

Annex A to Contract

In-Service Support to Detector Special Purpose (DSP) 13

STATEMENT OF WORK

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CONTENTS

GENERAL DESCRIPTION	4
Aim	
Background	
STATEMENT OF WORK	
GLOSSARY	14

GENERAL DESCRIPTION

Aim

1. The aim of this document is to articulate the Statement of Work (SoW) between the Authority and the Contractor for the services to be provided under the Contract. The purpose of this SoW is to define the scope and content of the technical and management activities to be undertaken by the Contractor and the support required for the DSP 13 system under the Contract.

Background

- 2. The Defence Equipment & Support (DE&S) Specialist Explosives, Ordnance and Disposal and Search (EOD&S), Exploitation and Countermeasures (SEEC) Delivery Team (DT) have initiated a project for support of DSP 13 System(s).
- 3. This SoW will bound the scope of all Core tasks required by the Authority in relation to the support, maintenance and repairs of the DSP 13 system(s). The Contractor shall provide an In-Service support package to enable the Authority to maintain availability of the system(s).
- 4. There are currently no plans for additional system procurements. But the support contract should be able to support this through a contract amendment if a requirement does occur.

Scope

- 7. The Contractor shall include these items:
 - i. Project Management/ Meetings/ Reports
 - ii. Technical support
 - iii. Contractor visits
 - iv. Safety Case, Hazard Log and Environmental Plan
 - v. Biennial Wipe Testing
 - vi. Risk management
 - vii. Army Equipment Support Publications (AESPs)
 - viii. Configuration Management
 - ix. Acceptance
 - x. Quality Management
 - xi. Spares
 - xii. Training
 - xiii. Obsolescence management
 - xiv. Disposal
 - xv. Ad-hoc Tasking
 - xvi. Reliability and Maintainability
 - xvii. Transportation
 - xviii. Repair at the Contractor's Premises
 - xix. Codification

STATEMENT OF WORK

IN-SERVICE CORE SUPPORT

SoW01	Statement of Work	Contract Deliverables
Project Management / Meetings /	The Contractor is to attend online MS Teams monthly project meetings and if required Ad-hoc meetings (the Ad-hoc meetings will be through a Task Authorisation Form (TAF)).	Post monthly project meeting minutes and progress report.
Reports and Ad-hoc Meetings	The Contractor shall attend monthly online MS Teams Project Review Meetings. If required every 6 months one of the monthly meetings will be a Face to Face meeting either at Abbey Wood or at SS Scientific Limited.	Minutes to be despatched to the Authority within 3 working days of the meeting. This report is to be in Word format via email.
	2. The Contractor shall provide to the Authority written auditable minutes from the monthly meetings and include a progresss reports which will give details of all work undertaken during the preceding month.	Other meetings and frequency: a. Progress Meetings - Monthly
	3. It is envisaged that meetings will cover, as a minimum, each of the following areas:	 b. Hazard Working Groups (HWG) - As required (anticipated 1 per year)
	 a. Government Furnished Equipment (GFE) & Spares. b. Inspections, repairs, calibration, and servicing activities during the reporting period, including No Fault Found (NFF). c. Data Reporting and Corrective Action System (DRACAS) status including defect sentencing 	c. Project Safety & Environmental Panel (PSEP) - As required (anticipated 1 per year)
	and liability issues. d. Obsolescence status. e. AESP activities during the reporting period, including the Configuration status of the system. f. Safety Case / Environmental Plan.	d. Security Working Group Meetings (SWG) - As required (anticipated 1 per year)
	g. Disposal of spares and assets. h. Financial Status. i. Ad hoc Support status	e. Task specific - As required (anticipated as max 2 per year)
	j. Joint Risk Register update. k. Quality Assurance Matters.	f. Annual Performance Review – Annually
	4. Reports will be sent to the Authority Operations Manager.	g. Non-Formal Ad-Hoc - As required
	Within each report the Contractor shall provide a progress update on all Inspections & Maintenance as identified in AESP.	
	II. The Contractor may be required to cover other business requested by the Authority depending on operational need.	

