Ministry of Defence

Wheeled Tanker Future Support (WTFS)

Annex A – ILS Statement of Work (SOW)

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This document is managed by the Vehicle Support Team (VST). Any changes to the document will be recorded in the table below:

Version No. (a)	Affected Page (b)	Date dd/mm/yy (c)	Description of Change (d)
1	All	12 / 05 / 20	First Issue
2	All	16 / 05 / 23	Update following ITN Negotiations. Version as at Contract Award.
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1 CONTENT

2 SCOPE

2.1 Aim

The aim of this Integrated Logistic Support (ILS) Statement of Work (SOW) is to detail the Authority's support requirements which the Contractor shall be required to meet in order to provide continued support for the Wheeled Tanker (WT) and the Modified Light Equipment Transporter (MLET) Trailer.

2.2 Capabilities

The WT consists of a Close-Support, medium mobility tractor and trailer supplied by OSHKOSH Defense LLC (OSK). The tractor unit was manufactured by OSK, the semi-trailers by Magyar and the pump-sets on the semi-trailers by Alfons-Haar. The WT platforms provide the Royal Navy (RN), Army and Royal Air Force (RAF) with the capability to transport and deliver bulk fuel and water, both in peacetime and operational environments[1]. The WT fleet consists of 356 Tractors and 355 Trailers[2] with an Out of Service Date (OSD) of 31 Mar 30.

The MLET is a Low Mobility (LM) tri-axle semi-trailer, designed and manufactured by Broshuis BV. The MLET fleet comprises of 78 trailers of which 26 are fitted with a winch unit that provides a vehicle recovery capability. The MLET trailer predominantly operates in conjunction with the Oshkosh Upgraded WT tractor variant and provides the RN, Army and RAF with a Medium Equipment Transporter (MET) capability of up to 44 tonnes. It should be noted that the MLET trailer will also retain the ability to operate with a non-upgraded WT tractor unit for/ Light Equipment Transport (LET) purposes but will be limited to a load carrying capability of 19 tonnes due to the design restriction of the standard tractor unit.

2.3 Application

This document applies to services provided by the candidate herein referred to as **"the Contractor"** to the Vehicle Support Team (VST) in the Defence Equipment and Support (DE&S) herein referred to as **"the Authority"**, acting on behalf of the Ministry of Defence (MOD).

A complete WT fleet description providing platform variants, NATO Stock Numbers (NSNs) and fleet sizes is detailed within **Annex B – Fleet Description** and is provided separately to this document due to its Government Security Classification (GSC) marking.

The Contractor will be required to provide Integrated Logistic Support (ILS) service for the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP**.

2.4 Core Service Definition

This document identifies the work to be provided as **Core Services** that underpins the maintenance of the WT and MET/LET operational capabilities. An overview of the Contract Deliverables can be found in **Annex D – Schedule of Deliverables.**

[1] The WT tractor units have the ability to be fitted with NATO STANAG level 2.2A blast and ballistic protection.

[2] The trailer fleet includes the Tactical Aircraft Refueler (TAR), Close Support Tanker Fuel (CST F) and Close Support Tanker Water (CST W) variants.

2.5 Non-Core Service Definition

This document also identifies the work to be provided as **Non-Core Services** but is not exhaustive. **Non-Core Services** are activities conducted by the Contractor that fall outside the scope of the **Core Services**; The Non-Core activities will be subject to a separate tasking process detailed at **Annex E – Post Design Service (PDS).**

2.6 Contract Milestones

An overview of the contract milestone is given below:

Contract Milestones	Milestone Dates
Contract Start Date	01 Apr 23
Start of Work Meeting (SOWM)	09 May 23
In-Service Logistic Support Committee 1 (ISLSC)	31 Jan 24
ISLSC 2	30 Jan 25
ISLSC 3	29 Jan 26
ISLSC 4	28 Jan 27
ISLSC 5	31 Jan 28
ISLSC 6	31 Jan 29
ISLSC 7 Contract Closure Meeting	31 Jan 30
Out of Service Date (OSD)	31 Mar 30

Table 1 – Contract Milestones

3 ILS STATEMENT OF WORK (SOW)

3.1 ILS Management

3.1.1 Provision of the Integrated Support Plan (ISP)

The Contractor shall provide a **Draft ISP,** as part of the tender response, that demonstrates the Contractor's compliance with Authority's ILS requirements as detailed in the Contract **ANNEX X - Integrated Logistic Support Plan (ILSP), Def Stan 00-600 Part 1** and in this SOW. The Contractor shall provide the ISP in the format detailed in **Data Item Description (DID) 001**. The Contractor's ISP shall include the list of plans requested within this SOW.

As a **Core Service**, the Contractor shall provide a **Final ISP** no later than forty (40) working days after the contract start date.

As a **Core Service**, the contractor shall review the ISP once a year and record any amendment suggestions in the format detailed at **Annex G – Document Review Template.** The amendment suggestions shall be submitted to the Authority twenty (20) working days prior to the ISLSC dates specified in section 2.8 of this SOW. Any changes to the ISP should be jointly agreed between the Contractor and the Authority during the ISLSC.

ISP updates shall be provided by the Contractor as a **Non-Core Service** for the life of the contract and shall reflect the changes agreed between the Contractor and the Authority at the ISLSC.

3.1.2 Provision of Management Resources

As a **Core Service**, the Contractor shall provide **management resources in the UK,** scaled to the size and complexity of the contract scope and product support system. The Contractor shall provide an **Organisation Breakdown Structure (OBS)** that identifies the key **management resources** and details the Contractor's governance structure and hierarchy, as well as detailing the various interfaces with the Authority. The OBS shall form part of the Contractor ISP and shall be updated at the same frequency as the ISP.

The Contractor shall be responsible for the management of both **Core** and **Non-Core Services**. Management activities include, but are not limited to:

a. Liaison with the Authority
b. Management of Core Services
c. Management of Non-Core Services
d. Management of sub-contractors and OEMs, where appropriate
e. Monitoring performance and reporting progress against the Authority specified targets
f. Management of the provision of engineering and technical assurance for all activities
g. Secretarial support for all meetings between the Authority and the Contractor, unless specified otherwise

As a **Core Service**, the Contractor shall provide suitable facilities and equipment to all Contractor employees working in the UK on this contract.

3.1.3 Attendance to Project Review

As a **Core Service**, the Contractor shall provide support and attendance at the contract meetings and contract reviews detailed in **Annex H –Schedule of Meetings.** The Contractor will be also required to arrange and chair a Start of Work Meeting (SOWM) no later than twenty (20) working days from the contract award date as detailed in paragraph 2.8, Table 1.

Where appropriate, Core Service meetings between the Authority and the Contractor may be conducted via video conferencing, telephone conferencing or using the internet when appropriate security protocols are in place. To allow for participation in these meetings, the Contractor shall make such facilities available to the Authority at their UK premises upon request.

The Contractor shall prepare minutes of all Core Services Meetings held with the Authority in accordance with **ANNEX Z – Minutes of Meetings Template**. Minutes of meetings, including recorded actions shall be submitted to the Authority within five (5) working days of the meeting taking place.

The Contractor shall enable Suitably Qualified and Experienced Personnel (SQEP) to attend all meetings. SQEP shall be agreed with the Authority prior to the meeting. In the event that designated SQEP is unable to attend a meeting, a SQEP replacement shall be provided by the Contractor with the appropriate delegated authority.

Should the Authority deem it necessary, the Contractor shall attend ad-hoc contract reviews to discuss and resolve any issues that have arisen in relation to the contract. The location and timing of meetings will be agreed by Contractor and the Authority.

3.1.4 Provision of Stakeholders Management

As a **Core Service**, the Contractor shall implement and maintain a **Project Action Tracker (PAT)** in accordance **Annex Q - Action Tracker Template**. The PAT shall be used as a repository for all actions identified during project reviews and meetings listed in **Annex H –Schedule of Meetings**. The PAT shall include, but is not limited to:

a. Serial number
b. Action origin and date
c. Priority
d. Action description
e. Action owner
f. Action due date
g. Action completion date
h. Comments, implementation / resolution remarks

3.1.5 Provision of Information Management System (IMS)

As a **Core Service**, the Contractor shall have an IMS to record, collate and monitor all the ILS data required by the Contractor to analyse, report and improve the performance of the contract and the platforms listed in **Annex B – Fleet Description**.

The IMS should cover the following:

a. Spares re-provisioning monitoring system (including Special Tooling and Test Equipment (STTE) and Complete Equipment Schedule (CES) items)
b. Obsolescence monitoring system
c. Repairs monitoring system
d. PDS monitoring system

e. Project plans and technical publications update monitoring system
f. Technical Representative Request (TRR) and Project Advice Request (PAR) monitoring system
g. Equipment Failure monitoring system
h. In-Service Support (ISS) risk monitoring system / risk register
i. Government Furnished Asset (GFA) monitoring / GFA register

The IMS shall be described in the Contractor's ISP that is provided as part of the tender response. The data stored in the Contractor IMS shall be accessible to the Authority upon request and within an agreed timeline and in a Microsoft Office readable format. The IMS data should be used by the Contractor to support the various meetings and reporting activities

3.1.6 Provision of Financial Reporting

As a **Core Service**, the Contractor shall provide a **Monthly Finance Report** including financial accruals in accordance with **Annex V - DEFFORM 647B**. Finance reports shall be submitted to the Authority no later than five (5) working days before the end of each month.

3.1.7 Provision of Contractor's Performance Reporting

As a **Core Service**, the Contractor shall consolidate and analyse the contract data on a regular basis and produce a **biannual Key Performance Indicator (KPI) report**, that outlines the Contractor's performance against the contract KPIs detailed in **Annex J - KPI**. The report shall include the Contractor score against each of the KPIs detailed below and provide the evidence that the Contractor has met the agreed KPI targets. The Authority should be content that the Contractor has taken action to meet each KPI within the current reporting period. If the Contractor has not achieved any of the KPIs, then the Contractor must provide evidence to justify why this is the case and provide a forward plan to demonstrate how the KPI will be achieved in the future. Contractor Performance will be reviewed biannually at the Project Review Meeting (PRM) in accordance with **Annex H – Schedule of Meetings.**

The applicable KPIs to the contract are listed below:

KPI 1a - TRR / PAR On-Time acknowledgement
KPI 1b - TRR / PAR On Time deployment / response
KPI 2a - Spares Request For Quote (RFQ) On-Time Response
KPI 2b - Spares On-Time Re-Provisioning
KPI 3a - Repair Request for Quote (RFQ) On-Time Response
KPI 3b - Repair On-Time Delivery
KPI 4a - PDS Request for Quote (RFQ) On-Time Response
KPI 4b - PDS On-Time Delivery
KPI 5 - AESP On-Time Delivery
KPI 6 - Contractor Reporting - On-Time Delivery

Submission of the **KPI Report** to the Authority shall be completed no later than **ten (10) working days prior to the end of the two (2) reporting periods, which will be 30 September and 31 March of each year**. If upon review the Authority determines that the report is insufficient in quality or content, or is otherwise deemed unacceptable, the Authority reserves the right to request an amendment from the Contractor before the KPI report approval can be granted.

