until all spares are expended and/or returned. Such a GFX approach would involve corresponding adjustment of the CLS contract charge.</p>	
The Contractor shall issue complete and serviceable FEPS-S equipment to meet the Timescales identified.		<p>The Contractor shall achieve the timescales set out in KPIs Annex N</p> <p>All equipment issued shall be in fit condition for deployment and in accordance with CLS186 and CLS235.</p>	All FEPS-S assets shall be pre-packaged for issue as appropriate and complete in accordance with Complete Equipment Schedule (CES), including Priming Equipment Packs (PEPs) and AESPs.	Y
The Contractor shall maintain a record of all items that have been issued to the Authority.		<p>The record of items issued shall be maintained throughout the life of the Contract and shall include:</p> <p>Item; Status of the item; Who it was issued to; When it was issued; Who demanded it; Payment required and reason.</p> <p>The Authority shall have access to the records within 5 business days upon request.</p> <p>MOD inspection of Contractor's information system for tracking of these aspects including checking that asset information is in place.</p>		Y
The Contractor shall assure all items for serviceability and completeness prior to issue to the Authority.	Pre-issue Assurance is the process of checking that the item is fit for purpose. This could include (but not be limited to) checking that the CES elements are all present, checking that the service schedule/ maintenance log is up to date and checking that the interval to the next required service is sufficient to enable the item to complete its required battlefield mission.	<p>Robust and efficient issue process agreed with the Authority (changes must also be agreed by the Authority although this may be done retrospectively).</p> <p>Inspection records, service schedule and maintenance logs must be maintained.</p>	Records should be kept of any item that fails.	Y
The Contractor shall analyse asset demand and asset utilisation.		A quarterly report on this shall be provided to the Authority broken down by theatre, equipment type and, at the discretion of the Authority, by unit type or unit. The report shall also set out ideal equipment fleet sizes based on current MOD demand levels.	<p>The intent of this requirement is to:</p> <p>(a) Improve equipment utilisation.</p> <p>(b) Provide a quarterly report to the Authority detailing utilisation and ideal appropriate fleet sizes for current MOD demand levels.</p> <p>(c) Reduce misuse of equipment.</p> <p>(d) Improve user understanding of power provision arrangements and better user exploitation of FEPS-S contract.</p> <p>(e) Ensure units hold appropriate numbers of suitable equipment</p>	Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
The Contractor shall Query all Equipment demands which might be inappropriate.		<p>(a) All such demands shall be queried without detriment to the timescales for issue of equipment as set out in the KPIs.</p> <p>(b) The Authority shall not be able to identify more than 1 questionable demand per calendar month which was satisfied without being queried.</p> <p>(c) The Contractor shall report back to the Authority (quarterly) all demands where the user is believed to have made an inappropriate demand but declined Contractor advice and insisted on the inappropriate demand. This report shall be broken down by theatre, equipment type and, at the discretion of the Authority, by unit type or unit.</p>	<p>The intent of this requirement is to:</p> <p>(a) Improve equipment utilisation.</p> <p>(b) Provide a quarterly report to the Authority detailing utilisation and ideal appropriate fleet sizes for current MOD demand levels.</p> <p>(c) Reduce misuse of equipment.</p> <p>(d) Improve user understanding of power provision arrangements and better user exploitation of FEPS-S contract.</p> <p>(e) Ensure units hold appropriate numbers of suitable equipment</p>	Y
The Contractor shall pro-actively assist demanders of power services and units with power requirements to demand the appropriate power solutions for their requirements.		<p>(a) If demand is deemed by the Contractor to be Inappropriate, the Contractor requests from the user the power laydown plan or a verbal description where the user had not produced a laydown plan. In agreement with the demander, the Contractor issues the demander a power solution that takes into account their:</p> <p>i) Power requirements ii) Mobility requirements iii) Terrain iv) Available skill levels and manpower and v) Timescales in which power solution is required.</p> <p>Where agreement with the demanding user is not possible, the Contractor may seek approval from the Authority's delegated FEPS-S representative provided this does not prevent demand timescales from being satisfied.</p> <p>(b) All such work shall be carried out without detriment to performance against any commitments under the contract including the timescales for issue of equipment and KPIs.</p>	<p>The intent of this requirement is to:</p> <p>(a) Improve equipment utilisation.</p> <p>(b) Provide a quarterly report to the Authority detailing utilisation and ideal appropriate fleet sizes for current MOD demand levels.</p> <p>(c) Reduce misuse of equipment.</p> <p>(d) Improve user understanding of power provision arrangements and better user exploitation of FEPS-S contract.</p> <p>(e) Ensure units hold appropriate numbers of suitable equipment</p>	Y
The Contractor shall pro-actively assist users to use the equipment correctly and document their activities in accordance with the AESPs.	Mis-use – incorrect use or treatment of an item (or mistreatment) resulting (or likely to result) in damage to the item or risk to a user.	<p>(a) Where an item is returned to the Contractor and is strongly believed to have been misused, then:</p> <p>i) The misuse is informed to the Authority and the unit concerned in writing along with advice on the correct/appropriate use, within 10 business days.</p> <p>(b) Where the item is with a unit but the Contractor has strong reason to believe Misuse has taken place, the user is informed of the Misuse by telephone and advised of the correct usage within 48 business hours. This is followed with written confirmation to the relevant unit copied to the Authority within a further 5 business days.</p> <p>(b) All issues of Mis-use or inappropriate action by the user which are widespread in regard to an equipment type, a theatre of operations or a user community (such as cap-badge) are addressed through-life by agreed updates to training manuals and documentation, by agreed updates to AESPs and, where agreed, including any PDS activity to prevent recurrent Mis-use.</p> <p>(c) All issues of Misuse or inappropriate action by the user which are widespread in regard to an equipment type, a theatre of operations, a user community (such as cap-badge) or a unit shall be reported to the Authority within 5 business days of discovery.</p>	<p>The intent of this requirement is to:</p> <p>(a) Improve equipment utilisation.</p> <p>(b) Provide a quarterly report to the Authority detailing utilisation and ideal appropriate fleet sizes for current MOD demand levels.</p> <p>(c) Reduce misuse of equipment.</p> <p>(d) Improve user understanding of power provision arrangements and better user exploitation of FEPS-S contract.</p> <p>(e) Ensure units hold appropriate numbers of suitable equipment</p>	Y