III. However, any additional tasks will be through the TAF process.
5. The Contractor shall nominate a DSP 13 Manager, and in his or her absence a deputy, who shall be the primary Point of Contact (POC) during Business Days
6. The Contractor shall Asset Track Authority DSP 13 Systems in their possession.

Ref	Statement of Requirement	Contract Deliverables
SoW02	The Contractor is to provide Technical Support covering the equipment under the contract.	During the working day, the Contractor shall be contactable by telephone and/or email facility to provide Subject Matter Expert
Technical	The Contractor shall provide telephone and e-mail technical support to the Operations Manager	(SME) Technical Support and guidance to the Authority
Support	appertaining to equipment's covered by the contract.	representatives during the duration of this contract.
		Responses to be provided to the Operations Manager within 2 working days of first contact.
SoW03	The Contractor is to provide Suitably Qualified and Experienced Personnel (SQEP) when	
	requested to do so, for visits to UK user sites for the purpose of repairs/ testing/ meetings /	As agreed on an individual basis through a TAF.
Contractor Visits	investigations / trials or exercises (list not exhaustive).	
	Visits will be agreed through the TAF process.	
SoW04	Where Safety or Safety Case (SC) may or will be affected as a result of any service or	Following a need for a Safety documentation review, any
The	requirement conducted in accordance with any other element of this specification, the Safety Case shall be updated.	required document amendments in support of Safety Case, Environmental Plan or Hazard Log should be submitted to the
Authority's Safety Case,	The Contractor if requested shall support one Draiget Cofety and Environmental Danel	Authority within 10 working days of the review.
Hazard Log	1. The Contractor, if requested, shall support one Project Safety and Environmental Panel	This will be reviewed by the Authority's Operations Manager.
and Environmental	(PSEP)/ Safety and Environmental Case Report (SECR) meeting a year for the duration of the Contract to enable review of current Safety Case, Hazard Log and Environmental Plan.	Feedback will be provided within 5 working days.
Plan	2. The Contractor shall provide information to support the Authority's Operations Manager in	
	the updating of Safety documentation.	
	3. The Contractor shall notify the Authority of any 'Hazardous' materials and these materials	
	shall be supported by Material Data Safety Sheets (MDSS) used in the equipment.	
	4. If required the contractor shall review the DSP 13 Hazard Log to incorporate any changes as necessary throughout the duration of the Contract and highlight the need for any amendments	
	along with supporting documentation to the Authority's Operations Manager.	

Ref	Statement of Requirement	Contract Deliverables
	5. The Contractor shall attend safety incidents that may happen, when DSP 13 equipment fails, a report must be written for the Authority to present to Army HQ	
SoW05 Biennial Wipe Testing	Wipe testing of up to 20 detectors per annum. The Contractor shall carry out 2-yearly (biennial) Wipe Testing on the fleet of 40 detectors at the Contractor's own premises. a) The Contractor shall wipe test up to 20 detectors per annum supplied by the Authority. b) Where detectors fail the test, the Contractor shall follow the appropriate repair process and procedures for its repair and repair authorisation. c) The Contractor shall keep a Wipe Test Log and recall Equipment for their Wipe Test via email to the Authority Project Team two months in advance of the Wipe Test expiry date. d) On completion of a successful Wipe Test, the Contractor shall provide information of the completed Wipe Test by the issue of a certificate to the Authority and suitably labelling the Equipment with the expiry date of the Wipe Test.	A soft copy of Wipe Test Certificate to the Operations Manager via email within 5 working days, and hard copy in the equipment case. Once equipment has been received and acknowledged by the Contractor, if there are no repairs required, then the equipment should be returned to the Authority within 20 working days of receipt. If there are faults found, the equipment should be repaired (in line with the repair process) and returned to the Authority within 40 working days of receipt.
SoW06 Risk Management	e) The Contractor will be responsible for delivery of Wipe Tested detectors back to the Authority with the correct MATCON label and expiry date on the detector. The Contractor shall provide a Risk and Opportunity Management Plan (ROMP) detailing how risks will be identified, recorded and managed. The Contractor shall identify and report all risks (including supportability risks) associated with the project. The report shall include, but not be limited to, the following: Risk Description including impact and potential trigger date Pre-Mitigation Probability and Pre-Mitigation Impact (Cost, Time & Performance) Proposed Mitigations Estimated Completion Date of Mitigation Activity Post Mitigation Probability Post Mitigation Impact (Cost, Time and Performance) Proposed fall back plans	Within 10 working days of contract start, the Contractor shall provide a Risk and Opportunities Management Plan (ROMP), along with a draft Risk Register identifying the key risks to the project. The risk detail should include; a description of the risk, it's impact on cost, schedule and scope, the probability of the risk occurring, the timescale in which the risk may occur, their recommended treatment approach, risk owner, and contingency plan. The risk register shall be a living document that evolves with project progress and shall be reviewed and updated during each monthly progress meeting and any other ad-hoc project or risk related meetings.
	The ROMP will detail as a minimum how risks will be identified, recorded, managed, and reported; the rights of visibility and access that the Authority will have to the risk register and the reliance of the Contractor's risk management processes on the Authority or its staff.	