The Authority will consider the Contractor's actual performance against each KPI stated in Annex J and will determine if the Contractor has achieved the contracted level

of performance during the reporting period. The Contractor will be informed of any identified shortfalls no later than ten (10) working days from the submission of the KPI report.

If the KPIs are not met by the Contractor, a deduction on a sliding scale will be made to the biannual payments of the management fee. The scale of deductions is set out in Annex J to this contract. The Authority shall pay the Contractor bonus payments on a sliding scale for the overall achievement of the contract targets.

Both deduction and bonus payments shall be calculated in accordance with the mechanism agreed at **Annex J** of the contract. In the event that the Contractor disputes any deductions made against the contract payment/price, the Contractor shall notify the Authority within ten (10) working days of notification of the deduction and provide the Authority with evidence to justify the dispute.

3.1.8 Government Furnished Asset (GFA) Management

GFA is an umbrella term covering equipment and other MOD assets that are provided to industry in support of contracts. GFA consists of:

a. Government Furnished Equipment (GFE)
b. Government Furnished Resource (GFR)
c. Government Furnished Information (GFI)
d. Government Furnished Facilities (GFF).

As a **Core Service**, the contractor shall manage the GFA supply by the Authority for the delivery of Core and Non-Core services.

The Contractor shall implement and maintain a GFA management process in accordance with Def-Stan 05-099 Managing Government Furnished Equipment in Industry and DEFCON 694 (Accounting for Property of the Authority). The Contractor's approach to GFA management shall be detailed in the ISP.

As part of the IMS, and as a **Core Service,** the Contractor shall implement and maintain a GFA register and provide an example as part of the ISP.

3.1.9 Software Management

As part of the tender response the Contractor shall provide a **list of software** required to operate and maintain the WT platforms and variants listed in **Annex B – Fleet Description**. The list shall be submitted to the Authority in the format detailed at **Annex P – List of Applicable Software.**

As a **Core Service** the Contractor shall manage and monitor the software for the WT platforms and variants listed in **Annex B – Fleet Description** in accordance with AQAP 2110, AQAP 2210 and the Contractor's internal Quality System.

As a **Core Service** the Contractor shall notify the Authority of any software changes or updates required and provide an impact statement within ten (10) working days. Any required software changes shall be reviewed at the Configuration Control Committee. Any subsequent software changes or software usage training shall be implemented by the Contractor as a **Non-Core Service**.

3.1.10 Licence, Permit & Approval

As a **Core Service**, the Contractor shall be responsible for maintaining up to date:

a. Export Licences (for shipment of items in support of the contract) in accordance with **DEFCON 528.**
b. Approval and correct Technical Assistance Agreements (TAA) with support from the Authority (where applicable).

3.1.11 Contract Security

The Contractor is required to comply with the national security provisions contained in the HMG Security Policy Framework (SPF) issued by the Cabinet Office in its capacity of UK National Security Authority and with **DEFCON 659**.

Any accesses to classified or communication made, shall be in-line with the **Security Aspects Letter (SAL)** provided by the Authority (**Annex I**)

3.1.12 Business Continuity Management (BCM)

As part of the ISP the Contractor shall detail the strategy and the contingency measures that will be implemented by the Contractor to ensure the continuity of the contract services following a disruptive event. The Contractor shall identify risks and incidents that have the potential to disrupt its ability to provide the required services. Incidents may be foreseeable or completely unpredictable. Risks and incidents may include, but are not limited to:

a. significant staff shortages due to illness
b. shortage of critical raw material or components due to soaring market demand, overseas export controls or unwelcome political influence (offshore sourced items)
c. key sub-contractor or sole supplier bankruptcy or failure (including failure caused by the collapse of a parent company or owning group); and
d. communication systems failure

The Contractor BCM strategy must also detail the risks that are within the Contractor's control and for which the Contractor must have planned mitigations, and those elements within the control of the MOD which may have an impact upon the Contractor's ability to deliver. The Contractor BCM strategy shall be defined in accordance with the policy and guidance set out in JSP **440: Defence Manual of Security Resilience.**

3.2 Engineering and Technical Support

3.2.1 Provision of Engineering Management Plan (EMP)

The Contractor shall provide a **Draft EMP** as part of the tender response that demonstrates the Contractor's compliance with the engineering requirement detailed in the SOW and that all engineering aspects of the WT platforms and variants listed in **Annex B – Fleet Description** will be managed. The Contractor shall provide the EMP in the format detailed in DID 002.

The contractor EMP shall be referenced within the Contractor ISP.

As a **Core Service,** the Contractor shall provide a **Final EMP** no later than sixty (60) working days after the contract start date.

As a **Core Service**, the contractor shall review the EMP once a year and record any amendment suggestions in the format detailed in **Annex G – Document Review Template**. The amendment suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC dates specified in section 2.8 of this SOW. Any changes to the EMP shall be jointly agreed between the Contractor and the Authority during the ISLSC.

EMP updates shall be provided by the Contractor as a **Non-Core Service** for the life of the contract.

3.2.2 Provision of Design Authority (DA)

As a **Core Service,** the Contractor shall fulfil the role of Engineering and Design Authority (DA) lead for the WT fleet detailed in **Annex B** and ensure that the necessary processes and agreements are in place to approve any design changes resulting from Core or Non-Core activities.

The Authority does not have full user rights in respect of the Intellectual Property (IP) and design data associated with the WT fleet detailed in **Annex B**. It is expected that the Contractor will be required to engage with the relevant Original Equipment Manufacturer (OEM) and/or designated DA.

The OEMs/DAs for the WT and MLET platforms detailed in Annex B are:

a. WT Tractor Unit 6x6 (all variants) – Oshkosh Defense LLC
b. WT Trailers Water and Fuel – Magyar
c. WT Trailer Pump Sets – Alfons-Haar
d. MLET Trailer – Broshuis BV

The processes and agreements for approving design changes, with OEM support, shall be detailed in the Contractor's EMP. The Contractor shall be responsible for ensuring that any design changes arising from Core or Non-Core activity remain fit in form and function and do not in any way compromise the reliability and/or safety performance of the WT fleet detailed in Annex B against the original System Document Requirement (SRD) provided at **Annex F**.

Design changes may result from, are not limited to:

a. Legislation changes
b. Upkeep and/or Update issues
c. Upgrade / Maintenance Repair and Overhaul (MRO) Level 4 issues
d. Safety and Environmental issues

e. Reliability issues
f. Resolution of obsolescence issues
g. Maintainability issues
h. Equipment capability issues
i. Configuration issues
j. Urgent Capability Requirement (UCR) issues

3.2.3 Technical Representative Requests (TRR) and Project Advice Request (PAR)

The Contractor shall provide engineering and technical advice and assistance as a **Core Service** by means of a TRR for deployment as directed by the Authority or through formal PAR submitted to the Contractor via email. The Contractor will also record any requests for TRR or PAR that are received direct from the end user community – understanding that the Authority will then need to be informed and where appropriate authorise any subsequent formal TRR or PAR action to be recorded.

The Contractor core working Hours are Mon to Fri between 0830 – 1700 (GMT). The Request Acknowledgement response times shall be measured from their time of receipt during the stated contractor core working hours. Requests received outside of contractor core working hours will be counted as being received at the start of the next business day.

TRRs and PARs shall be graded by the Authority as either 'Urgent[3]' or 'Routine'. The associated acknowledgement and response timings are detailed within table 2:

	Activity			
	TRR		PAR	
Grading	Urgent	Routine	Urgent	Routine
Request Acknowledge-ment	Four (4) working hours	One (1) working day	Four (4) working hours	One (1) working day
TRR Deployment fulfilled / Formal PAR Response submitted	Two (2) working days	Ten (10) working days	Two (2) Working days	Ten (10) working days

Table 2 – KPI 1: Engineering and Technical Advice & Assistance Timings

The Contractor's acknowledgement shall advise the Authority of the Contractor's capacity to action the request within the **Core Service** time, the Contractor's effort allocation against the request and an estimated completion date for the Contractor's response to the request. The Contractor will be provided with as much detailed information as available to enable an appropriate course of action to be determined. Requests shall include the unit / end user point of contact if available. Access to the various MoD establishments will be authorised by the Authority.

Where the Contractor anticipates that a response will take longer than the defined time specified in Table 2, additional time may be granted on a case-by-case basis by the Authority. This will depend on the complexity of the request and the feasibility of the Contractor providing a response within the specified time. The Contractor will work

[3] 'Urgent' requests shall be utilised for critical safety and equipment failures or support to operations.

with the Authority to ensure that any request for TRR/PAR is understood, the requirement fully scoped out and supported through to conclusion.

Where advice, assistance and answer(s) require additional time or effort above the allocation within the Core Service, the Contractor shall advise the Authority within their response. The Authority may then consider expanding the TRR or PAR into a formal **Non-Core task**, on a case-by-case basis. The Contractor will work with the Authority to ensure that any request for TRR/PAR is understood, the requirement fully scoped out and supported through to conclusion.

3.2.4 TRRs and PARs Monitoring

TRRs and PARs shall be recorded on the IMS by the Contractor, as a **Core Service**. Progress against each TRR and PAR respectively shall be jointly reviewed by the Contractor and the Authority at the **Quarterly Engineering & Technical Review.**

TRR and PAR completion time will be subject to performance monitoring in accordance **Annex J – Key Performance Indicator KPI 1.**

The Contractor's process and methodology for treating and monitoring TRRs and PARs shall be detailed in the Contractor's EMP.

3.2.5 Provision of TRs in the United Kingdom

As a **Core Service**, the Contractor shall provide **UK-based TRs** scaled to the size and complexity of the contract scope and products.

