

Serial No	Major Contract Requirement	Related Requirement or Information	Customer's Estimated Quantity	Performance Standard and Service Failure Outcome
Section D		Authority Requirements for Contract Management and Administration		<p>a. 100% compliance on all items in Section D.</p> <p>b. The format and content of all reports, returns, plans and records shall be agreed with the Authority.</p>
D1	Resource Availability Status Report (Serviceability)	<p>a. The Contractor shall provide the Authority's contract manager with reports on the status of resource availability in an Excel spreadsheet format.</p> <p>b. The Contractor shall notify the contract manager of any changes to the status report.</p>	<p>a. Report. Weekly</p> <p>b. Changes. As required.</p>	<p>a. Report to be provided by 1200hrs on the first Business Day of the week.</p> <p>b. Notification of changes to be provided by E-Mail within 1 Business Day of an identified change.</p> <p>c. A category C service failure will be applied for incomplete information.</p> <p>d. A category C service failure will be applied for every whole Business Day the report is late.</p>

2D-1

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D2	Utilisation Records	<p>a. The Contractor is to forward to the Authority's contract manager a record of vessel utilisation in an Excel Spreadsheet format or other IT format acceptable to the Authority.</p> <p>b. Records shall identify the following:</p> <ul style="list-style-type: none"> i) Times of start and finish of task; ii) Task type and User Unit; iii) Transit time to and from task; iv) Transit time to and from any detached tasking station; v) The number of students and other personnel onboard for sea drills vi) failures and weather cancellations prompted by the craft and the User Unit; vii) Interceptions and challenges recorded by Range Safety Craft. <p>c. From the records produced, graphs of utilisation trends are to be provided for the overall usage and also usage by customer and task type.</p>	<p>a. Direct to the Authority's contract manager at the end of each calendar month.</p> <p>b. At any other time, following a request from the contract manager.</p> <p>c. A summary report is to be available for discussion at each of the quarterly Performance Review meetings.</p> <p>d. A short overall summary is to be provided for the annual Contract Review meeting.</p>	<p>a. As per serial D.</p> <p>b. To be provided within five Business Days of the end of each month.</p> <p>c. The summary report is to be provided as per serials D6 and D7.</p> <p>d. A category C service failure will be applied for late delivery of the IT data by 1-5 whole Business Days; a further category C service failure will be applied for every Business Day thereafter.</p> <p>e. A Cat B service failure will be raised for every month that suitable utilisation data is not available to the Authority's contract manager.</p>
D3	Fuel Records and Fuel Economy	<p>a. The Contractor shall maintain records of marine fuel receipts and usage in the delivery of the Range Safety and Aircrew Training service, throughout the period of the contract.</p> <p>b. Format and presentation. The above information is to be presented to the Authority in Excel Spreadsheet format or other IT format acceptable to the Authority.</p>	<p>a. A summary report is to be available for discussion at each of the quarterly Performance Review meetings.</p> <p>b. A short overall summary is to be provided for the annual Contract Review meeting.</p>	<p>a. As per serial D.</p> <p>b. The summary report is to be provided as per serials D6 and D7.</p>
D4	Contractor Audit Reports	<p>a. The Contractor shall monitor safety, quality and performance continuously and report outcomes to the Authority's contract manager.</p>	<p>a. A summary report to be provided 6 monthly at the quarter 2 and quarter 4 Performance Review meetings.</p> <p>b. A short overall summary is to be provided for the annual Contract Review meeting.</p>	<p>a. As per serial D.</p> <p>b. The summary reports are to be provided as per serials D6 and D7.</p>

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D5	<p>Training and Certification Records, and SQEP Table</p>	<p>a. The Contractor shall provide the Authority's contract manager with reports on training, certification and experience of all staff identified as associated with this contract.</p> <p>b. The Contractor is to maintain a table (or tables) that clearly lays out the intended manning levels and the Suitably Qualified and Experienced Persons (SQEP), intended for each post on each vessel type and where appropriate for each Authority tasking serial. The requirement for, and the current version of, the table are to form a part of the Human Resource Management and Training Plan called for in Section B of Schedule 2.</p>	<p>a. Reports on training and certification are to be provided 6 monthly at the quarter 2 and quarter 4 Performance Review meetings.</p> <p>b. The SQEP table is to be reviewed and updated annually and presented at the quarter 4 Performance Review Meeting (PRM).</p> <p>c. A short overall summary report is to be provided for the annual Contract Review meeting.</p>	<p>a. As per serial D.</p> <p>b. The summary report is to be provided as per serials D6 and D7.</p>