The Contractor shall maintain updated price information for all items supplied under the Contract.		<p>(a) Stores System 3 (SS3) price information is maintained in the same way and to at least the same standard as is currently done.</p> <p>(b) Asset-related price information is maintained in the same way and to at least the same standard on MOD information systems.</p>	<p>The intent of this requirement is to ensure pricing information continues to be maintained in order that MOD accounts can be a true and fair reflection of the Department's financial position in accordance with the requirements of Parliament.</p>	Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
The Contractor shall encourage smarter behaviour by those demanding and using equipment, spares or services against the Contract.		<p>(a) Demands regarded as excessive are challenged by the Contractor via the Authority and if an agreed resolution is not reached with the demander, then the matter shall be referred to the Authority for a decision.</p> <p>(b) All spares demands challenged as excessive are reported to the Authority within 5 Business Days.</p> <p>(c) In agreement with the Authority, suspicious trends in demand and poor behaviour may be formally notified to units through the Authority.</p> <p>(d) The Contractor can satisfy the Authority that he is using - as a minimum - training, AESPs and direct contact to influence user behaviour, as appropriate, on any given undesirable user behaviour.</p> <p>(e) Contractor monitors demands and advises Authority of:</p> <p>(i) Excessive demands.</p> <p>(ii) Suspicious Trends in demand.</p> <p>(iii) Advise method to influence the behaviour of those demanding and/or using equipment</p>	<p>The intent is that inappropriate demanding of items is prevented or at least curtailed to the irreducible minimum.</p> <p>By agreement, repeat offending Units may face a 'Name and Shame' policy to encourage better behaviour where more informal methods have not proven effective.</p> <p>Costs for clearly inappropriate user behaviour may be claimed as Authority liability subject to ISC approval.</p> <p>The Contractor shall be the first point of receipt for all demands and shall authorise or decline them in accordance with this requirement and the Authorising equipment and spares guidance issued by the Authority.</p>	Y
2.3 Receipt				
The Contractor shall have custody of the FEPS-S equipment from the agreed point of handover.		The Contractor shall secure, safeguard, track, store, manage, control, inspect after MOD use and maintain the FEPS-S equipment.		Y
The Contractor shall maintain a record of all items that have been received from the Authority.		<p>The record of items received shall be maintained throughout the life of the Contract and shall include:</p> <p>Item; Serviceability Date, Time and Group of Issue; Date, Time and Group of Receipt; Name of Issuing Unit and individual;</p> <p>The Authority shall have access to the records within 5 business days upon request.</p>		Y
The Contractor shall clear the consignment voucher or raise a discrepancy report for any errors identified in the consignment voucher.		<p>Work shall be in accordance with DLF (Orphaned Joint Service Publication (JSP) 886).</p> <p>Discrepancy reports must be raised within 1 business day of receipt.</p> <p>Clearing vouchers shall be raised within 3 and 6 months from date of dispatch:</p> <p>3 months NW Europe; 6 months ROW.</p>	For more information, see DLF (Orphaned JSP 886, Vol 4 (Material Accounting), Part 110 – Discrepancy Reporting).	Y
Following receipt of the equipment the Contractor shall carry out an inspection of the FEPS-S equipment.	Receipt Inspection to determine the condition status of the equipment upon its return to the Contractor	<p>(a) Work shall be consistent with AESP.</p> <p>(b) The receipt inspections are done in time to meet the agreed KPIs at Annex N to the Contract.</p>	<p>Inspection conducted in order that the system can be repaired and maintained and returned to stock to meet the agreed Delivery Timescales at KPI Annex N.</p> <p>Contractor accepts liability for missing CES not detected during receipt inspection.</p> <p>Contractor accepts liability for visibly obvious damage not reported during receipt inspection.</p>	Y
The Contractor shall inform the Authority of the results of the receipt inspection, including repair estimates (time and cost).		<p>Report provided at the Quarterly meetings.</p> <p>Report on - possible cause, condition, repair costs and timescales.</p>		Y
Repair due to fair wear and tear, early failure, poor design or poor quality shall be the responsibility of the Contractor and shall be carried out at no cost to the Authority.		Based on Receipt Inspection report and Incident Sentencing.		Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
The Contractor shall abide by all provisions, processes and timescales for Discrepancy-related work are in accordance with DLF (Orphaned JSP 886, Vol 3, Part 15, Chapter 7) except where alternatives are explicitly stated in the Contract or in Discrepancy Procedures agreed separately with the Authority.		<p>(a) The Contractor will always accept the consignment or raise a discrepancy report.</p> <p>(b) Discrepancy Reports are raised within 30 calendar days of receipt. Hastener reports will be used when required.</p> <p>(c) Appropriate investigation is carried out in accordance with DLF (Orphaned JSP 886, Vol 3, Part 15, Chapter 7)</p> <p>(c) Discrepancies are resolved within 3 months of being raised. Note, this amends DLF (JSP 886, Vol 3, Part 15, Chapter 7, paragraph 32a (2) from “greater than 6 months” to “greater than 3 months”)</p>	Principle used remains “no agreement = consignor accepts liability”.	