The Contractor's TR shall be SQEP and possess sufficient knowledge and understanding of the WT Fleet detailed in **Annex B**.

The Contractor's TR shall be based at the Contractor's premises and, once there is an agreed written scope of work, the TRR/PAR task is fully understood and if instructed by the Authority, the appropriate TR shall travel to and work at any location in the UK as part of the **Core Service** within the timescales detailed in Table 2. The TRs shall also have the flexibility to travel abroad as a **Non-Core Service** as detailed within section **3.2.6** of this SOW.

The primary aim of the Contractor's TR is to provide support to the Authority and users of the WT and MET fleet detailed in Annex B through on-site support as requested by the Authority. All activities conducted shall be reported to the Authority's Operational Manager (OM) via e-mail or phone in order to provide additional information on faults or damages that have occurred. Any communication made shall be in line with the **Security Measures** detailed in DEFCON 659A.

The TRs can assist the Authority in a number of technical areas, which include but are not limited to:

a. Expert technical investigations, advice and support
b. Assistance in attrition and negligence, misuse and damage repair
c. Analysis of failure causes
d. Damage reports
e. Gathering of Lessons Identified (LI)/Learning from Experience (LfE)
f. Gathering user and maintainer feedback
g. Making Non-Core task suggestions
h. Assistance with maintenance tasks
i. Driving and manoeuvring of the WT fleet as detailed in Annex B
j. Resolution of spares and supply chain/supplier related issues

3.2.6 TR Provision in Non-UK Locations

As a **Non-Core Service**, the Contractor shall, when requested, provide appropriate TRs to support the WT fleet as detailed in Annex B platforms deployed in Non-UK locations under the Contractors On Deployed Operations (CONDO) arrangements utilising the PDS tasking process. The Contractor shall support the Authority by providing SQEP. The TRs shall also support the Authority with system operation and provide training as necessary with both the use of the system and interpretation of the output data.

The Contractor's TR may be required to attend CONDO training dependent upon their level of CONDO eligibility prior to deployment. Costs for this CONDO training shall be included within the Contractor's quote provided during the **Non-Core tasking process**. The Authority shall provide the Contractor with sufficient notice to facilitate the necessary level of CONDO training when contracting this type of Non-Core service.

3.3 Reliability And Maintainability (R&M)

3.3.1 Provision of Reliability and Maintainability Plan (RMP)

The Contractor shall provide a **Draft RMP** as part of the tender response that demonstrates the Contractor's compliance with the R&M requirement detailed in this SOW. The Contractor shall provide the RMP in the format detailed in DEF STAN 00-40 (Part 1) and DID 003.

The Contractor's RMP shall be referenced within the ISP.

As a **Core Service,** the Contractor shall provide a **Final RMP** no later than sixty (60) working days after the contract start date.

As a **Core Service**, the contractor shall review the RMP once a year and record any amendment suggestions in the format detailed in **Annex G – Document Review Template**. The amendment suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC date. Any changes to the RMP shall be jointly agreed between the Contractor and the Authority during the ISLSC.

The Contractor shall update the RMP as a **Non-Core service** for the life of the contract.

3.3.2 Provision of an Equipment Failure tracking system

As a **Core Service**, the Contractor shall establish and maintain an equipment failure tracking system throughout the life of the contract, in accordance with Def Stan 00-44 - Reliability and Maintainability Data Collection and Classification. The equipment failure tracking system shall be a documented closed-loop system for reporting, collecting, recording, categorising, and investigating WT and MLET equipment failures and for proposing safe, timely and effective corrective action for those WT and MLET equipment failures.

The equipment failure tracking system shall provide evidence that the WT and MLET are operating in accordance their respective SRDs and within their predicted reliability and maintainability targets as detailed in paragraph 3.3.3 of this SOW. If the equipment failure tracking system evidence shows that the WT and MLET are not operating in accordance with their respective SRDs and within their predicted reliability and maintainability targets, the Contractor shall provide a mechanism to allow failure review and corrective action to be carried out in a structured and rigorous manner. The equipment failure tracking system shall also evaluate the effectiveness of each of the Contractor's correctives action to record that:

a. The Contractor's corrective action has fixed the identified fault.
b. The Contractor's corrective action has not introduced any other faults.

The equipment failure tracking system shall be detailed within the Contractor's RMP and shall contain:

a. A process map that details the steps undertaken by the Contractor from the initial failure identification to the implementation of successful corrective action.
b. A RACI matrix for the equipment failure tracking system related to the identified failure.

3.3.3 In-Service Reliability and Maintainability Targets

a. Peacetime Mission Targets (all variants and capabilities):

Automotive Equipment Mean Distance Between Failure (MDBF)	Six Thousand (6000) km
Close Support Tanker (Fuel) CST(F) 'Dispensing' Equipment (MTBF)	One Hundred and Forty-four (144) hours
Close Support Tanker (Water)CST(W) 'Dispensing' Equipment MTBF	One Hundred and Forty-Four 144 hours
Tactical Air Refueller (TAR) 'Dispensing' Equipment MTBF	Ninety-Six (96) hours

a. Battlefield Mission Targets (all variants and capabilities):

Automotive Equipment MDBF	Fourteen Hundred (1400) km
CST(F) 'Dispensing' Equipment Mean Time Between failure (MTBF)	Seventy-Two (72) hours
CST(W) 'Dispensing' Equipment MTBF	Seventy-Two (72) hours
TAR 'Dispensing' Equipment MTBF	Seventy-Two (72) hours

b. Maintainability Requirement Targets (all variants and capabilities):

Level One (1) Active Corrective Maintenance Time	<=Thirty (30) mins
Level Two (2) Mean Active Corrective Maintenance Time	<= Two (2) hours
Level Three (3) Mean Active Corrective Maintenance Time	<= Four (4) hours

% Of Level Two (2) Maintenance Tasks that can be completed in under Four (4) hours	Ninety-Five (95) %
% Of Level Three (3) Maintenance Tasks that can be completed in under Eight (8) hrs	Ninety-Five (95) %

3.3.4 Equipment Failure Monitoring

As a **core service**, the Contractor shall be responsible to conduct all the tasks listed below:

a. Proactively gather failure data from the Land Equipment Fault Reporting and Sentencing (LEFRAS) and the Defence Accident Investigation Branch (DAIB) systems.
b. Review the failure report data from the LEFRAS and DAIB systems and engage with the Authority to resolve any inconsistencies, anomalies or omissions in that data.
c. Initiate equipment inspection and failure analysis in order to identify the root cause of the failure.
d. Co-chair the Failure Review Board (FRB), whereby failures are reviewed, classified and sentenced, corrective actions proposed, and their impact assessed.
e. Conduct an Equipment Failure trend analysis to identify any systemic failure or failures with unusually high occurrence frequencies.

The Authority will be responsible for providing the Contractor or its representative with access to the LEFRAS and DAIB systems.

3.3.5 Update R&M Case

The R&M case shall remain compliant with Def Stan 00-042 Part 3.

The extant R&M case will be provided to the Contractor by the Authority as GFI. As a **Core Service**, the Contractor shall review the R&M case annually and record any amendment suggestions in the format detailed at **Annex G – Document Review Template**. Those suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC date. Any changes to the R&M case shall be jointly agreed between the Contractor and the Authority during the ISLSC.

R&M case updates shall be provided by the Contractor as a **Non-Core Service,** for the life of the contract.

3.4 Supply Support

3.4.1 Provision of Supply Support Plan (SSP)

The Contractor shall provide a **Draft SSP** as part of tender response that demonstrates the Contractor's compliance with Authority's ILS requirements as detailed in the Authority's Supply Support Plan (ASSP) and in this SOW. The SSP shall be drafted in accordance with DID 004.

The Contractor's SSP shall be referenced within the ISP.

As a **Core Service,** the Contractor shall provide a **final SSP** no later than forty (40) working days after the contract start date.

As a **Core Service**, the Contractor shall review the SSP annually and record any amendment suggestions in the format detailed in **Annex G – Document Review Template**. The amendment suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC date. Any changes to the SSP shall be jointly agreed between the Contractor and the Authority during the ISLSC.

Any Update to the SSP shall be provided by the Contractor as a **Non-Core Service** for the life of the contract.

3.4.2 Applicable Spare List

Annex K - **Applicable Spare List** includes all items identified by the Authority for potential sourcing that form part of the scope of this contract. The Applicable Spares List is split into six (6) sections:

1. Part 1- Raw Material and Consumables (RMC) price list,
2. Part 2- Capital Spares price list,
3. Part 3- STTE price list,
4. Part 4- CES price list,
5. Part 5- NOT USED,
6. Part 6- Change log.

As part of the tender response, the Contractor shall provide prices and lead times in the format detailed in **Annex K**. Prices shall be inclusive of **packaging and delivery** costs. The list shall be submitted to the Authority in the format detailed at **Annex K** as part of the Contractor response to the tender.

3.4.3 Applicable Spare List Update

As a **Core Service,** the Contractor will be required to incorporate changes to the Applicable Spare List throughout the duration of the contract.

Examples of potential changes that may arise include, but are not limited to:

a. Supersession (obsolete items)
b. Oshkosh or Contractors part number
c. Packaging code
d. New to service items and/or new quotations
e. Removal of items
f. Revisions to or introduction of NSNs
g. New or updated price
h. New or updated lead times

Changes to the Applicable Spare List will require formalised Amendment. In order to avoid the necessity of regularly and repeatedly updating the Contract, a two (2) tier contract amendment system shall be used. One tier shall be used for Applicable Spare List changes only whilst the second tier shall be the standard method covering other contract terms and the quarterly update and refresh of the Applicable Spares List.

The following process shall apply to updating the Applicable Spares List of the contract:

1. The Authority shall be responsible for holding the Applicable Spares List provided by the Contractor. The list held by the Authority shall allow read-only access to Provision Branches to enable them to raise orders on priced items or make price enquires on other items.

2. The Applicable Spare List shall use a Microsoft Excel spreadsheet. The Excel version used shall be compatible with Authority IT systems.

3. Any adjustments arising from the Applicable Spare List shall initially be dealt with between the Contractor and the Authority.

4. The Authority will formally incorporate the annual price uplift into the contract as a consolidated updated Applicable Spare List by the issue of a Contract Amendment using the standard method. This will be done on an annual basis at the end of each UK financial year. In addition, the Authority will provide the Contractor with one (1) soft copy of the updated Applicable Spares List which will be stored on the Authority Shared Data Environment System (SDES).