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D6	Contract Monitoring – Quarterly Performance Review Meetings (PRMs)s	<p>a. The Contractor shall hold quarterly Performance Review Meetings (PRMs), chaired by the Authority, and shall provide the necessary administration and secretarial support to cover pre and post meeting activities.</p> <p>b. The objective of the quarterly Performance Review Meeting is to analyse the performance of all activities; to identify areas of under / over achievement and areas of potential improvement. The meetings shall coincide with the pricing and payment periods.</p> <p>c. The Contractor shall produce and issue an agenda and a report covering the relevant period. The outline content of the report shall include those areas identified within SoR Section E and is to be agreed with the Authority and published with the report.</p> <p>d. It is intended that representatives of the Contractor, the Authority's contract manager and the Authority's commercial section shall be present at these meetings.</p>	<p>a. 4 per annum.</p> <p>b. A performance report covering the previous quarter's business is to be provided for each Review.</p> <p>c. The safety section from the performance report is to be made available as an extract at the SCM (see D17).</p>	<p>a. As per serial D.</p> <p>b. A calling notice is to be issued by the Contractor within 2 weeks of the end of the Review Period.</p> <p>c. The meetings shall be held within 4 weeks of the end of the Review Period unless otherwise agreed with the Authority.</p> <p>d. Notification of administrative arrangements together with the agenda and the Performance Report are to be forwarded within 3 weeks of the end of the Review Period.</p> <p>e. Draft minutes to be issued within 10 working days of the Review Meeting; with a final set to be issued within 5 Business Days of acceptance of the final draft by the Authority's contract manager.</p> <p>f. A category C service failure will be applied for failure to provide a complete set of documentation as required by any serial of this section D and / or as agreed and documented with the Authority.</p> <p>g. A category C service failure will be applied for late delivery of any part of the agreed PRM documentation, including the initial draft and the final issue of the minutes, by 1 to 5 whole Business Days; and a further category C service failure will be applied for every whole Business Day thereafter.</p>

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D7	Contract Monitoring – Annual Contract Review Meeting (CRM)	<p>a. The Contractor shall hold an annual Contract Review Meeting (CRM), chaired by the Authority, and shall provide the necessary administration and secretarial support to cover pre and post meeting activities.</p> <p>b. The objective of the Contract Review Meeting shall be to analyse the performance of the Contractor against each line item and identify areas of under / over achievement, areas of potential improvement and best practice and the development of revised management and commercial systems and procedures. These meetings will also be the means to make the operation of the contract more efficient, with each successive year to the cost benefit of both parties.</p> <p>c. The Contractor shall produce and issue an agenda and a report covering the relevant period. The outline content of the report shall include those areas identified within the Schedule of Requirements (SoR) Section E and is to be agreed with the Authority and published with the report.</p> <p>d. It is intended that appropriate senior representation shall attend from both the Contractor's and Authority's respective organisations, together with the Authority's contract manager and a representative of the Authority's commercial section.</p>	<p>a. 1 per annum.</p> <p>b. An annual overview performance report covering the previous year's business is to be provided for each CRM.</p>	<p>a. As per serial D.</p> <p>b. A calling notice is to be issued within 4 weeks of the end of the contract year.</p> <p>c. The meeting shall be held within 8 weeks of the end of the contract year unless otherwise agreed with the Authority.</p> <p>d. Notification of administrative arrangements together with the agenda and the annual overview Performance Report are to be forwarded within 5 weeks of the end of the contract year.</p> <p>e. Draft minutes are to be issued within 10 Business Days of the Review Meeting taking place; with a final set to be issued within 5 Business Days of acceptance of the final draft by the Authority's contract manager.</p> <p>f. A category C service failure will be applied for failure to provide a complete set of documentation as required by any serial of this section D and / or as agreed and documented with the Authority.</p> <p>g. A category C service failure will be applied for late delivery of any part of the agreed CRM documentation, including the initial draft and the final issue of the minutes, by 1 to 5 whole Business Days; and a further category C service failure will be applied for every whole Business Day thereafter.</p>