2.4 Store				
The Contractor shall store the FEPS-S equipment and spares to meet the required readiness levels.		<p>Storage Facilities shall comply with any relevant Legislation and Regulations.</p> <p>The Authority shall be informed of the location(s).</p> <p>The Contractor shall meet KPIs (in Annex N) within timeframe depending on: Standard priority Code and Delivery Timescales for both operational and non-operational demands.</p> <p>Contractor to provide timings to be judged (during tendering) at Military Judgement Panel (MJP) & Support Solutions Judgement Panel (SSJP):</p> <ul style="list-style-type: none"> • Times; • Manpower ; • Manpower skills set; • Eqpt. and facilities. e.g. Manual Handling Equipment (MHE). <p>MOD inspection of spares storage capability (including facilities and staff) and spares held (check that spares are on shelves). Inspection must be satisfactory to the Authority.</p>	MOD inspection of spares storage capability (including facilities and staff) and spares held (check that spares are on shelves). Inspection must be satisfactory to the Authority.	Y
FEPS-S assets shall be stored in a secure, safe and protected environment. The assets shall be afforded protection from the elements.		This shall be in accordance with FEPS-S AESPs as a minimum. MOD inspection of security arrangements and shelter from the elements for stored FEPS-S assets. Inspection must be satisfactory to the Authority.		Y
The Contractor shall be able to receive equipment in post deployment condition.		The Contractor shall be able to receive and accommodate up to half of the full fleet of FEPS-S equipment. MOD inspection of quarantine area/ processes/ provisions. Inspection must be satisfactory to the Authority.	<p>The Contractor may wish to consider provision of a quarantine area for returning equipment.</p> <p>De-prep shall be limited.</p> <p>Washdown shall be carried out in theatre.</p>	Y
The Contractor shall ensure that the chosen storage facility is capable of providing fast and efficient loading capabilities of the required FEPS-S equipment.		Loading capabilities are sufficient to enable KPIs at Annex N to be met.		Y
2.5 System Readiness				
The Contractor shall maintain sufficient FEPS-S equipment to meet the system readiness levels i.a.w. KPI's.	System Readiness. A measure or measures of the ability to undertake and sustain a specified set of missions at planned peacetime and wartime utilization rates. System readiness means to take explicit account of the effects of system design (reliability & maintainability), the characteristics and performance of the support system, and the quantity and location of support resources. Examples of typical readiness measures are sortie rate, mission capable rate, operational availability and asset ready rate.	In accordance with agreed contract quantities and pre-determined training requirements.		Y
2.6 Packaging				
The Contractor shall provide all packaging in accordance with DEF STAN 81-41 to maintain system readiness levels throughout the duration of the Contract.	Packaging, Handling, Storage and Transportation - The resources, processes, procedures, design considerations and methods to ensure that all systems, equipment and support items are preserved, packaged, handled and transported properly (including; environmental conditions and equipment preservation requirements for short- and long-term storage and transportability). DEF STAN 81-41.	<p>Compliance with:</p> <p>DEF STAN 81-41 (Packaging of Defence Materiel).</p> <p>DEF CON 129 (Packaging For Articles other than Munitions) ed. 07/19</p>	<p>This includes both storage and transportation.</p> <p>Specifications for out loading, storage.</p> <p>This covers both the initial provision of packaging and the ongoing sustainment of appropriate standards and levels of packaging.</p>	Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
The packaging shall facilitate verification of the contents during issue and receipt.		Compliance with JSP 886.		Y
2.7 Handling				
The Contractor shall provide the Authority with a manual handling assessment for all activities covered by this Contract.		<p>Compliance with Manual Handling Regulations 1992. DLF (JSP 886, Vol 3 Part 6) and DEF STAN 00-251 Part 3, Issue 1;</p> <p>(b) Assessment & Guidance approved by Safety Working Group.</p> <p>(c) Details of handling solution incorporated into AESPs and appropriate training.</p>	The Authority shall have access to the manual handling assessment report. Manual Handling Assessment Report shall be provided. Report shall be satisfactory to the Authority.	Y
2.8 Disposal				
The Contractor shall manage disposal of parts of FEPS-S equipment and all other waste products arising from maintenance and repair activities.	Disposal. The efficient, effective and safe disposal of an equipment, together with its spares and consumables, throughout its life. Disposal needs to consider the possibilities of re-deployment, sale, waste disposal, environmental impacts and the possible disposal of recovered material by sale.	<p>Disposal and development of disposal instructions shall be carried out in consultation with the Disposal Services Agency and in compliance with DLF (JSP 886, Vol 9 and the Contract's Disposal Plan.</p> <p>Where maintenance activities are to be conducted by MOD (such as at 1st line), the Contractor shall include instructions for the safe, economic and responsible disposal of consumables and other waste products.</p> <p>Management of disposal shall take into account equipment owners and ensure that disposal is given the appropriate accounting treatment by the Contractor and the Authority.</p>		Y
At the direction of the Authority, the Contractor shall manage the disposal of FEPS-S equipment at the end of its life.		Disposal shall be carried out in consultation with the Authority and the Disposal Services Authority and in compliance with DLF (JSP 886, Vol 9).	Authority and Contractor can actually dispose of the FEPS-S equipment in accordance with Disposal Services Authority direction. Management of disposal shall take into account equipment owners and the strategy that will provide the best return on disposed assets. This requirement only applies during the life of the Contract.	Y
The Contractor shall advise the Authority of all items that have been disposed of and the method of disposal.		<p>Report at the Quarterly meetings.</p> <p>The Contractor shall allow audits by the Authority or its representative and present evidence to the Authority as necessary to satisfy the Authority that Disposal work is being carried out with due diligence, with regard to the environment and in accordance with all applicable legislation and regulations.</p> <p>All disposals shall be processed by the Defence Equipment Sales Authority (DESA).</p>	The Authority shall inform the Contractor of any items that have been disposed of within an operational theatre and shall not be returned.	Y
2.9 Codification				
The Contractor shall maintain codification of all FEPS-S equipment.	The formal identification, classification and numbering of items of the Defence Inventory in accordance with NATO Codification System as set out in the NATO Manual of Codification. DEF STAN 00-600.	<p>In accordance with DLF(JSP 886 Vol 2 Part 4).</p> <p>Sufficient detail to allow mounting onto appropriate MOD store MIS.</p> <p>(b) All spareable items in the AESPs are codified except where agreed with the Authority.</p>	All items listed in AESPs need to be codified.	Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
2.10 Technical Documentaion				
The Contractor shall have custody of all of the technical data for the FEPS-S capability including the Master Data Pack and Technical Documentation.	The information necessary to operate, maintain, repair, support and dispose of equipment throughout its life. It includes paper, fiche, drawings, Computer Aided Design (CAD) data, electronic text, non-textual data e.g. graphics, video etc. for: Illustrated Parts lists; System description and operation; System servicing and maintenance; Diagnostic support; Repair information; Supporting flow, system and wiring diagrams; Software documentation; Logistic Support Analysis reports.	<p>The technical data shall be in a format agreed with the Authority in accordance with the named standards.</p> <p>The technical data shall include Component 1 equipment within the FEPS-S remit.</p> <p>AESPs shall be registered and maintained on Tech Docs On-Line [http://dlobicsvr007.dloas.r.mil.uk/tdol/] or another location as required by the Authority.</p> <p>DEFCONs 15 and 16 ed 10/04 shall apply to the information listed in this requirement with a completed DEFFORM 315.</p> <p>All technical data is updated to reflect modifications to FEPS-S within 4 weeks of acceptance of the modification.</p>	<p>Drawings, Specifications, documentation, management, updates, version control, distribution.</p> <p>Any documentation should be maintained to extant standards.</p>	Y
The Contractor shall maintain all FEPS-S publications to reflect any system changes (e.g. upgrade or change configuration task).		<p>Updates shall include (but are not limited to):</p> <p>Obsolescence; Updates; Upgrades; Modifications; Regulation; Legislation; Safety.</p> <p>Publications shall be updated as required (at least annually but, if safety-related, immediately). Tech Docs On-Line shall be kept fully up to date except with Authority agreement but communication of changes to the user community may be done in periodic batches annually or as required.</p>	<p>Configurations Management of Tech Docs/AESPs.</p> <p>Distribution Control of Tech Docs that the Contractor is responsible for.</p> <p>Note – as docs are to be published through TDOL, the Authority will distribute hard copies where appropriate.</p>	Y
The Contractor shall provide updates to the Master Data Pack and Technical Support Documentation, as agreed with the Authority.		<p>These changes shall include (but not be limited to):</p> <p>Obsolescence; Updates; Upgrades; Modifications; Regulation; Legislation; Safety.</p> <p>Updated as a minimum annually, unless safety related then as required.</p>	<p>The intent is to allow for updates when changes to either are required due to design or operational changes. This is not a core part of the contract and, as such, would be subject to separate Contractor/Authority agreement.</p> <p>Supply of the Master Data Pack upon demand is covered in Annex P to the Contract (Contract Data Requirements List).</p>	N
The Contractor shall supply the Master Data Pack upon demand.		<p>(a) Must have supplied all of Master Data Pack to the Authority or its designated representative within 60 calendar days of demand by the Authority.</p> <p>(b) If MDP is updated during a contract transition or tendering process, the Contractor must ensure any changes made to the MDP are updated such that the Authority or its designated representative is not holding an out-dated copy of the MDP.</p> <p>(c) The Contractor provides advice where the Authority deems this is necessary for correct interpretation of the MDP.</p>	This requirement links to the Contract, Contract Data Requirements List, Annex P.	