5. In order for the annual price uplift to be incorporated at the same time the Contractor shall provide his proposal in accordance with the contract terms and conditions.

6. Changes to the Applicable Spare List arising in the intervening period shall be authorised by way of a formal Amendment on a quarterly basis (at the end of June, September and December of each year). In order to facilitate such amendments, the Contractor shall submit a copy of the latest Applicable Spare List to the Authority no later than the 15th day of June, September and December respectively.

7. Where a new item is required in the period between the formal quarterly Amendments, the Contractor shall provide a price for the new item as requested by the Authority Authorised Demander. The Request for Quotation (RFQ) shall be classed by the Authority as either ‘Urgent’ or ‘Routine’ and submitted by the Authority Authorised Demander to the Contractor. The Contractor shall respond to the RFQ as follows:

    - The Contractor shall acknowledge receipt of the RFQ within five (5) working days. The acknowledgement shall include the Contractor’s submittal date of the proposal in response to the RFQ.
    - Should the proposed submittal date not be acceptable to the Authority, a mutually agreed date will be negotiated.
    - When the Contractor’s proposal is submitted on the date established in the acknowledgement of the RFQ, or earlier, the KPI shall be deemed as met.

8. The price and lead time of the required item will then be scrutinised and approved by the Authority's Authorised Demander via e-mail to the Contractor and the Authority Commercial Branch (ACB). An S-Amendment shall then be raised by the Authority's Authorised Demander using the prefix "S" as follows: CONTRACT "*XXXX*" – AMENDMENT S"XX".

9. S-Amendments signed and distributed by the Authority's Authorised Demander shall constitute an Amendment to the Contract. These will be on a limited distribution for the purpose of ordering and payment. A copy of each S-Amendment letter will be sent to the Contractor, the ACB, and to appropriate Authority post holders.

10. The required item will then be added to the Applicable Spare List for incorporation at the next quarterly Contract Amendment.

3.4.4 Spares Re-Provisioning

As a **Core Service**, the Contractor will be responsible for ensuring the continuous supply of all items listed in **Annex K – Applicable Spare List**. This includes the supply of replenishment or additional spares for:

a. 1st and 2nd Line maintenance, including armour kits,

b. WT and MLET CES,

c. Capital Spares,

d. WT and MLET STTE.

Articles classed as **Raw Materials and Consumables (RMC)** will be ordered by the Authority's Authorised Demander Babcock in accordance with the Authority's Inventory Demand Forecast (IDF). As a **Core Service** the Contractor will be required to interact with Babcock to ensure that spares re-provisioning remains effective and meet the required level in the IDF.

Purchase Orders (POs) will be issued by Babcock using their BAAN Payment System. POs will be issued manually or electronically and will constitute a requirement against the relevant item of this contract. Manual POs will bear the title of the Demanding Authority and a name, branch and date on the approval box, the Contract Number and Order Number.

Articles that are classed as **Capital Spares** will be demanded directly by the Authority's Commercial team by email and procured under a separate PO.

POs shall be delivered as soon as possible but by no later than the agreed lead times as set out in **Annex K – Applicable Spare List,** with the agreed packaging and to the destination identified on the PO. The Contractor's ability to meet the Required Delivery Date (RDD) will be subject to performance monitoring as detailed in **Annex J – Key Performance Indicator KPI 2b**.

If an RDD is specified by the Authority that is later than the agreed lead time in the **Annex K**, then for the purposes of KPI 2 reporting, deliveries made within the RDD will be deemed to have met the Authority requirements.

Within two (2) working days of receipt of the Contractor's acknowledgement of the PO the Demanding Authority may, in exceptional circumstances, cancel or reduce the quantity of articles ordered without liability to the Authority.

If the Contractor does not adhere to the time of delivery notified by Babcock, Babcock shall not be held responsible for any subsequent claim by the Contractor, nor be held liable to meet any additional charges incurred by the Contractor caused by the Contractor's failure to deliver on the due date at the appointed time.

An RDD shall be considered met if the following situations occur:

- Delays at the requested delivery location, not caused by the Contractor. The Contractor shall provide courier tracking information to support the on-time delivery.
- Unusually high order quantities: High quantity orders will be compared to the past order history for the same item. If a particular order is shown to be out of the normal quantity based on Contractor documentation, exceptions to the RDD will be granted. Unusually high order quantities are defined as orders received in a given month that exceed the average monthly order quantity received in the prior 12 calendar months for a particular part. In addition, orders for a particular part with only one calendar month or less of order history in the last 12 calendar months shall be considered as unusually high order quantities.
- Delays related to situations beyond the Contractor's control, to include pandemic-related delays. The Contractor shall provide appropriate documentation to the Authority to evidence the need for relief against the RDD.

The delivery of items into the Defence Fulfilment Centre (DFC) shall be conducted in accordance with the **Logistic Commodities and Services Transformation (LCST) Authority Managed Materiel Supplier Manual, LDOC/CMO/V4.0 dated Quarter 3 2021.** Should this Supplier Manual be amended in such a way that has a detrimental impact on the Contractors ability to perform the contract, the Contractor will bring this to the Authority's attention demonstrating the effect of the impact and proposing mitigation actions for agreement by the Authority.

3.4.5 Packaging, Handling, Storage and Transportation (PHS&T)

As part of the tender response, the Contractor shall submit a **Draft PHS&T plan** in the format detailed in **DID 005,** that demonstrate the Contractor compliance with **DEFCON 129** (packaging for articles other than munitions), **Def Stan 81-041 Part 1-6** (Defence Packaging Requirement) and **Def Stan 05-132 (**Marking of Service Materiel Items Using a Unique Item Identifier). The PHS&T plan shall describe the Contractor's arrangements for the marking, packaging, shipping, handling, storage and transportation of spares, assemblies and sub-assemblies to ensure the proper support for the WT and MLET fleet as described in Annex B.

The Contractor's PHS&T plan shall be referenced in both the ISP and the SSP.

As a **Core Service,** the Contractor shall provide a **final PHS&T plan** no later than forty (40) working days after the contract start date.

As a **Core Service**, the Contractor shall review the PHS&T plan annually and record any amendment suggestions in the format detailed in **Annex G – Document Review**

Template. The amendment suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC date. Any changes to the PHS&T plan shall be jointly agreed between the Contractor and the Authority during the ISLSC.

Any Update to the PHS&T plan shall be provided by the Contractor as a **Non-Core Service** for the life of the contract.

3.4.6 Monitoring of Spares Orders

As a **Core Service**, the Contractor shall record spares orders on the IMS.

Spares order progress shall be jointly reviewed between the Contractor, the Authority and Babcock at the **fortnightly spare orders management meetings** as detailed in **Annex H –Schedule of Meetings.** This meeting is a forum to discuss the following issues:

a. Issues relative to the delivery of spares into the DFC
b. Review of Dues Out No Due In (DONDI) spares orders
c. Review of Critical Outstanding Spares List (COSL) spares orders
d. Review of Non-Conformance Reports (NCRs)
e. Proof of Delivery (POD) and Disputes
f. Discrepancies between the Authorities inventory management system and the Applicable Spares List (Annex K)
g. Review of outstanding invoices
h. Review of Request Change Form (RCF)

LEIDOS representation may be required at the spare's orders management meetings on a case-by-case basis as instructed by the Authority.

3.4.7 Spares Orders Analysis

As **a Core Service**, the Contractor shall provide, **annually**, two (2) itemised lists of the ten (10) most prevalent spares orders, ranked by **cost** and by **frequency** for the previous twelve (12) months period.

The Contractor shall deliver the lists to the Authority no later than twenty (20) working days after the end of the UK financial reporting period. The Contractor shall also provide to the Authority an analysis that identifies the **root cause** of those spare orders. This analysis shall be reviewed jointly by the Authority and the Contractor in order to identify potential preventive actions and to monitor any improvement.

3.4.8 Spare Ranging & Scaling

As a **Core** Service, the Contractor will conduct spares ranging and scaling with input from the Authority. The Authority will provide Joint Asset Management and Engineering Systems (JAMES) usage data for the Contractor.

The JAMES usage data provided by the Authority will include:

a. A WT and MLET fleet breakdown in accordance with the Army four (4) fleet model[4].
b. Usage data for a list of specific Vehicle Registration Numbers (VRN).
c. Historic spares consumption for a defined list of VRNs.

[4] Basic Unit Fleet (BUF), Training Fleet, Operational Fleet, Sustainment Fleet.

d. Up-to-date list of the current spares inventory held by the Authority.

The Contractor's ranging and scaling outputs shall be delivered annually no later than twenty (20) working days from the end of the UK financial year and will be jointly reviewed by the Authority's Supply Chain Manager and the Contractor.

3.4.9 NATO Codification

Under the MoD's single item ownership rules, WT and MLET spares items shall be screened to ensure that a NATO Stock Number (NSN) does not currently exist. The Authority will interrogate the UK and NATO codification database. All existing and extant NSNs shall be used unless it is agreed by the Authority that a new NSN is required.

As a Core Service, the Contractor shall be responsible for the codification of all new and existing parts that do not have an NSN. The Contractor shall provide a copy of the source data and documentation submitted to the UK National Codification Bureau (UKNCB) for validation purposes. The Contractor shall adhere to **DEFCON 117**- Supply of Documentation for NATO Codification Purposes.

3.4.10 Repair of Articles

Articles for repair will be issued to the Contractor's choice of OEM/Supplier by Babcock on behalf of the Authority Repair Manager and in accordance with the Authority/Babcock agreed Repair Plan (RP). As a **Core Service** the Contractor will be required to interact with Babcock to ensure that the process for the repair of articles remains effective and meets the required level of demand.

Articles for repair will be issued to the Contractor on Contract Loan supported by Babcock Purchase order and shall be managed in accordance with **sect. 3.1.8 GFA Management,** as a **Core Service**. The process will start once the repair item(s) have been confirmed as received by the applicable OEM/Supplier for that repair item and are correctly identified by the applicable OEM/Supplier for that repair item.

As a **Core Service**, the Contractor shall submit a quote for each individual repairable article. Each quote shall include:

a. Labour costs– with a breakdown of hours for inspection, strip report, repair action and, if appropriate, disposal).
b. Bill of Material (BoM) costs.
c. Transportation costs.
d. Packaging costs (Packed to required MoD Level).
e. Repair Turn Round Time (TRT).