Ref	Statement of Requirement	Contract Deliverables
	The Contractor shall ensure that the risk report is maintained throughout the project and presented as part of monthly progress report. The Contractor Point of Contact (POC) and Authority POC shall ensure that the combined register is maintained throughout Contract.	
SoW07 Documentatio n (Army Equipment Support Publications - AESP)	The Contractor, if required, is to annually review and provide updates to AESPs in accordance with MOD Policy, Defence Standard 00-601 Part 4. 1. The updates to the AESPs are to include modifications and/or amendments resulting from changes to the Configuration status of the system and any changes resulting from Obsolescence/PDS activity. 2. Updates to AESPs are to be provided in WORD format. 3. Annual updates up to a maximum of 30 pages per AESP.	Following annual review of AESP, the Contractor is to provide updates if changes are required within 10 working days. These will be reviewed by the Authority's Operations Manager within 5 working days.
SoW08 Obsolescence Management	4. Any additional requests for AESP reviews will be through the TAF process The Contractor shall provide an Obsolescence Plan. The Contractor shall be responsible for managing obsolescence over the entire period of the contract and, notwithstanding any Obsolescence Issues or problems; the Contractor remains responsible for meeting all performance and other requirements of this contract. The Contractor shall provide the Authority with obsolescence status briefs, as part of monthly progress meetings and reporting. Contractor shall be liable for all costs incurred in identifying and implementing a Form Fit Function (Equivalent) replacement to resolve the Obsolescence Concern or Obsolescence Issue. The costs for which the Contactor is responsible include, but are not limited to, the costs of investigating part availability, locating suitable part replacement, vendor interface, engineering efforts, testing and qualification requirements, documentation changes. The Authority shall be responsible for all other costs associated with: 1. the mitigation of Obsolescence Concerns (limited to planned system upgrades and risk mitigation buys); 2. the resolution of Obsolescence Issues excluding Form Fit Function	Any known obsolescence concerns should be emailed as soon as it is identified to the Authority. This should be followed up in more detail as part of the next obsolescence status brief during monthly progress meetings.