3 Engineering & Asset Management				
3.1 Change Configuration tasks				
The Contractor shall undertake Change and Configuration Tasks on behalf on the Authority.	Change Configuration / Post Design Services. Further development work undertaken after drawings have been certified, and after acceptance into service to ensure that the item or materiel continues to meet its approved specification or Staff Requirement. (ILS Mgmt Web).	To include performance targets, cost and timescales.	This relates to changes outside the original requirement requested by the Authority.	Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
3.2 Asset Management				
The Contractor shall have custody of all FEPS-S assets when not in the custody of the Authority.		FEPS-S capability is available in accordance with Delivery Timescales in Annex N KPIs.	Tracking, Joint Asset Management and Engineering System (JAMES), tools, reports, management, data collection.	Y
The Contractor shall provide accurate asset management data to the Authority in an agreed timescale.		Data shall be supplied within three days of request. Format is agreed with the Authority. Data in relation to the quarter is supplied in advance of the relevant quarterly management meetings.	This data should be sufficient to provide confidence that the contracted KPIs are being met. In addition, it must be sufficient to enable compliance with MOD accounting regulations and policy as per CLS 401.	Y
The Contractor shall provide accurate asset management data to the Authority in an agreed format.		As a minimum the data shall include asset location, serviceability and readiness state. JAMES Land is kept up to date with regard to the Contractor's activities and information. (a) Contractor has secured access to JAMES Land. (b) Contractor's personnel are suitably trained and understand what needs to be done.	This data should be sufficient to provide confidence that the contracted KPIs are being met. The Contractor must apply to use JAMES Land. To achieve this, Defence Intranet access is required (for which Restricted LAN Interconnect connectivity will be needed).	Y
3.3 Maintenance Management Plans				
The Contractor shall ensure that Maintenance plans and associated documentation are maintained for all equipment.	Maintenance Planning. The process conducted to evolve and establish maintenance concepts and requirements for a material system (ILS Mgmt Web)	(a) All AESPs agreed with the Authority, Uploaded to Tech Docs Online and supplied in softcopy (PDF and MS Word) and hardcopy. (b) All FEPS-S equipment and modules have AESPs up to date to within a month of any change of equipment, change in usage or other appropriate change except by prior Authority approval.		Y
3.3 ARM				
The Contractor shall maintain the FEPS-S equipment to meet or better the availability, reliability and maintainability level agreed at contract start.	A measure to the degree to which an item is in an operable and committable state at the start of a mission when the mission is called for at an unknown (random) time.	FEPS-S Availability, Reliability, Maintainability (ARM) levels agreed with Authority are maintained or bettered throughout the life of the contract.		Y
The Contractor shall provide a report to the Authority on the availability and reliability of the FEPS-S equipment. This should include critical components of and modules or sub-systems.		Monthly performance metrics Format, availability R1 by exception, issues shall be channelled through the OI Project Team. The data provided by the Contractor shall be sufficient to demonstrate that the contracted KPIs are being met.	The report acceptability to the Authority shall be based upon format and logic of how it will demonstrate KPI satisfaction.	Y
3.4 Engineering Support				
The Contractor shall make available sufficient Engineering Support to ensure that where issues arise they can be considered and resolved with the Authority within agreed timescales.	The staff function concerned with Equipment Support Management, Support Management and Engineering Support. JDP 0-01.1	KPI 4 shall be satisfied.	The intent is that sufficient expertise is on hand to allow problems to be tackled promptly and effectively.	Y
The Contractor shall make available qualified, knowledgeable and competent engineering support with the authority to decide outcomes without referral.		The Contractor's Engineering Support staff do not need to refer decisions on Contractor actions to others except under circumstances agreed by the Authority to be exceptional.		Y
3.5 Support & Test Equipment				
The Contractor shall provide all of the necessary Support and Test Equipment required for the activities identified in this CLS SoW.	Support and Test Equipment (S&TE). The equipment (mobile or fixed) required to support the operation and maintenance of an equipment. This includes associated multi-use end items, maintenance equipment, tools, metrology and calibration equipment, test equipment and automatic test equipment.	All requirement for Support or Test Equipment (S&TE) are met and the Authority is not required or requested to supply any S&TE under the provisions of the Contract.	The intent of this requirement is to minimise or avoid the need for FEPS-S specific support and test equipment.	Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
3.6 HUMS				
The Contractor shall make available to the Authority Health and Usage Monitoring System (HUMS) data associated with FEPS-S equipment and all analysis made on that data.	HUMS = Health and Usage Monitoring System. This is any capability that allows capability managers and/or equipment users access to information on the usage of FEPS-S equipment or on its current state of serviceability, time until spares or consumables need replacement etc.	The Contractor shall make HUMS data available to the Authority quarterly or at another agreed frequency and as requested (within 5 business days' notice). The HUMS data shall be in an agreed format. The HUMS data shall include all data provided by the chosen solution unless by agreement otherwise.	Provision of HUMS data to verify availability figures and to identify trends.	Y
The Contractor shall collate HUMs data from all FEPS-S equipment where HUMS data is available.		Information collected from the FEPS-S Equipment or capability shall be collated by the Contractor to form the data covered in CLS218 above. Unless the Contractor's solution, as approved by the Authority, precludes it, the Contractor shall collect HUMS data from the FEPS-S Capability and all FEPS-S equipment.		Y
3.7 Configuration				
The Contractor shall be responsible for Configuration Management of the FEPS-S capability.	CM: Configuration management (CM) means a management measure that provides oversight and control of design information, safety information, and records of modifications (both temporary and permanent) that might impact the ability of items relied on for safety to perform their functions when needed. FEPS-S item includes whole FEPS-S package: FEPS-S configuration; Tech Docs; Modification Records; Service Records.	The Contractor's work shall be in accordance with Def-Stan 05-57. The configuration and version of FEPS-S items issued shall identifiable at point of receipt and use by MOD personnel.	Individual item Configuration Management. Embodiment either in field or when in custody of the Contractor. Changes to be agreed between the contractor and authority to ensure configuration control.	Y
The Contractor shall maintain an up to date Configuration record of all FEPS-S capability.		Capability item includes whole FEPS-S package: Equipment configuration ; Tech Docs; Modification Records; Service Records.	This includes embodiment of any modifications required in the field.	Y