The Contractor shall respond to the RFQ within the timeframe detailed within Table 5 below: The response turnaround time will start from the time the repair item is received at the appropriate OEM's facilities.

KPI 3a	RFQ Response Turnaround time

Grading	Urgent	Routine
Formal Response	Ten (10) working days	Twenty-five (25) working days

Table4 – KPI 3a – Repair Time/Cost Quote Response Time

Babcock shall review and authorise each repair on behalf of the Authority Repair Manager. Authorisation shall constitute acceptance of the quote for repair of each article provided by the Contractor.

Article repairs will be subject to performance monitoring against the agreed TRT in accordance **KPI 3b - Repair TRTs** detailed in **Annex J**. Measurement against each repairable TRT will not commence until such time as authority to proceed is received from the Authority Repair Manager or Babcock. The Contractor will use the MoD packaging facility at Donnington. Two (2) full working days will be allotted for the repair item(s) to be packaged. Any packaging activities requiring longer than two (2) full working days will not be counted against KPI 3b performance.

If any repair article is deemed Beyond Economical Repair (BER) or not agreed by the Babcock or the Authority Repair Manager, then associated costs incurred by the Contractor to include the agreed transportation and inspection costs will be recoverable by the Contractor.

As **a Core Service**, the Contractor shall implement and maintain a repair monitoring system that monitors the progress of repairs and demonstrates Contractor alignment with the contract KPIs detailed at Table 5. The Contractor repair monitoring system shall be detailed in the Contractor's SSP.

The list of repairable articles in scope of the contract is given at **Annex L – List of Repairables.** This list will be subject to an annual review and update by the Authority Repair Manager.

3.5 Obsolescence Management

3.5.1 Provision of an Obsolescence Management Plan (OMP)

As part of the response to the tender, the Contractor shall produce a **Draft Obsolescence Management Plan (OMP)** detailing the Contractor's approach to identifying, monitoring and resolving obsolescence for the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP**.

The Contractor's OMP shall be produced in the format detailed in the DID 006 provided.

The Contractor's OMP shall be referenced within the ISP.

As a **Core Service,** the Contractor shall provide a **final OMP** no later than sixty (60) working days after contract award.

As a **Core Service**, the Contractor shall review the OMP annually and record any amendment suggestions in the format detailed in **Annex G – Document Review Template**. The amendment suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC date. Any changes to the OMP shall be jointly agreed between the Contractor and the Authority during the ISLSC.

Any Update to the OMP shall be provided by the Contractor as a **Non-Core Service** for the life of the contract.

3.5.2 Proactive Obsolescence Monitoring

As a **Core Service, t**he Contractor shall be responsible for employing a proactive approach to obsolescence monitoring for the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP**.

Proactive management means that the availability of all spare parts is being actively monitored by the Contractor and actions are being taken by the Contractor to mitigate or manage each spare part's discontinuance.

The Authority understand that it is not feasible for the Contractor to monitor the entirety of the Applicable Part List for obsolescence, therefore the Contractor should rank the Applicable Part List in order of importance. The criteria for proactive obsolescence management is:

a. Parts that have been included in the Authority/Babcock IDF or identified by the Contractor as an output of the Ranging & Scaling PDS Task.

b. Condition (a) and parts which present a risk of becoming obsolete before the WT and MET OSD.

c. Conditions (a) and (b) and parts for which the current stock level is not sufficient to fulfil the long-term demand.

As a **Core Service,** the Contractor shall implement an obsolescence tracking system as part of the IMS which captures the spare parts that are assessed by the Contractor to have a potential risk of obsolescence. The Contractor's tracker shall be in a Microsoft Office readable format and will be used to support obsolescence meetings and reporting activities between the Contractor and the Authority. An example of the Obsolescence tracking system shall be given by the Contractor as part of the OMP.

3.5.3 Obsolescence Reporting

As a **Core Service**, the Contractor shall provide a **quarterly obsolescence report** detailing the status of the components and assemblies of the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP** and impact statements for those at risk of obsolescence. Obsolescence issues prioritised for action shall be documented within the Project Action Tracker (PAT). The Contractor shall issue the quarterly obsolescence report no later than **five (5) working days** prior to the **Quarterly Obsolesce Review.** The quarterly obsolescence report shall be in the format detailed in DID 007.

3.5.4 Obsolescence Resolution

As a **Core Service**, the Contractor shall be responsible for sourcing an alternative supply for obsolete components and assemblies, ensuring that the correct fit, form and function parameters are adhered to whilst ensuring that the replacement component or assembly does not compromise the reliability and safety performances specified in the WT and MET SRDs. The process of assessing and approving alternative

components and assemblies shall be described within the Contractor's OMP. Evidence, such as test reports, similarity analysis or modelling reports etc. confirming that the alternative component or assembly meets the required performance and safety standards may be required by the Authority.

As a **Core Service**, the Contractor will be required to codify and update any technical documentation as part of the process of assessing and approving alternative components or assemblies brought into service as a result of obsolescence issues (as detailed in Section 3.7).

Should the alternative component or assembly price exceed the agreed price for the original component or assembly, the Contractor will be required to provide justification of the price variation which will be reviewed by the Authority's Commercial Manager prior to acceptance and procurement.

As a **Core Service** the Contractor shall inform the Authority of potential "Lifetime Buy" opportunities as a mitigation strategy for components and assemblies that are due or have become obsolete.

As a **Non-Core Service**, the Authority may also task the Contractor to:

a. Reclaim and harvest components and assemblies that are due or have become obsolete from CAST WT or MET equipment. This could be conducted either at a Contractor approved facility or at any location specified by the Authority.

b. Disassemble and survey damaged components and assemblies and seek Authority approval prior to undertaking any repair and reconditioning work.

3.6 Risk & Opportunity Management

3.6.1 Provision of Risk And Opportunity Management Plan (ROMP)

The Contractor shall provide a **draft ROMP**, as part of the tender response, that details the Contractor's risk and opportunity management processes. The Contractor shall provide the ROMP in the format detailed in DID 008 in accordance with the **DE&S Risk Management Policy** and **JSP 892 Risk Management Part 1 directive, Part 2 guidance**.

The ROMP shall be referenced in the Contractor ISP.

As a **Core Service**, the Contractor shall provide a **Final ROMP**, no later than sixty (60) working days after contract start date.

As a **Core Service**, the Contractor shall review the ROMP annually and record any amendment suggestions in the format detailed at **Annex G – Document Review Template.** The amendment suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC dates specified in section 2.8 of this SOW. Any changes to the ROMP should be jointly agreed between the Contractor and the Authority during the ISLSC.

As a Non-Core service, the Contractor shall provide updates to the ROMP for the life of the contract.

3.6.2 Provision of a Joint Risk Register

As a **Core Service,** the Contractor shall implement and maintain a joint risk register for the duration of the contract. The joint risk register shall include all risks relating to the **Core** and **Non-Core services** and shall be produced in the format detailed in **Annex W – Risk Register Template**.

When making qualitative assessments of risk impact (Pre and Post Mitigation), probability and impact definitions are to be defined by the Contractor in accordance with **Annex M – Risk Scoring Scheme.**

3.6.3 Risk Identification & Monitoring

As a **Core Service,** the Contractor shall be responsible for implementing and maintaining a risk and opportunity management process which shall be detailed in the Contractor's ROMP.

As a **Core Service,** the Contractor shall notify the Authority's WT and MET Operational Manager of any arising risk at the earliest opportunity either via phone, email or during a scheduled project meeting. The identification of risk shall not be the sole responsibility of the Contractor; the Authority and the Contractor shall work collaboratively to ensure that risks are identified as early as possible.

Contract risks shall be reviewed at least **twice a year** at the **Risk Management Boards (RMBs)** in accordance with **Annex H – Schedule of Meetings.**

3.6.4 Contractor Risk

As part of the response to the tender, the Contractor shall provide a **list of in-service support risks** that will be owned by the Contractor. Those risks shall be populated in the joint risk register.

The Contractor's risks will be reviewed by the Authority and taken into consideration during the definition of the Cost Risk Adjustment (CRA) that forms part of the base line profit rate for a single source contract.

3.7 Human Factors Integration (HFI)

3.7.1 Provision of HFI Plan

The Contractor shall provide a **Draft HFI Plan**, as part of the tender response, covering the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP** using guidance available in Def Stan 00-251. The Contractor HFI plan shall be written in the format detailed in DID 009

The HFI plan shall be referenced in the Contractor ISP.

As a **Core Service**, the Contractor shall provide a **Final HFI plan** no later than forty (40) working days after the contract start date.

As a **Core Service**, the Contractor shall review the HFI Plan annually and record any amendment suggestions in the format detailed at **Annex G – Document Review Template.** The amendment suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC dates specified in section 2.8 of this

SOW. Any changes to the HFI Plan should be jointly agreed between the Contractor and the Authority during the ISLSC.

As a **Non-Core Service**, the Contractor shall provide updates to for the life of the contract.

3.7.2 HFI Case Report

The extant HFI case report for the WT and MET will be provided by the Authority as GFI.

As a **Core Service**, the Contractor shall review the HFI case report annually and record any amendment suggestions in the format detailed at **Annex G – Document Review Template**. The amendment suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC date. Any changes to the HFI case report shall be jointly agreed between the Contractor and the Authority during the ISLSC.

As a **Non-Core Service**, the Contractor shall provide updates to the HFI case report **for** the life of the contract.

3.8 Configuration Management

3.8.1 Provision of Configuration Management Plan (CMP)

As a **Core Service**, the Contractor shall perform configuration management in accordance with Def-Stan 05-057, aligned to Quality Assurance Publication (AQAP) 2110 and shall produce a **Draft CMP** for the tender response in the format detailed in DID 010. The CMP shall be referenced in the Contractor ISP.

As a **Core Service**, the Contractor shall provide a **Final CMP** no later than sixty (60) working days after the contract start date.

As a **Core Service**, the Contractor shall review the CMP annually and record any amendment suggestions in the format detailed at **Annex G – Document Review Template.** The amendment suggestions shall be submitted to the Authority twenty no later than (20) working days prior to the ISLSC dates specified in section 2.8 of this SOW. Any changes to the CMP should be jointly agreed between the Contractor and the Authority during the ISLSC.

As a **Non-Core Service**, the Contractor shall provide updates to the CMP for the life of the contract.