Ref	Statement of Requirement	Contract Deliverables
	No work other than that agreed as part of the contract shall take place in association with Obsolescence unless otherwise agreed as part of a TAF.	
SoW09 Availability, Reliability & Maintainability	Where Availability, Reliability and Maintainability may or will be affected as a result of any service or repair conducted in accordance with any other element of this specification, the Contractor shall notify the Authority immediately.	As soon as an Availability, Reliability or Maintainability concern has been identified, initial details of the concern should be emailed immediately to the Authority. This should be followed up within 5 working days with a proposed plan of action.
SoW10 Configuration Management	For the purposes of the Contract, Defence Standard 05-057 Issue 8 entitled "Configuration Management of Defence Material" shall apply. a) Configuration Control (CC) shall be applied to ensure tracking of the status of all units. b) It shall be conducted in accordance with Defence Standard 05-57. c) If the Configuration status of the System has changed, the Contractor shall agree (via the TAF process) what changes can be made to the overall fleet of the system to maintain availability for the Users. d) Work will be tasked by the MOD Operations Manager (OM) who shall prioritise the work to be undertaken. e) The Contractor shall, with the agreement of the Authority, establish a Joint Asset Register to track systems in the repair loop to ensure that the Users retains the maximum availability.	The system configuration management will be reviewed as an agenda item at every monthly progress meeting.
SoW11 Acceptance	 The Contractor shall provide a 'Certificate of Conformity' (CoC) confirming that the equipment complies to the procurement specification and with all current UK legislation (as applicable) to the equipment following each repair and/ or service. DEFCON 627 confirms the Authority's requirement for a CoC as described in the JSP940 MOD Policy for Conformity. 	Following all equipment service or repair, a CoC is to be supplied to the Authority's nominated Operations Manager within 5 working days.
SoW12 Training	 The Contractor shall be required to periodically provide Refresher Training for Instructors (DEMS training staff at the DEMS training Regt). The Training Course must be DSAT compliant in accordance with the requirements of JSP 822 and agreed with the Authority prior to delivery. DSAT Compliant in accordance with JSP 822 Defence Systems Approach to Training. 	Every 2 years, the Contractor shall provide Refresher Training for Intructors (DEMS training staff) for up to a maximum of 5 people at the DEMS training Regt. If there have been any course changes, updated copies of training material (both electronic and paper) should be provided to the DEMS training school at least 5 working days before any refresher training.

Ref	Statement of Requirement	Contract Deliverables
SoW13 Quality Management	Quality Management System - The contractor shall maintain a Quality Management System in accordance with ISO9001:2015 (or equivalent) throughout the duration of this Contract, with an appropriate scope to meet the contract deliverables. This shall be certificated by a United Kingdom Accreditation Service (UKAS) accredited certification body or equivalent International Accreditation Forum (IAF) member. This shall be at no additional cost to the Authority.	Within 10 working days of request from the Authority, the Contractor shall provide: a) Certification and audit b) Quality Monitoring and Control
	Concessions - For the purpose of the Contract, Concessions shall be managed in accordance with Defence Standard 05-061 Part 1 entitled "Quality Assurance Procedural Requirements - Concessions Issue 7".	c) Evidence of certification and compliance
	Counterfeit Avoidance Management - For the purposes of the contract, Counterfeit Avoidance Management shall be managed in accordance with Defence Standard 05-135 entitled "Avoidance of Counterfeit Materiel Issue 2".	d) QA Management Reports delivered within specified timescales
	Contractor Working Parties - For the purposes of the contract, and Contractor Working Parties shall be provided in accordance with Defence Standard 05-061 Part 4 entitled " Quality Assurance Procedural Requirements - Contractor Working Parties Issue 4".	
	Informative Quality Assurance Standards - For Guidance on the application and interpretation Please use the appropriate AQAP Standard Related document (SRD). Where Government Quality Assurance is performed against this Contract, it will be in accordance with AQAP 2070 Edition B.	
	Quality Assurance Representative - All Reference to the GQAR in the documents which form part of this Contract shall be read as referring to the Authority specified in Box 7 of the DEFFORM 111.	
	NATO Quality Assurance Requirements (Design/Development and Production) – For the purposes of the Contract AQAP2110 Edition D entitled "NATO Quality Assurance Requirements for Design, Development and Production" shall apply where the Contractors Quality Management System meets the requirements of ISO 9001:2015. Certificate of Conformity shall be provided in accordance with DEFCON 627.	
	Note: Refer to Quality Conditions within the Contract.	
oW14 isposal	The Contractor shall provide a disposal plan for the DSP 13 equipment that conforms to Authority's template that will be provided.	Within 60 working days of contract start, the Contractor will provide a Disposal Plan to the Authority for acceptance.
Management		