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D8a	Contract Monitoring – Customer / User Unit Survey	a. A suitable Customer / User Unit Survey Report Form is to be formulated and agreed with the Authority's contract manager and the process and content reviewed and agreed with the Authority prior to every issue. The Authority will issue the survey forms to an agreed distribution.	a. 1 every 18 months. b. A review of the Customer / User Unit Survey Report Form is to be conducted by the Contractor prior to a survey. c. Survey reports together with a summary shall be included within the annual overview Performance Report to be available for discussion at the annual Contract Review Meeting.	a. As per serial D. b. Comments on the Contractor's review of the survey form are to be forwarded to the Authority's contract manager ten Business Days in advance of the issue of the survey. c. A category C service failure will be applied for late response by 1 working week to a request by the Authority for the Contractor to undertake a review of the Survey Report Form; a further category C service failure will be applied for every complete calendar month thereafter.
D8b	Contract Monitoring – Customer/User Liaison	a. A suitable outline programme for liaison visits to User Units is to be agreed with the Authority within 3 months of contract commencement and annually thereafter. b. A suitable format for the visits with a standing agenda. c. A summary report on liaison visits is to be provided at the annual Contract Review Meeting.	a. Visits are to be at 18 – 24 month intervals per Customer / User Unit.	a. As per serial D. b. An outline programme together with the intended visit format and agenda is to be agreed by commencement of contract. c. The summary report is to be provided in accordance with the performance standards stipulated under serial D7. d. A category C service failure will be applied for late issue of the outline programme by 2 calendar months; a further Cat C service failure will be applied for every complete calendar month thereafter.

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D9	Reports of Accidents, Incidents, Dangerous Occurrences and Near Misses.	a. Copies of all reports made by the Contractor to statutory bodies shall be copied to the Authority's contract manager. In addition a report is to be made to the Authority of any accident, incident or near miss involving Authority User Units or Authority personnel.	a. On each occasion an accident or dangerous occurrence is reported to a statutory authority. b. On each occurrence of an accident or dangerous occurrence or near miss is reported to a statutory authority. c. On each occurrence of an accident, incident, dangerous occurrence or near miss involving a User Unit or Authority personnel.	a. As per serial D. b. When loss of life or vessel occurs, the report is to be to the Authority's contract manager by the quickest means, certainly within 24 hours from initial notification being received of the event. c. All other reports are to take place within 5 Business Days of the occurrence. d. A category C service failure will be applied for late delivery by 1-2 whole Business Days from receipt of notification of the event by the Contractor. A category B service failure will be applied for every 2 whole Business Days thereafter.
D10	Joint Document Register	a. The Contractor is to maintain, and share with the Authority's contract manager, a register of all documents used between the two parties in the provision of the contracted services. This register is to provide the current status and update version of each document.	a. Reviewed and updated annually and presented at the quarter 4 Performance Review Meeting.	a. As per serial D. b. To be forwarded within 3 weeks of the end of the quarter 4 Review Period and at least 10 whole Business Days before the PRM. c. A category C service failure will be applied for late delivery of the complete document by between 1 and 5 whole Business Days; a further category C service failure will be applied for every further whole Business Day thereafter.

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D11	Resource Allocation Table	a. The Contractor is to maintain, in conjunction with the Authority's contract manager, a table (in an Excel spreadsheet or other format acceptable to the Authority) demonstrating the allocation to Authority tasking of all capital assets and the manpower resource contracted to deliver the service provision (as established in the latest Authority agreed Financial Model (FM)). This table is to compare the current allocation of vessel and manpower resource with that established by the FM to meet the Schedule of Requirements (SoR).	a. Reviewed and updated annually and presented at the quarter 4 Performance Review Meeting.	<p>a. As per serial D.</p> <p>b. To be forwarded within 3 weeks of the end of the quarter 4 Review Period and at least 10 whole Business Days before the PRM.</p> <p>c. A category C service failure will be applied for late delivery of the complete document by 1-5 whole Business Days; a further category C service failure will be applied for late delivery of the complete document for every further whole Business Day thereafter.</p>
D12	Management Plans	<p>a. The Contractor is to develop and maintain management systems and plans to include the following management and administrative outputs (see Section B):</p> <ul style="list-style-type: none"> i) Life-Cycle Maintenance, inc Vessel Modification and Replacement; ii) Quality Management; iii) Safety Management (covering both vessel function and support to MoD tasking); iv) Environmental Management; v) Human Resource Management and Training; vi) Programming and Resource Allocation; vii) Service Delivery Risk Management and Risk Register – (inc Project / Business Risk and Contractual Risk). 	a. Reviewed and updated annually and presented at the quarter 4 Performance Review meeting.	<p>a. As per Serial D.</p> <p>b. Each plan is to be developed and agreed with and endorsed by the Authority by commencement of the contract.</p> <p>c. For failure to implement the above, a category B service failure will be applied for each calendar month that each individual plan is late being delivered; allowing a total of 10 whole Business Days for the Authority to review each plan.</p> <p>d. To be forwarded 5 whole Business Days prior to the quarter 4 Performance Review Meeting.</p>