3.8.2 Data Subject to configuration Control

As a **Core Service**, the Contractor shall perform Configuration Management on the WT and MET Technical Information (TI) and Technical Documentation (TD). This includes, but is not limited to:

- Requirements.
- Equipment Design Documentation.
- Manufacturing Data Pack (design and assembly drawings and BoM).
- Support and Services.
- Contract Documents and Plans.
- Contractual Supporting Information.

- Procedures.

Where TI and TD updates are produced by the Contractor, the Authority shall receive those updates in an electronic format consistent with the Authority's current media: Microsoft Word (.doc/.docx) or Portable Document Format (.pdf). When requested, the Contractor shall provide additional copies of any TI and TD to the Authority as a **Core Service**.

As a **Core Service**, the Contractor shall maintain Configuration Control of all WT and MET TD, ensuring that the TD is updated to reflect the latest approved build standard of the WT and MET in accordance with the implementation of modifications or design changes brought about by Non-Core Services.

3.9 Technical Documentation & Information Management

3.9.1 Provision of Technical Documentation Management Plan (TDMP)

The Contractor shall provide a **Draft TDMP**, as part of the tender response, that demonstrates the Contractor's compliance with Authority's SOW. The Contractor shall provide the TDMP in the format detailed in DID 011. Additional guidance can be found on TD-076-0543-00: Defence Technical Documentation Guidance.

The contractor TDMP shall be referenced in the ISP.

As a **Core Service**, the Contractor shall provide a **Final TDMP** no later than sixty (60) working days after the contract start date.

As a **Core Service**, the contractor shall review the TDMP annually and record any amendment suggestions in the format detailed at **Annex G – Document Review Template.** The amendment suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC dates specified in section 2.8 of this SOW. Any changes to the TDMP should be jointly agreed between the Contractor and the Authority during the ISLSC.

As a **Non-Core Service**, the Contractor shall provide updates to the TDMP for the life of the contract.

3.9.2 Update of Army Equipment Support Publications (AESPs)

As a **Core Service**, the Contractor shall maintain all AESPs, detailed in **Annex C – List of AESP** as **a Core Service**. Guidance is available within AESP 0100-P: AESP Policy Guidance and TD-076-0543-00: Defence Technical Documentation Guidance.

As a **Core Service, t**he Contractor shall incorporate all changes to the MASTER suite of relevant AESPs either agreed by email or as an output of the Form 10 (F10) process on **an annual basis** as a minimum, and provide the Authority with new editions of the updated AESPs in both .doc/.docx and .pdf formats. Updates will be identified and noted at the quarterly Configuration Control Committee (CCC) meetings as detailed in Annex H – Schedule of Meetings.

As a **Core Service,** the Contractor shall incorporate routine amendments to the relevant AESP no later than forty (40) working days from the day of request from the Authority for the life of the contract. The Contractor and the Authority will agree on the relevant list of AESP's to be included. These routine amendments will then be included into the annual AESP update as described above.

As a **Core Service,** the Contractor shall complete AESP updates related to safety issues no later than twenty (20) working days from the day of request from the Authority for the life of the contract. The Contractor and the Authority will agree on the relevant list of AESP's to be included. These safety related amendments will then be included into the annual AESP update as described above.

If additional changes are identified over and above the Core Service change provision, these may be contracted by the Authority as **Non-Core Services** for the life of the contract.

The Authority shall be responsible for the uploading of updated AESPs onto the Design Repository Technical Documentations Online (DR TDOL) as an output of the changes brought about by both the Core and Non-Core Services.

3.9.3 AESP Monitoring

The Contractor shall create and maintain **a Miscellaneous Change Log (MCL)** of all changes made to the WT and MET AESPs agreed through the F10 process and maintain configuration control over all AESP changes. The MCL database shall be in Microsoft Excel (.xls/.xlsx) format and form part of the Contractor's IMS.

The Contractor shall create and maintain a Parts Related Change Log (PRCL) of all changes made to the WT and MET systems starting from the time of contract award and their related parts information – for example part number changes / supersessions. THE PRCL database shall be in Microsoft Excel (.xls / .xlsx format and form part of the Contractors IMS

Delivery of updated AESPs will be subject to performance monitoring against the agreed TRT in accordance **Annex J – KPI 5 – On time delivery of Technical Publicaions.**

3.9.4 Interactive Electronic Technical Publications (IETPs)

As a **Core Service** the Contractor shall maintain and update the IETPs such that they are consistent with the AESPs for the life of the contract.

If the IETPs require a full rebuild due to software obsolescence, this will be completed as a separate **Non-Core Service** for the life of the contract**.**

3.9.5 Form 10s

As a **Core Service** the Contractor shall investigate all AESP F10s raised against the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP** and provide updates at **quarterly Configuration Control Committee (CCC)** meetings between the Contractor and the Authority **for** the life of the contract. One of the primary outputs from the CCC meetings will be an agreement between the Authority and the Contractor on which items raised by F10s are to result in AESP amendments.

3.9.6 Drawings

As a **Core Service**, the Contractor shall be responsible for the content, accuracy and authoring of all amendments to drawings relating to the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP** for the life of the contract. The Contractor will be required

to make source data and drawing available to the Authority in support of the codification process.

3.9.7 Logistic Support Analysis (LSA) Updates

The LSA and associated documentation have been produced during the WT and MET concept and development phases and maintained throughout the in-service phase of the CADMID cycle Any update of the LSA or its supporting documentation , listed below, shall be provided by the Contractor as a **Non-Core Service** for the life of the contract:

a. Core Data Set (CDS).
b. Equipment Breakdown Structure (EBS).
c. Failure Modes, Effects and Criticality Analysis (FMECA).
d. Reliability Centred Maintenance (RCM) reports.
e. Level of Repair Analysis (LORA).

3.9.8 Storage and Exchange of Electronic Information

The Authority will provide the Contractor with access to a Shared Data Environment System (SDES) which will be use for the storage and exchange of the contract deliverables listed within **Annex D – Schedule of Deliverables.** Access to the SDES will be managed by the Authority and will be granted to the Contractor on case-by-case basis.

As a **Core Service,** the Contractor shall submit and maintain the contract deliverables, on the SDES, at the frequency and format specified within the **Annex D – Schedule of Deliverables** for the life of the contract.

3.9.9 Storage of physical information

As a **Core Service**, the Contractor shall provide safe, dry and secure storage for the custody of all held documentation relating to the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP** for the life of the contract in accordance with security regulations in **Defence Technical Documentation Guidance TD-76-0543-00**, and the national security provisions contained in the Her Majesty's **Government (HMG) Security Policy Framework (SPF**) .

3.9.10 Escrow Agreement.

As a **Core Service,** the Contractor shall, at the start of the contract, extend the existing Escrow Agreement with the Authority and an independent Escrow Agent based in the UK in relation to the assembly, maintenance, disclosure and use of a data pack (the "Data Pack") containing all technical information, including specifications and drawings, relating to the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP** for the life of the contract.

3.10 Training and Training support

Operator and Maintainer Training for the WT and MET platforms are the responsibility of HQ Field Army and are delivered by the Defence School of Transport (DST), the Defence College of Electrical and Mechanical Engineering (DCEME) and Babcock.

As a **Non-Core Service,** the Contractor may be required to carry out WT and MET Operator and Maintainer training, for which Defence Systems Approach to Training (DSAT) compliant training packages, facilities and resources will be provided by the Authority.

Training prices will be set in advance and detailed in **Annex M**. Requests for training will be made via the PDS tasking process detailed in Paragraph 3.12.

As a Core Service, the Contractor may be required to carry out training analysis to evaluate and confirm training validity and relevance. This may also include attendance at Training Working Group, in which the Contractor will be expected to provide Subject Matter Expertise to Army HQ and Users on current training practices and improvements.

3.11 Vehicle Maintenance

Maintenance Repair and Overhaul (MRO) level 1-3 for the WT and MET/LET platforms will routinely be conducted by the User at Unit level or by Babcock under the existing Service Provision and Transformation Contract (SPTC).

There may be occasions where the Contractor may be tasked to conduct MRO 1-3 activity as a **Non-Core Service. MRO 1-3 activity** may cover scheduled maintenance, as detailed in the AESPs, and un-scheduled repairs and maintenance activity.

As part of the tender response, the Contractor shall demonstrate in the ISP that they have the capacity and capability to safely undertake MRO 1-3 tasks in the UK and overseas.

3.12 Post Design Services (PDS) Tasking Management

As a **Core Service**, the Contractor shall provide quotes against **Non-Core Servic**e requests submitted by the Authority in accordance with the Non-Core Service tasking process, as defined in **Annex E – PDS Tasking Form**. The quote shall include:

a. Description of the scope of work.
b. Description of impact on capability.
c. A schedule.
d. Cost breakdown detailing each allowance separately.
e. A milestone payment plan if the task delivery is split over two financial year.

The quote TRT shall be jointly agreed between the Contractor and the Authority on a case-by-case basis and will reflect the four (4) priority levels listed below:

1. Safety - Very High Priority
2. Operation - High Priority
3. User commitment / strategic milestone - Medium Priority
4. Business as usual - Low Priority

The Contractor shall submit a proposal within the agreed time period. The RFQ TRT will be subject to performance targets as detailed in **Annex J – KPI 4a - PDS Time/Cost quote response time.**

Once contracted, all **Non-Core Services** shall be completed to the schedule and requirements agreed with the Authority for each task. The tasking shall be subject to performance monitoring in accordance **Annex J – KPI 4b - PDS completion times.**

As part of the tender response, the Contractor shall submit labour hourly rates which will be used for non-core services. Prices shall be provided in the format detailed in **Annex R**.

3.13 Quality Management

3.13.1 Provision of Quality Management Plan (QMP)

The Contractor shall provide a **draft QMP** as part of tender response that demonstrates the Contractor's compliance with the requirements set out in **DEFCON 602A** and **AQAP 2105 Edition C**. Where activities detailed within AQAP 2105 are not applicable to the contract, the Contractor shall state this within the QMP. Additional quality and other related standards that apply to the contract are identified in the **Quality Standards/Conditions List at Paragraph 6** of this SOW.

The Contractor's QMP shall be referenced in the ISP.

As a **Core Service**, the Contractor shall provide a **Final QMP** no later than sixty (60) working days after the contract start date.

As a **Core Service**, the contractor shall review the QMP annually and record any amendment suggestions in the format detailed at **Annex G – Document Review Template.** The amendment suggestions shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC dates specified in section 2.8 of this SOW. Any changes to the QMP should be jointly agreed between the Contractor and the Authority during the ISLSC.