The Contractor shall provide the Authority with the Configuration records for the FEPS-S capability when requested to do so.	FEPS-S Capability = All Defence Lines of Development relating to FEPS-S for which the contractor has any involvement. This includes FEPS-S Equipment, Information, Training, Logistics etc plus any other aspects of the FEPS-S contractor service which contribute or could contribute to UK military capability.	The Configuration Records shall be provided by the Contractor at the Quarterly Meetings. The Configuration Records shall be provided by the Contractor within 5 business days upon request.	The intent is that the Authority can ask for a small sample of configuration records for specific items to verify that the Contractor is keeping such records up to date and controlling configuration effectively.	Y
3.8 Defects				
3.8.1 Defect Management				
The Contractor shall develop and maintain a Defect Reporting and Corrective Action System (DRACAS).		Contractor shall gain Authority agreement to the format and process of DRACAS to interface to in service defect reporting. The Contractor shall comply with DefStan 00-040 issue 8.	See DefStan 00-40, Part 1 (R&M) Issue 6 (June 08) 10.10. 100% defect reporting is anticipated at least at the start of the contract.	Y
3.8.2 Defect Investigation				
The Contractor shall carry out defect investigation for all incidents that are raised in the DRACAS.	Defect - Any non-conformance of an item with specified requirements, or a condition which experience indicates could result in non-conformance.	Defect investigations shall be carried out within a timescale to be agreed with the Authority. Defect investigations shall be carried out to a level of detail to be identified on a case by case basis determined by the contractor but the Authority shall be able to require a greater level of detail by exception. The Contractor shall comply with DefStan 00-040 issue 8.	See DefStan 00-40, Part 1 (R&M) Issue 6 (June 08) 10.10.	Y
The Contractor shall provide the Authority with the results of the Defect Investigation once completed.		Preliminary defect investigation results shall be supplied to the Authority in no more than 2 weeks of the defect being raised.	Results could include the plan to monitor or resolve defect.	Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
The Contractor shall submit defect data and corrective action data to the Authority.		<p>Provided at the Quarterly Meetings apart from safety and Critical items by exception.</p> <p>(a) Reports provided for safety-related aspects within 5 business days of identification.</p> <p>(b) For all other items, report provided no less frequently than quarterly.</p>		Y
3.8.3 Defect Evaluation				
The Contractor shall monitor the results of defect investigations to identify areas of weakness and propose corrective action.		<p>Reports provided at the Quarterly meetings.</p> <p>Areas for further investigation to be agreed with the Authority.</p>	Proposals shall be considered on criteria for further investigation.	Y
The Contractor shall attend Incident Sentencing forums and incident sentencing pre-meetings which will both be held at least quarterly.		<p>Incident Sentencing Reports shall be provided at the Quarterly meetings and pre-meetings.</p> <p>Incident Sentencing process shall be agreed with the Authority.</p>	<p>These meetings may take place over more than one day depending upon the volume of incidents to be sentenced.</p> <p>These meetings shall be held either at Abbey Wood, the Contractor's site with suitable facilities or, by agreement, another location within the UK.</p>	Y
The Contractor shall implement an Incident Sentencing process.		Incident Sentencing processes are agreed with the Authority in accordance with the ISC Terms of Reference at Annex Y.		
3.9 Maintenance				
3.9.1 Preventative Maintenance				
The Contractor shall carry out all preventative maintenance to the FEPS-S equipment, including packaging.	Systematic and /or prescribed maintenance intended to reduce the probability of failure.	Work shall be carried out in accordance with the AESP 601, whilst in Contractor custody until handover to the Authority.	In accordance with relevant AESPs, Plan, conduct, record, Preventative, Corrective, R&M.	Y
The Contractor shall provide evidence that all necessary preventative maintenance has been carried out to the FEPS-S equipment at the point of handover.	FEPS-S Equipment = all systems, equipment, sub-systems, sub-assemblies, components and covered by the Contract. This requirement applies to all FEPS-S equipment which can be demanded by users and for which the R&M requirements (ILS SoW, document deliverables etc) identifies that a preventative maintenance regime is applicable.	<p>This evidence may include (but not be limited to):</p> <p>JAMES records correct.</p> <p>Servicing Schedule.</p> <p>Maintenance Logs.</p> <p>The report format shall be agreed by the Authority and shall be in accordance with AESPs.</p>	This shall be part of the issuing process.	Y
The Contractor shall carry out early preventative maintenance where necessary to ensure that no maintenance greater than level 2 is required within the perceived mission duration.		<p>Evidence may include (but not be limited to):</p> <p>Servicing Schedule.</p> <p>Maintenance Logs.</p>	This could be tracked using JAMES.	Y
The Contractor shall carry out early Inspections where necessary to ensure that no preventative maintenance greater than level 2 is required within the perceived mission duration.		<p>Evidence may include (but not be limited to):</p> <p>Servicing Schedule.</p> <p>Maintenance Logs.</p> <p>Where equipment are not capable of achieving the Operation/Deployment Duration without level 3 maintenance, then the Contractor ensures issued equipment has been fully serviced and the time until MOD is required to conduct maintenance activities on the equipment is as far into the future as possible for the equipment.</p>		Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
3.9.2 Corrective Maintenance				
The Contractor shall carry out all corrective maintenance for the FEPS-S equipment, including packaging, which is in the custody of the Contractor.	Maintenance carried out after fault recognition and intended to restore equipment to a state it can perform a required function. JDP 0-01.1	The Contractor's work shall be in accordance with the AESPs. Where repairs are required due to fair wear and tear, early failure, poor design or poor quality, these shall be carried out by the Contractor at no cost to the Authority.	Corrective Maintenance on FEPS-S equipment and packaging that is in the custody of the Contractor. Repair due to fair wear and tear, early failure, poor design or poor quality shall be the responsibility of the Contractor and shall be carried out at no cost to the Authority. Preventative / Routine maintenance shall also be carried out by the Contractor at no cost to the Authority.	Y
The Contractor shall get prior agreement from the Authority to carry out repairs that are out of Contract scope.		Agreement from Authority within timescales to be proposed by Contractor. The decision of the Authority shall be final.	Where it is considered that the failure requiring repair falls outside the boundaries of early failure, fair wear and tear, poor design or poor quality then the Contractor shall get agreement with the Authority to carry out any repairs authorised within agreed cost and timescales. Levels of Repair - it is proposed that all repairs shall be referred to the Authority, but any innovative proposals for minimising the administration burden shall be considered. Where it is considered that the failure requiring repair falls outside the boundaries of the Contract then the Contractor shall get agreement with the Authority to carry out any repairs authorised within cost and timescales.	Y