IN-SERVICE NON-CORE SUPPORT

Ref	Statement of Requirement	Contract Deliverables
Ref SoW15 Repair at the Contractor's Premises	Repair of DSP 13 at the Contractor's Premises The Authority shall issue the articles to the Contractor's premises and shall raise a Order for completion of a Survey. The Purchase Order shall constitue the Authority's approval to proceed with the Survey. The Contractor shall acknowledge the Purchase order within 5 business days. Articles issued for repair/modification shall be issued to the Contractor as Contract Works Items in accordance with DEFCON 611 and must be recorded by the Contractor accordingly. On completion of the Survey the Contractor shall submit a Survey Report (in the format at Annex G) to the Authority's Project Manager. The Survey Report shall provide a firm price quotation for the work, showing a comprehensive breakdown of the elements of the quotation including: (i) Materials (ii) Labour Hours and contractually agreed labour rates (iii) Task commencement and completion dates Pricing provided in the Survey Report shall be subject to DEFCON 127 - Price Fixing Condition for Contracts of Lesser Value.	Contract Deliverables Repairs to be completed within the agreed turn-around-time as stated in the Survey Report and agreed though the Purchase Order.
	The Contractor shall identify any items as Beyond Econmic Repair (BER) The Contractor shall notify the Authority's Project Manager of any BER items for instructions. Any disposal actions shall be undertaken in accordance with DEFCON 601 – Redundant Material. Acceptance of the firm price quotation for the repair shall be made through the issuing of a Purchase Order. The Contractor shall accept the Purchase Order within 3 business days and proceed with the repair.	
	The Contractor shall complete the repair within the agreed timescales and notify the Authority's Project Manager once the repair has completed so that collection can be arranged. The Contractor shall deliver all items Ex-Works unless otherwise agreed through the Purchase Order. The Contractor shall ensure that all repaired articles are be fit for purpose and certified for use.	
	Payment shall be made upon delivery and acceptance by the Authority.	
SoW16 Transportation	Delivery/Collection of DSP 13 equipment. All equipment shall be delivered Ex-Works and the Authority shall be responsible for transport in accordance with DEFCON 621A – Transport (If the Authority is Responsible for Transport).	All collections/deliveries must adhere to Store System 3 procedures as part of the RAMP process.

Ref	Statement of Requirement	Contract Deliverables
	The Contractor shall be responsible for setting up a transport account on the RAMP system. This will enable them to arrange collection / delivery of equipment back to users.	
	The Contractor shall notify the Authority's Operations Manager once any articles are ready for collection from the Contractor's premises.	
SoW17	NATO Codification: All DSP 13 Spares that enter the MOD Supply Chain must be NATO codified. The Contractor shall be prepared to hold the item until notified. This will give the	The Contractor, for any new spares, will be required to store the items until such time that the Authority is able to confirm
Codification	Authority time to confirm or update the codification data on the stores computer system, Stores System 3 (SS3), of expected deliveries.	provision of Codfication information, enabling the spares to be issues to stores for control and management.
	NATO Codification:	
	All System items that enter the Defence Supply Chain must be NATO codified.	
	2. The Contractor shall be prepared to hold the item until notified.	
	3. This will give the Authority time to confirm or update the codification data on the stores computer system, Stores System 3 (SS3), of expected deliveries.	
	The Contractor shall:	
	a) Ensure continuity of spares, repairable and consumable, for the lifetime of the contract. The provision of spares will be a separate contract action and not covered as a core task.	
	b) Ensure that the quoted price for each spare item includes the item(s) being correctly packaged and labelled as defined in the relevant document.	
	 c) Ensure that the RTRT for any spare does not exceed the agreed RTRT. d) Ensure that the DEFCON 117 information for the DSP 13 items are provided so that NATO codification action can take place by the Authority. 	
SoW18	A Purchase Order, issued to the Contractor by the Authority's Project Manager, will constitute the Authority's approval to proceed with the manufacture and supply of the items listed at Annex	Delivery shall be against the lead times identified for each ordered item.
Spares	B. The Contractor shall acknowledge receipt of the Purchase order within 3 business days. The Contractor shall then proceed with the manufacture and supply of the spares order.	ordered nem.
	If the Contractor is unable to accept the demand order whether wholly or in part, he shall notify the Authority's issuing branch giving the reasons and where appropriate recommendations for amendment.	
	The Contractor shall deliver the articles Ex-Works against the timescales listed against each item at Annex B. The Contractor shall endevour to collate deliveries into batches whenever possible.	