As a **Non-Core Service**, the Contractor shall update the QMP for the life of the contract.

3.13.2 Quality Management

As a **Core Service** the Contractor shall operate a Quality Management System (QMS) as described in their QMP for the life of the contract. The Contractor's QMS shall comply with the requirements of AQAP 2110 Edition D where their QMS meets the requirements of International Standards Organisation (ISO) 9001:2015.

3.13.3 Quality Audits

As a Core Service the Contractor shall provide, in accordance with AQAP 2110, assistance and facilities for quality audits undertaken by the Authority's Quality Assurance Representative (QAR) as and when required for the life of the contract.

3.13.4 Certification

The Contractor's QMS shall be certified to ISO 9001:2015. Certification shall be via a formally accredited certification body (i.e., UK Accreditation Service) and shall remain current and maintained throughout contract duration without the Authority incurring additional cost. Should any lapses in or suspension of coverage of ISO 9001:2015 certification occur, the Contractor is to inform the Authority immediately.

3.14 Safety Management

3.14.1 Provision of Safety Management Plan (SMP)

The Contractor shall submit a **draft SMP** as part of the tender response. The SMP should be written using the guidance available and in accordance with **Def Stan 00-56 (Part 1 and 2), Def Stan 00-51 (Part 1 and 2), the Project Oriented Safety Management System POSMS and the Project Oriented Environmental Management System (POEMS)** which can be accessed from the MOD Acquisition Safety and Environmental Management Systems (ASEMS) website http://www.asems.mod.uk.

As a **Core Service**, and no later than forty (40) days after contract start date. the Contractor shall deliver a **final SMP.**

As a **Core Service**, the Contractor shall review the SMP annually and record any amendment suggestions in the format detailed at **Annex G – Document Review Template.** The amendments shall be submitted to the Authority no later than twenty (20) working days prior to the ISLSC dates specified in section 2.8 of this SOW. Any changes to the SMP should be jointly agreed between the Contractor and the Authority during the ISLSC.

As a **Non-Core Service**, the Contractor shall provide SMP updates for the life of the contract to reflect the changes agreed at the ILSC and at the annual WT Safety Environmental Panel (SEP) meeting.

3.14.2 General

The Contractor shall operate a Safety Management System (SMS) that defines the framework for the Contractor's organisation to direct, control and monitor its safety management activities in accordance **with Def Stan 00-056, Part 1, Section 2, Clause 6.**

The overall objective of the SMS will be to ensure that any residual risks identified in each task by the Contractor are Broadly Acceptable or Tolerable and As Low As Reasonably Practicable (ALARP) proportionate to the impact on operational effectiveness, time and cost.

The Contractor shall operate an Environmental Management System in accordance with an internationally recognised standard, such as ISO 14001 or similar. The Contractor should determine the environmental aspects within the scope of this contract using their Environmental Management System to ensure that the Best Practicable Environmental Option (BPEO) is achieved. The Contractor should determine the environmental features and associated risks and opportunities, related to current and relevant past activities, products and services, including planned or new developments and new or modified activities, products and services, including disposal. The evaluation method used should consider normal and abnormal in-service operating conditions, as well as the reasonably foreseeable emergency situations.

When conducting contract activities, the Contractor shall comply with the statutory duties and obligations relating to safety and environmental protection and shall be responsible for ensuring that none of the contract requirements causes the Contractor to be in breach of any statutory duty or obligation.

If, after the contract is signed, it becomes known that any specification or other contract condition agreed between the Contractor and the Authority may render the Contractor

in breach of any statutory duty or obligation, the Contractor shall immediately draw that fact to the Authority's attention.

The Authority may, without prejudice to any of its rights which may have arisen under the conditions above, require the Contractor to vary each such condition at the Contractor's own expense in a manner acceptable to the Authority and which will not render the Contractor in breach of any statutory duty or obligation relating to safety or environmental protection.

Nothing in the contract, or in any other document created or signed on behalf of the Authority in connection with it, shall constitute a written undertaking for the purposes of Section 6(8) of the Health and Safety at Work Act 1974 relieving the Contractor of any of his duties under Section 6 of that Act.

The Contractor should note that the Secretary of State's Policy Statement for Health, Safety and Environmental Protection is articulated in Defence Safety Authority 01.1 (DSA01.1, Defence Policy for Health, Safety and Environmental Protection). Policy detailing the Defence Land System Safety and Environmental Protection for Land Systems (specifically) is set out in DSA02.DLSR.LSSR (Directive) and DSA03.DLSR.LSSR (Defence Codes of Practice (DCoP)).

The Contractor should note that the Defence Equipment & Support (DE&S) Policy is published within the Project Oriented Safety Management System (POSMS) and Project Orientated Environmental Management Systems (POEMS), which collectively forms the Acquisition Safety & Environmental Management System (ASEMS).

3.14.3 Safety and Environmental Case

In the event of a modification or change to the configuration or operation of the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP** that affects the operational safety, environmental impact or legislative compliance, the Contractor shall provide a Safety and Environmental Impact Statement as a **Non-Core Service**.

Commensurate with the level of risk or environmental impact, written assurance in the form of a full Safety and Environmental argument should be produced by the Contractor that clearly articulates the risk associated to any new Hazards which may have been introduced, as well addressing any effect on the inherent safety of the WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP** The Contractor should also prove that the BPEO has been adopted in the design and that the modification/change is legislatively compliant.

The Safety and Environmental argument should be compelling and supported by a body of evidence proportionate to the complexity of the system and the risk posed. Compliance with relevant legislation, standards and guidelines shall be demonstrated by the Contractor by cross-referenced compliance data.

As **a Core Service,** the Contractor shall support any updates required to the Safety and Environmental case following on from the Safety and Environmental Management Panel or from the Failure Review Board.

3.14.4 Safety Notices

A Safety Notice is a document that provides formal notification to the User community and other key stakeholders that an important safety issue has arisen with a piece of equipment that the user needs to be aware of and/or must take action to mitigate. It is an interim short-term measure pending the implementation of a modification, update to the Technical Publication or other resolution where appropriate.

To maintain a common and coherent method of informing the User community and other key stakeholders of equipment safety concerns, the policy and processes for issuing and rescinding Safety Notices are set out by the Army HQ **D Futures SO1 Tech Safety.** The Safety Notice process is detailed at **Annex U.**

3.14.5 Authority Generated Safety Notices via Email (SNvE)

When a safety issue is identified through the stakeholder community, the Authority shall issue (or rescind a previous) SNvE.

As a **Core Service**, the Contractor may be required by the Authority to provide specific technical information to inform the SNvE under the PAR mechanism as detailed at paragraph 3.2.3 to this SOW. The provision of such information shall be graded by the Authority and shall be actioned by the Contractor in accordance with the timescales detailed within Table 2.

3.14.6 Contractor Safety Issue Notification

As a **Core Service**, when a safety issue is identified by the Contractor, the Contractor shall notify the Authority of the issue within four (4) working hours of discovery and shall provide the Authority with a written details within two (2) working days of discovery. For 'routine' safety issues, the Contractor shall notify the Authority within twenty-four (24) hours and shall provide the Authority with written details within five (5) working days of discovery.

3.15 Procurement of Options

The management of optional orders shall be treated as **a Core Service** by the Contractor. As part of the tender response, the Contractor shall provide prices in the format detailed in **Annex S** (Options).

3.16 Disposal

3.16.1 Provision of a Disposal Plan (DP)

The Contractor shall submit a **draft DP** as part of the tender response. The DP should be written in accordance with **DID 012.**

As a **Core Service**, the Contractor shall deliver a **final DP** no later than eighty (80) days after the contract start date.

The Contractor DP shall be refenced within the ISP.

As a **Core Service**, the Contractor shall review the DP once a year and record any amendment suggestions in the format detailed at **Annex G – Document Review Template.** The amendment suggestions shall be submitted to the Authority twenty (20) working days prior to the ISLSC dates specified in section 2.8 of this SOW. Any changes to the DP should be jointly agreed between the Contractor and the Authority during the ISLSC.

As a Non-Core Service, the Contractor shall provide updates to the DP to reflect the changes agreed at the ILSC for the life of the contract.

3.16.2 Disposal of WT & MLET Equipment

The Authority will utilise the Defence Equipment Sales Authority (DESA) who currently provide for the disposal of MoD equipment. DESA has current contracts in place with approved contractors who are authorised to dispose of assets at all security classifications. The list of authorised DESA's suppliers can be consulted on the UK government page at:

Defence Equipment Sales Authority - GOV.UK (www.gov.uk)

The Authority will determine whether WT platforms and variants listed in **Annex B – Fleet Description**, including all sub-systems and interfaces as detailed within the relevant platform Army Equipment Support Publications (AESPs) in **Annex C – List of AESP** should be re-used, repaired, re-cycled or disposed of at cost to the Authority. The disposal, if required, of MoD equipment through the Contractor will be treated as a **Non-Core Service.**

As a **Core Service**, the Contractor may be required to support the disposal of WT and MLET equipment and the resupply strategy for spares by conducting the following tasks as part of the PAR process set out in para 3.2.3 of this SOW:

a. Support the completion of DESA Declaration Forms and the appropriate form selected from **Annex E of Def-Stan 05-099**.

b. Advise the Authority of any components classed as Asset Subject to Special Control (ASSC) or Attractive to Criminal and Terrorist Organisations (ACTO), that have not been previously identified in the Contractor's Disposal Plan. In accordance with Joint Service Publication (JSP) 440, ACTO items are categorised as follows:

Category	Description
1	• all Firearms under 20mm and associated ammunition including blank ammunition; • all single man-portable missile and rocket systems and associated rockets; • all mortars less than 120mm and associated High Explosives (HE) and Smoke White Phosphorus (WP) bombs; • all anti-tank and anti-personnel grenades, including CS and distraction grenades, practice hand grenades and associated grenade-launchers, where applicable; • all mines, demolition explosives, prepared explosive charges and accessories, including initiation devices; • critical firearms components (Those parts integral to the fundamental function of the firearm, including the barrel, breech block, slide or revolver cylinder or other parts

	containing the charge or pressure caused by firing the firearm) including associated functioning scrap or spare parts; • all Firearm (under 20mm) suppressor systems; • weapon-sighting devices and other ancillaries which improve the effectiveness of the system; • helmet-mounted and hand-held night-vision enhancement systems, including thermal imagers; and • handheld and tripod mounted targeting, identification, marking and measuring devices.
2	• ballistic combat helmets; • all types of combat body armour, including ballistic plates, fillers and extremities protection; • General Service Respirators; and • (secure) portable radio communications systems.

c. Provide information related to Hazardous Articles, substances and Materials in accordance with **DEFCON 68** and **DEFFORM 68,** including but not limited to **DEFCON 624** (use of Asbestos).

d. Provide the necessary technical information required for the completion of the Authority's Retransfer Agreement Application to the US Department of Defence (DoD).