The Contractor shall inform the Authority of the completion of any repairs carried out.		This shall be done in reports provided by the Contractor at the Quarterly meetings. This information is also made available in support of monthly management meetings (but with that month's data).	This could be achieved using JAMES.	Y
3.9.3 Maintenance Evaluation				
The Contractor shall collect and make available to the Authority data regarding preventative and corrective maintenance carried out and any analysis made on that data.		Format to be agreed with the Authority. The data shall be made available to the Authority at the quarterly meetings and (unless agreed otherwise) whenever analysis is conducted upon the data.	This may be available through use of JAMES. For monitoring of maintenance effectiveness and identification of risks and opportunities.	Y
3.10 Modifications				
The Contractor shall propose any modifications to the FEPS-S capability for consideration by the Authority.	Modification: an authorised alteration of a design, equipment, contractual process or procedure (whether for operation, maintenance, deployment, recovery and storage).	Proposals submitted when required, including time, cost, and performance improvement information.	Modifications may be required/desirable due to early failure, poor design or poor quality or simply to reduce maintenance costs and improve capability performance. Other reasons include: Possible cost incentives. Health and safety reasons. Legislation changes. Obsolescence. Ongoing tasks or Change Configuration tasks.	Y
The Contractor shall carry out modifications that the Authority propose i.e. to improve operability or because of a change in the specification etc.		Within agreed time, cost, performance improvement.	Authority proposed modifications shall not be included in the CLS service fee and shall be subject to a contract amendment.	Y
The Contractor shall embody modifications approved by the Authority.		Agreed modifications shall be completed within agreed time, and cost and shall deliver the agreed performance improvement. The Contractor shall ensure that the modified equipment is fully supported in accordance with the terms of the Contract.	By exception the Authority shall undertake modifications in accordance with standard procedures. Any changes to ongoing service costs must be subject to a contract amendment.	Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
3.12 Impact Assessment				
The Contractor shall make an assessment of the impact (Time, Cost, Performance) of any changes to the contracted performance agreed at contract start.		<p>The Assessment shall be presented to the Authority for approval. If not mutually acceptable, the Authority and the Contractor shall be permitted to alter change proposals or to regress changes already made with no impact on the contracted performance agreed at contract start.</p> <p>(a) The Contractor gives an initial verbal assessment at the point when proposed changes become known and understood by the Contractor. This assessment must identify potential key impacts.</p> <p>(b) A written assessment is presented to the Authority as far in advance of the contract amendment being signed as is consistent with the Contractor's best efforts. This assessment must show all the predicted significant impacts and must contain the reasoned argument, assumptions and evidence underpinning the assessment</p>		Y
3.13 Calibration				
The Contractor shall perform any calibration required on the FEPS-S equipment, including any use of any S&TE to ensure that no additional calibration is required within the perceived mission duration.	S&TE; Support & Test Equipment. This includes Special to Type Test Equipment (STTE).	The Authority shall not be required to carry out calibration work on any FEPS-S equipment within the perceived mission duration.	It should be possible for the Authority to be able to carry out any required calibration should the mission duration exceed those expected but any S&TE needed to do so will need to be supplied by the Contractor in accordance with the terms of the Contract.	Y
The Contractor shall record any calibration required on the FEPS-S system, including any S&TE.		<p>Data on calibration required shall be made available to the Authority within 5 business days upon request.</p> <p>Calibration requirements shall be covered in the AESPs.</p>		Y
3.14 Obsolescence				
In accordance with the proposed and agreed Obsolescence Management Plan the Contractor shall manage the obsolescence of any parts of the FEPS-S equipment.		<p>The Obsolescence Management Plan shall be kept up to date through life.</p> <p>Obsolescence Management Planning and activities are compiled into a report to facilitate ongoing obsolescence management (if any) and handed over to the Authority or its designated representative upon termination or expiry of the Contract.</p>	Obsolescence activities are all regarded as part of the Core service fee.	Y
The Contractor shall report to the Authority any instances of Obsolescent or Obsolete items of FEPS-S equipment.		Obsolescence shall be reported at the Quarterly meetings.		Y
The Contractor shall submit to the Authority their proposal to overcome an obsolescence issue.		Proposal to include: time, cost, performance impact, new activities.	Update training, Tech docs. Shall be managed iaw the agreed Obsolescence Management Plan.	Y
The Contractor shall carry out, once agreed with the Authority, the rectification action in relation to any obsolescence issue.		All work carried out shall be in accordance with BS EN 62402:2007	Including - Updated Training, Tech Docs.	Y
4 Material Flow				
4.1 Discrepancy Reports				
The Contractor shall collate and investigate all DR's raised against the Contractor as the Consignee and pass any unresolved DR's to the Authority for write-off action.		All work carried out shall be in accordance with DLS (JSP886) using MOD Form 445 Discrepancy Report.	For more information, see DLF (JSP 886, Vol 4 (Material Accounting), Part 110 – Discrepancy Reporting).	Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
4.2 Supply Support				
The Contractor shall provision sufficient Items of Supply to meet Supply Chain Pipeline Times (SCPT) in accordance with SPC priority codes.	<p>Item of Supply: designates an object or group of objects which has been defined by a qualified logistics service to meet a specific Requirement.</p> <p>The aim is for all Items of Supply to be NATO codified.</p> <p>The exact determination of an Item of Supply depends on technical and logistic considerations on the basis of which the user specifies characteristics and tolerances of the concept in the broadest possible terms compatible with his own essential needs.</p> <p>DLF (JSP 886 Glossary of Defence Logistics Support Chain Terms and Definitions).</p>	<p>All work carried out shall be in accordance with DLF (JSP886 SCPT) for operational and non-operational.</p> <p>The Contractor shall meet availability requirements throughout the life of the contract.</p> <p>The Contractor shall produce the first draft of a clear concise User Guide on the Supply Support method based on the template in DLF (JSP 886 Vol 3 Part 2 Annex H).</p>	<p>A clear concise User Guide on the Supply Support method shall be owned and managed by the Authority's Designated Officer in compliance with DLF (JSP 886 Vol 3 Part 2 Annex H).</p> <p>Forecasting, predicted usage, receipting, storage, distribution, delivery, return, disposal, stock maintenance Lead times shall be for items to enter the MOD Supply Chain.</p> <p>First draft of a clear concise User Guide on the Supply Support method based on the template in DLF(JSP 886 Vol 3 Part 2 Annex H).</p>	Y