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D13	Contract Cost Model / Financial Model (FM)	<p>a. The Contractor is to submit and agree with the Authority an updated Contract Cost Model / Financial Model (FM) for Contract Effective Date (CED).</p> <p>b. The FM is to be updated annually and made available by the Quarter 1 PRM of the year following that to which it refers.</p> <p>c. The FM is to be revised in line with the actual expenditure profile as agreed in the Cost Report Review but within the existing agreed total costs.</p>	<p>a. Initial updated version to be issued at commencement of Contract.</p> <p>b. To submit a revised FM for the Authority's review as follows:</p> <ul style="list-style-type: none"> i) Annually for input of indexation factor. ii) Whenever a change to the services is instigated that will change the cost profile, as per Contract Clause 18 – Change Procedure. iii) As otherwise required by the Authority 	<p>a. As per serial D.</p> <p>b. A category C service failure will be applied for late delivery of the updated FM by 1 full week; a further category C service failure will be applied for every full week thereafter.</p> <p>c. To be in accordance with the requirements of Contract Clause 13.</p>
D14	Annual Cost Report	<p>a. The Contractor is to issue a cost report in an excel spreadsheet format summarising the actual contract income and actual expenditures against the cost management lines in the Top Level Summary sheet of the Financial Model (FM), including:</p> <ul style="list-style-type: none"> i) Operational Staff Costs ii) Maintenance iii) Operational Support Costs iv) Insurance and Miscellaneous Costs v) Capital Funding vi) Profit Mark-Up <p>b. The following supporting documents / information will be required to support the Cost Report:</p> <ul style="list-style-type: none"> i) TAF Register for the relevant period. ii) Register of Third Party Income (TPI) for the relevant period. iii) An extract of the Contractor's cost control software showing all project expenditures and incomes for the year and how they have been 	<p>a. To be provided annually with an initial issue of the report being made to the Authority by the end of quarter 1.</p> <p>b. Initial draft minutes and actions to be issued by Contractor within 10 Business Days.</p> <p>c. Any corrective action to be agreed with the Authority and put in place by end of quarter 2.</p> <p>d. The final agreed version of the Annual Cost Report is to be issued to the Authority by end of quarter 2.</p>	<p>a. As per serial D.</p> <p>b. The Annual Cost Report is to be agreed and endorsed by the Authority.</p> <p>c. A category C service failure will be applied for late delivery of the Annual Cost Report by 2 full weeks; a further category C service failure will be applied for every full two week period thereafter.</p>

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assigned to the FM headings in the Cost Report.				
D15	Review of Cost Report	<p>a. A review of the Cost report is to be held from between 2 - 4 weeks after the initial issue of the Cost Report to discuss any issues arising, and if appropriate, to agree any resulting actions.</p> <p>b. The Contractor's commercial manager will be responsible for actioning and leading these reviews.</p>	a. To be undertaken annually.	a. As per serial D.
D16	TAF Register	<p>a. A register of all Task Approval Forms (TAFs) is to be created and retained by the Contractor.</p> <p>b. The register is to record the following information as a minimum:</p> <ul style="list-style-type: none"> i) TAF number ii) Task Identity iii) User Identity iv) Date of task v) Date approved vi) Cost vii) Date of payment 	<p>a. To be kept up to date at all times and a soft copy provided to the Authority at the end of each calendar month.</p> <p>b. An up to date extract is to be provided for the reports required for the quarterly Performance Review Meetings and the annual Contract Review Meeting.</p>	<p>a. As per serial D.</p> <p>b. A category C service failure will be applied for late delivery of the TAF Register extract for the PRM or CRM Reports in accord with the report requirements at serials D6 and D7.</p>
D17	Safety Committee Meetings (SCM)	<p>a. The Contractor's safety representative and contract manager are required to attend an Authority arranged Safety Committee meetings once every quarter.</p> <p>b. The Authority will provide all administrative support.</p>	a. Held every 3 months.	a. As per serial D.
D18	Contract Operational Meetings	<p>a. The Contractor's contract manager is required to participate in 6 weekly meetings with the Authority's contract manager to discuss day to day operational and other matters associated with the service delivery.</p> <p>b. An agenda is to be agreed between both parties 1 week before the agreed date of the meeting.</p> <p>c. Bullet point notes are to be issued by the Contractor within 10 Business Days of the date of the meeting.</p>	a. Held every 6 weeks.	<p>a. As per serial D.</p> <p>b. A category C service failure will be applied for late delivery of the bullet point notes by 2 full weeks; a further category C service failure will be applied for every two full weeks thereafter.</p>

2D-10