3.17 Social Values

Not Applicable.

3.18 Cyber Security (CS)

3.18.1 Supplier Assurance Questionnaire (SAQ)

The Contractor shall be Cyber Essentials compliant to the requirements set out in Def-Stan 05-138. As part of the tender response process the Contractor shall complete the Cyber Security (CS) **Supplier Assurance Questionnaire (SAQ)** either online (online SAQ form), or by returning the attached PDF form to the Defence Cyber Protection Partnership (DCPP) (UKStratComDD-CyDR-DCPP@mod.gov.uk).

As part of the tender response, the Contractor shall provide a copy of the SAQ to the Authority along with the DCPP result.

As a **Core Service**, the Contractor shall repeat the CS SAQ no less than once in each year of this contract, commencing on the first anniversary of completion of the SAQ, to demonstrate continued compliance with the Cyber Security Instructions.

3.18.2 Cyber Implementation Plan (Optional)

In the event that the Contractor provides non-compliant SAQ responses, and if the compliance cannot be achieved before the contract is awarded, then the Contractor shall provide a **Cyber Implementation Plan (CIP**) as part of the Contractor's tender response that demonstrates how the Contractor will achieve compliance.

3.18.3 Contractor's Cyber Security Obligations

As a **Core Service**, the Contractor shall comply to the CS obligations set out in DEFCON 659-Cyber which include, but are not limited to:

a. Accommodating audits in the invent of CS incident.
b. Managing Sub-Contractor CS compliance to Def-Stan 05-138 as required.
C. Retaining records of CS compliance documents throughout the contractual period and beyond.

4 LIST OF DATA ITEM DESCRIPTION (DID) and TEMPLATES

DID 001 Integrated Support Plan (ISP)
DID 002 Engineering Management Plan (EMP)
DID 003 Reliability and Maintainability Plan (RMP)
DID 004 Supply Support Plan (SSP)
DID 005 Packaging, Handling, Storage and Transportation (PHS&T)
DID 006 Obsolescence Management Plan (OMP)
DID 007 Obsolescence Report
DID 008 Risk & Opportunity Management Plan (ROMP)
DID 009 Human Factor Integration Plan (HFI)
DID 010 Configuration Management Plan (CMP)
DID 011 Technical Documentation Management Plan (TDMP)
DID 012 Disposal Plan (DP)

5 LIST OF APPLICABLE STANDARDS

Ref.	Part	Description
ILS General		
Def Stan 00-600	1	Integrated Logistics Support (ILS) Requirements
Def Stan 00-600	2	Supportability Case Requirements
Def Stan 00-600	3	Logistic Information Requirements
Def Stan 05-099	1	End To End MOD requirements for GFE
Def Stan 05-099	2	Management of Inventory held by a Delivery Partner
Reliability & Maintainability		
Def Stan 00-040	1	Reliability & Maintainability
Def Stan 00-042	3	R&M Case
Def Stan 00-044	-	R&M Data Collection & Classification
Supply Support		
Def Stan 81-041	1	Introduction to Defence Packaging Requirement
Def Stan 81-041	2	Packaging Design
Def Stan 81-041	3	Packaging Environmental Testing
Def Stan 81-041	4	Service Packaging Instruction Sheet
Def Stan 81-041	5	Packaging Processes
Def Stan 81-041	6	Package Marking
Def Stan 05-132	-	Marking Service Material Items Using Unique Item Identifier
Human Factor Integration		
Def Stan 00-251	-	Human Factor Integration
Configuration Management		

Def Stan 05-057	-	Configuration Management
Technical Documentation and Information Management		
TD-076-0543-00		Defence Technical Documentation Guidance
Quality Management		
AQAP 2110	-	NATO Quality Assurance Requirements for Design, Development and Production
AQAP 2210	-	NATO Supplementary Software Quality Assurance Requirements
AQAP 2105	-	Requirements for Quality Plan
Def Stan 05-061	1	Quality Assurance – Concessions
Def Stan 05-061	4	Quality Assurance – Contractor Working Parties
Def Stan 05-061	9	Quality Assurance – Independent Inspection for Safety Critical Items
Def Stan 05-135	-	Avoidance of Counterfeit Materiel
Safety Management		
Def Stan 00-56	1	Safety Management - Requirements
Def Stan 00-56	2	Safety Management - Guidance
DSA02.DLSR.LSSR	-	Land System Safety and Environmental Protection – Policy and Regulation
DSA03.DLSR.LSSR	-	Land System Safety and Environmental Protection – Guidance
Disposal Management		
Def Stan 00-035	1	Environmental Handbook – Control & Management
Def Stan 00-035	4	Environmental Handbook - Natural Environments
Def Stan 00-035	5	Environmental Handbook - Mechanical Environments
EAR 600 series	-	Export Administration Regulation
Cyber Security		
Def Stan 05-138	-	Cyber Security for Defence Suppliers

6 LIST OF ABBREVIATIONS

ACB	Authority Commercial Branch
ACTO	Attractive to Criminal & Terrorist Organisations
AESP	Army Equipment Support Publication
ARM	Availability, Reliability & Maintainability
ASSC	Asset Subject to Special Control
BAAN	Babcock (Payment system)
BCM	Business Continuity Management
BER	Beyond Economical Repair
BOM	Bill Of Materials
CCC	Configuration Control Committee
CDS	Core Data Set
CES	Complete Equipment Schedule
CIP	Cyber Implementation Plan
CLS	Contractor Logistic Support
CMP	Configuration Management Plan
CONDO	Contractors On Deployed Operations

COSL	Critical Outstanding Spares List
CRA	Cost Risk Adjustment
CS	Cyber Security
CST (F)	Close Support Trailer Fuel
CST (W)	Close Support Trailer Water
DA	Design Authority
DAIB	Defence Accident Investigation Branch
DCPP	Defence Cyber Protection Partnership
DFC	Defence Fulfilment Centre
DID	Data Item Description
DONDI	Due Out No Due In
DP	Disposal Plan
DR TDOL	Design Repository technical Documentations Online
DST	Defence School of Transport
EBS	Equipment Breakdown Structure
EMP	Engineering Management Plan
FMECA	Failure Modes, Effects & Criticality Analysis
FRB	Failure Review Board
GFA	Government Furnished Asset
GFE	Government Furnished Equipment
GFF	Government Furnished Facilities
GFI	Government Furnished Information
GFR	Government Furnished Resource
GSC	Government Security Classification
HFI	Human Factors Integration
HFI Case	Human Factors Integration Case
HFI Plan	Human Factors Integration Plan
HMG	Her Majesty's Government
IDF	Inventory Demand Forecast
IETP	Interactive Electronic Technical Publication
ILS	Integrated Logistics Support
ILSP	Integrated Logistic Support Plan
IMS	Information Management System
ISLSC	In-Service Logistic Support Committee
ISP	Integrated Support Plan
ISS	In-Service Support
JAMES	Joint Asset Management & Engineering Solutions
JSP	Joint Service Publication
KPI	Key Performance Indicator
LCST	Logistic Commodities & Services Transformation
LEFRAS	Land Equipment Fault Reporting & Sentencing
LET	Light Equipment Transporter
LFE	Learning From Experience
LI	Lessons Identified
LLC	Limited Liability Company
LM	Low Mobility
LORA	Level Of Repair Analysis
MAC	Mandatory Assessment Criteria
MDBF	Mean Distance Between Failures
MET	Medium Equipment Transporter
MLET	Modified Light Equipment Transporter
MOD	Ministry Of Defence
MRO	Maintenance Repair & Overhaul
MTBF	Mean Time Between Failures
NATO	North Atlantic Treaty Organisation
NCR	Non-Conformance Report

NSN	NATO Stock Numbers
OBS	Organisation Breakdown Structure
OEM	Original Equipment Manufacturer
OM	Obsolescence Monitoring
OM	Operational Manager
OMP	Obsolescence Monitoring Plan
OR	Obsolescence Report
OSD	Out of Service Date
OSK	OSHKOSH Defense LLC
PAR	Project Advice Request
PAT	Project Action Tracker
PDS	Post Design Service
PHS&T	Packaging, Handling, Storage and Transportation
POD	Proof of Delivery
PRM	Project Review Meeting
QM	Quality Management
QMP	Quality Management Plan
R&M	Reliability & Maintainability
RAF	Royal Air Force
RCF	Request Change Form
RCM	Reliability Centred Maintenance
RDD	Required Delivery Date
RFQ	Request For Quote
R&MC	Reliability & Maintainability Case
RMC	Raw Material & Consumable
R&MP	Reliability & Maintainability Plan
RN	Royal Navy
ROM	Risk & Opportunity Management
ROMP	Risk & Opportunity Management Plan
RP	Repair Plan
SAL	Security Aspects Letter
SAQ	Supplier Assurance Questionnaire
SAQ	Supplier Assurance Questionnaire
SDES	Shared Data Environment System
SDES	Storage & Exchange of Electronic information
SME	Subject Matter Experts
SMP	Safety Management Plan
SNvE	Safety Notification via Email
SOW	Statement of Work
SOWM	Start Of Work Meeting
SPF	Security Policy Framework
SQEP	Suitably Qualified & Experienced Personnel
SRD	System Document Requirement
SSP	Supply Support Plan
STTE	Special Tooling & Test Equipment
TAA	Technical Assistance Agreements
TAR	Tactical Air Refuel
TD	Technical Documentation
TDMP	Technical Documentation Management Plan
TI	Technical Information
TR	Technical Representative
TRR	Technical Representative Requests
TRT	Turn Round Time
UCR	Urgent Capability Requirement
UK	United Kingdom
UKNCB	United Kingdom National Codification Bureau

US DOD	United States Department of Defense
VRN	Vehicle Registration Number
VST	Vehicle Support Team
WT	Wheeled Tanker
WTFS	Wheeled Tanker Future Support