The Contractor shall provision sufficient Items of Supply to meet System availability.		The Contractor shall meet availability requirements throughout the life of the contract.		Y
The Contractor shall provision sufficient complete equipments for enhancement or replacement of equipments in theatre.		The percentages of readiness stocks shall be available at Purple Gate within the timeframes set out in KPI Annex O. Quantities required beyond the percentages set out in Annex O shall be agreed on a case by case basis for deployed operations.	Dependant on quantities in Theatre. Steady state replacement as per delivery timescales in Annex O.	Y
The Contractor shall comply with entry in JSC policy for the forward distribution of FEPS-S materiel.	Purple Gate Node: The default route of entry for sustainment materiel originating from within the Joint Supply Chain and for non-defence inventory originating from Industry, where consignments can be prepared to a common standard before moving into Theatre via a Coupling Bridge.	All work carried out shall comply with DLF (JSP 886 Vol. 3 Part 3 - "The Purple Gate").	Purple Gate (Primary and Secondary node). Registered on VITAL.	Y
The Contractor shall provide a 24 hours a day, 365 days a year (366 on leap years) service for demand fulfilment / task issue as appropriate to the Standard Priority Code (SPC) of the demand / task issue.		<p>All work carried out shall be in accordance with DLF (JSP 886) for both operational and non-operational.</p> <p>The Contractor shall meet contracted availability requirements throughout the life of the contract.</p> <p>Outside office hours, all SPC 01, 02 and 05 demands shall be acted upon immediately. Other SPC demands may be left pending office hours.</p>	Level of support shall be decided on a per operation basis by the Authority.	Y
4.3 Reports				
The Contractor shall collect and make available to the Authority data on spares support levels and any analysis carried out on that data.		The Contractor shall supply the Authority with Monthly Reports summarising: <ul style="list-style-type: none">• First demand availability of spares;• Stock consumption;• Stores defects;• Value of stock;• Stock levels;• Code items.	Including but not limited to - spares holding levels, demand levels, disposal, and stock maintenance.	Y
4.4 PEPs				
The Contractor shall provide Priming Equipment Packs (PEPs), as requested by the Authority, in support of the equipment deployments at the agreed readiness states.		All work shall be in accordance with the PEPs Handbook and DLF (JSP 886).	PEPs Team set the scales from the base data from the Contractor. Contractor will then be asked to quote for PEP if outside scope of work i.e. if requirement is for PEP to be held at unit or stores but requires replenishment or maintenance due to the length of time held in Authorities custody.	N
The PEPs shall include items determined in accordance with current PEP policies.		All work shall be in accordance with the PEPs Handbook and DLF (JSP 886).		Y
4.5 Consignment Tracking				
The Contractor shall provide sufficient data to the Authority to allow consignment tracking through the Joint Support Chain.		All work carried out shall be in accordance with DLF (JSP 886 Vol. 3)	VITAL / CONVIS. For more information, see DLF (JSP 886 Vol. 3, Part 7, Section 2 Annex A)	Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
4.6 Demand Tracking				
The Contractor shall be able to track the demand for an item outside of the Joint Supply Chain and provide the demand tracking information to the Authority.		<p>The Contractor shall supply the Authority with Inventory Performance Metrics in accordance with DLF (JSP 886).</p> <p>These Performance Metrics shall be provided to the JSC Performance Management Board monthly.</p> <p>The format of the Performance Metrics submission, timing of data and type of data are to be agreed with the Authority.</p>	For more detail, see DLF (JSP 886 Vol 2 Part 2).	Y
5 Contractor Support to Trg & Ops				
5.1 Engineering Support				
The Contractor shall make available sufficient Engineering support to ensure issues arising in the field can be resolved within acceptable timescales.	The staff function concerned with Equipment Support Management, Support Management and Engineering Support. JDP 0-01.1	<p>Response within 2 business days:</p> <ul style="list-style-type: none"> • Training Establishments; • Exercises; • Permanent Deployment; • Routine Support Issues; <p>To be agreed with Authority on a case-by-case basis;</p> <ul style="list-style-type: none"> • Deployed Operations. <p>Response to be provided by Suitably Qualified and Experienced Personnel. The Contractor shall provide a satisfactory response within the stated timescales for 80% of all calls averaged over a three (3) month period.</p>	<p>Level of support shall be decided on a per operation basis by the Authority.</p> <p>Contractor should consider repair or replace policy.</p>	Y
5.2 Operations Design Service				
The Contractor shall provide an operational design service in support of operations. It is expected that this would be for non-standard builds and lay downs.		<p>Performance, cost and time Measures of Performance to be agreed on a case-by-case basis.</p> <p>The solution meets the Power Requirement identified at the task inception.</p>	It is anticipated that this service shall be utilised by Power Managers at unit lines.	N
5.3 Helpline				
The Contractor shall provide a helpline service during normal business office hours.		Response to be provided by Suitably Qualified and Experienced Personnel. The Authority is satisfied with performance against KPI 4.	The term “satisfactory response” is considered to be that calls are answered promptly and the vast majority are resolved promptly.	Y
The Contractor shall provide a helpline service 24 hours a day 7 days a week when requested during Operations and Major exercises.		<p>Notice of requirement shall be made in accordance with the delivery timescales in KPI Annex N.</p> <p>Response within 24 hours for Exercises and Deployed Operations, agreed with the Authority on a case-by-case basis.</p> <p>Response to be provided by Suitably Qualified and Experienced Personnel. The Contractor shall provide a satisfactory response within the stated timescales for 80% of all calls averaged over a three (3) month period.</p>	<p>Consider repair or replace policy.</p> <p>The term “satisfactory response” is considered to be that calls are answered promptly and the vast majority are resolved promptly.</p> <p>The Contractor shall provide this service when required, but it will not be funded through the Core Contract and should be costed separately.</p>	N
5.4 Transport				
The Contractor shall be able to provide transport of the FEPS-S capability to any designated handover point within the UK.	Transportability. The inherent capability of materiel to be moved with available and projected transportation assets to meet schedules established in mobility plans, and the impact of system equipment and support items on the strategic mobility of operating military forces.	<p>The FEPS-S Capability shall arrive within Delivery Timescales in KPI Annex N.</p> <p>The Contractor shall comply with JSC policy set out in DLF(JSP 886 Vol 3)</p>	For more information, see DLF (JSP 886 Vol 3 Part 3 (version 3 dated 26 Mar 08)).	Y
The Contractor shall be able to provide transport of FEPS-S equipment to any destination worldwide.		Performance, cost and time measures of performance shall be agreed on a case-by-case basis.		N

Requirement	Definition Reference	Measure of Performance	Remarks	Core
6 IKM & C4I				
6.1 Data				
The Contractor shall propose and agree with the Authority a Logistic Information Plan for the duration of the CLS Contract.		The Contractor shall produce and maintain the Information Management Plan for the duration of the Contract. Reviews shall be carried out no less frequent than on an Annual basis.	This should include but not be limited to: Ownership of data and information; Standardisation of data; Quality Monitoring; Storage and Availability of Data; Security of Data; Transfer of Data; Agreed Data Definitions.	Y
All data pertaining to the Contract shall remain the property of the Authority and shall be available to the Authority on request	Data is taken to mean all information, irrespective of format or media.	All data pertaining to the Contract shall be made available to the Authority on request in an agreed format at nil cost and within 30 business days.	In the case of contract termination or other exit strategy, the data needs to be readable.	Y
6.2 MIS Systems				
The Contractor shall wherever possible make use of existing Management Information Solutions.		Use of in-service or planned MIS to enhance compatibility and reduce costs.	Where this is not possible any interconnection to MOD systems shall be seamless.	Y
7 People and Training				
7.1 Training				
The Contractor shall maintain the training solution for FEPS-S.		<p>The training solution shall comply with the Defence Systems Approach to Training (DSAT) and DLF (JSP 822 V3.3)</p> <p>The Contractor shall ensure that all training reflects the latest configurations of equipment and the latest contract processes. The mechanism shall minimise or eliminate lead-time between equipment/ process changes and the necessary training changes.</p> <p>The Contractor develops and provides the Authority safety critical updates to training as directed by the Safety Panel (timescales not to exceed 20 business days).</p>	<p>FEPS-S equipment is expected to come under the Defence Training Review (DTR) / PPP and shall be tri-service.</p> <p>Acceptance will be based on compliance assessment against DLF (JSP 822 V3.3) and DSAT and upon the process/ mechanism by which the Contractor shall ensure training solutions are up-to-date.</p>	Y
7.2 Manpower				
The Contractor shall conduct annual review of training solution.		The Contractor shall keep the Training Needs under constant review throughout the life of the equipment, any changes in equipment design or usage, obsolescence, and any other circumstances where he deems such further training may be required. Where the Contractor identifies a need for further training, they shall notify the Authority. Suggested changes to the training solution shall be provided to the Authority within 3 months of the review.	To feed into SOTR (Statement of Training Requirement) an output from DSAT process.	Y
8 Industry & Innovation				
8.1 Innovation				
The Contractor shall propose to the Authority any innovative support elements that would provide increased levels of service to this Contract.		All proposals shall be supplied with costs, timescales and benefits clearly set out by June each year.		Y

Requirement	Definition Reference	Measure of Performance	Remarks	Core
9 Environment & Safety				
9.1 Safety & Environmental Management				
The Contractor shall manage the Safety and Environmental Management System for all equipments and services constituting the FEPS-S solution.		<p>The Contractor shall conduct reviews of the Safety and Environmental Case (at least once a year), inviting attendance from MOD personnel as required.</p> <p>All hazards shall be recorded using e-Cassandra. All major changes shall be reviewed by an independent safety and environmental authority (as appropriate).</p> <p>The Safety and Environment Panel will be hosted by the contractor, and will make equipment available for viewing if required.</p> <p>Minutes of all Safety Panels are to be recorded and issued with 10 business days.</p> <p>The Contractor manages Safety and Environmental aspects of the Contract in accordance with Contract Annex J.</p>	Project Oriented Safety Management System (POSMS) and Project Oriented Environmental Management System (POEMS) are the MOD preferred Safety and Environmental Management Systems.	Y
The Contractor shall maintain the FEPS-S equipment and maintenance, storage and transport procedures to achieve As Low As Reasonably Practicable (ALARP) levels of safety and the Best Practicable Environmental Option (BPEO), in accordance with the Safety and Environmental Management Plan.		<p>All work carried out shall be in accordance with the Safety and Environmental Management Plan (SEMP).</p> <p>The SEMP shall be updated on a regular basis, at least annually.</p>		Y
9.2 Legislation Review				
The Contractor shall review the relevant Health and Safety and Environmental (HSE) regulations, legislation and HSE guidance, to identify any changes to existing or new legislation that shall affect the FEPS-S equipment and installations utilising FEPS-S equipment and notify the Authority accordingly.		<p>The review of HSE legislation, regulations and guidance shall be at no less frequent than annual.</p> <p>The Contractor shall ensure compliance where appropriate.</p> <p>The Contractor shall notify the Authority immediately upon discovery of such legislation changes.</p>		Y
9.3 PPE				
The Contractor shall provide all of the necessary Personal Protective Equipment (PPE) required to carry out all of the activities identified in this CLS SOW.		The Authority shall not be required to provide any PPE under the terms of this contract and the Contractor shall comply fully with all applicable Health and Safety Legislation.	Ideally there will be no FEPS-S-specific PPE required. The Authority will provide standard authority PPE (such as gloves for cold weather) currently in the MOD inventory but should FEPS-S require any new PPE for MOD personnel, this should be provided by the contractor.	Y
The Contractor shall provide all of the necessary Special-to-Type Personal Protective Equipment (PPE) required to store, transport, deploy, operate and recover the FEPS-S capability in the environmental conditions specified within the SRD.	Special-to-Type Personal Protective Equipment = all Personal Protective Equipment not already possessed by the Authority which is required specifically for the storage, transportation, deployment, operation or recovery of the FEPS-S capability in the environmental conditions specified within the SRD.	The Authority shall not be required to provide any PPE under the terms of this contract.		Y
10 Infrastructure Engineering				
10.1 Facilities				
The Contractor shall establish, or adapt new or existing MOD or commercial facilities where these are necessary to enable all activities of this CLS Contract to be carried out.	Facilities: The entire physical infrastructure required to integrate, operate and maintain equipment or carry out other activities.	<p>The location of facilities shall be agreed with Authority prior to contract award in accordance with DEFFORM 47. Any changes to facilities shall be subject to agreement by the Authority.</p> <p>All work and facilities shall be in accordance with the Safety and Environmental Management Plan.</p>	The Contractor shall define any requirements for existing, new or modified Facilities and provide to the Authority for agreement	Y