Ref	Statement of Requirement	Contract Deliverables
	Once the items are ready for collection, the Contractor shall notify the Authorty's Project	
	Manager to arrange collection.	
	Payment shall be made on delivery.	
	ayment shall be made on delivery.	
SoW19	Support via TAF process.	Completed Ad-hoc TAF with information relevant to the task.
Ad Hoc Tasking	Ad-hoc tasking could include but not be limited to:	Task carried out within agreed timescale and cost as defined in the associated TAF.
Tasking	a) General ad-hoc technical meetings	the associated TAF.
	b) General formal technical meetings	
	c) Advice and technical assistance outside core hours provision	
	d) Reproduction of amended drawings for the authority	
	e) Work outside core services as a result of Safety & Environmental Management	
	f) Investigation and reporting on equipment failure	
	g) Monitor issues that result from equipment failure	
	h) Attendance and Support at Safety meetings	
	i) Provision of design services for non-core tasks	
	j) Supply of Modification Kits	
	k) Provision of source data for codification of modification kits	
	I) Fitting Modification Kits	
	m) Provision of training for fitting modification kits	
	n) Provision of Field Service Representative when required	
	o) Capability Improvements	
	p) Urgent Operational Requirements	
	q) Provision of Maintainer Training Courses	
	r) Subcontract Work	
	s) Assistance to Dstl	
	t) Any other advice, data and documentation for the purpose of writing and maintaining the	ne
	Through Life Management Plan (TLMP)	

GLOSSARY

Abbreviation	Definition
AESP	Army Equipment Support Publication
ALARP	As Low As Reasonably Possible
ASEMS	Acquisition, Safety & Environmental Management System
AQAP	Allied Quality Assurance Publication
BC	Business Continuity
CA	Contract Award
CD	Concept Demonstrator
CD/IP	Contractor Design / Implementation Plan
CDR	Critical Design Review
CDRL	Contract Data Requirements List
СМ	Configuration Management
CMP	Configuration Management Plan
CP&F	Contracting, Purchasing and Finance
DCPP	Defence Cyber Protection Partnership
DE&S	Defence Equipment & Support
DT	Delivery Team
DLOD	Defence Lines of Development
DA	Defence Authority
DSA	Defence Safety Authority
EMP	Environmental Management Plan
EOD	Explosives, Ordnance and Disposal
EVVRM	Equipment Verification and Validation Requirement Matrix
FDR	Final Design Review

Abbreviation	Definition
FOC	Full Operating Capability (defined within ITEAP)
GFx	Government Furnished Equipment / Material / Information means buildings, parts of buildings, sites and other infrastructure issued or made available to the Contractor in connection with the Contract by or on behalf of the Authority;
HMG	His Majesty's Government
HWG	Hazard Working Group
IAF	International Accreditation Forum
ILS	Integrated Logistics Support
ILSP	Integrated Logistics Support Plan
IOC	Initial Operating capability (defined within ITEAP)
ITEAP	Integrated Test Evaluation and Acceptance Plan
ISP	Integrated Support Plan
ITT	Invitation to Tender
JSP	Joint Services Publication
LCM	Legislation Compliance Matrix
LCST	Logistics Commodities Services Transformation
MDP	Manufacturing Data Pack
MOD	Ministry of Defence
MOQ	Minimum Order Quantity
NATO	North Atlantic Treaty Organisation
NCSC	National Counterintelligence and Security Centre
NSN	Nato Stock Number
OMP	Obsolescence Management Plan
OS	Official Sensitive
OSD	Out of Service Date

Abbreviation	Definition
PASE	Planning Assumptions for Service Entry
PDR	Preliminary Design Review
PDS	Post Design Services
PHS&T	Packaging Handling Storing & Transport
PM	Project Manager
PMP	Project Management Plan
POEMS	Project Oriented Environmental Management Systems
POSMS	Project Oriented Safety Management System
PSEC	Project Safety & Environmental Committee
PSEP	Project Safety & Environmental Panel
PTR	Penetration Test Report
QMP	Quality Management Plan
RAR	Risk Assessment Reference
RMPR	Risk Mitigation Progress Report
ROMP	Risk and Opportunity Management Plan
RTP	Reusable Training Pack
SAL	Security Aspects Letter
SAQ	Supplier Assurance Questionnaire
SC	Security Clearance
SDD	System Design Document
SEC	Safety & Environmental Case
SECR	Safety & Environmental Case Report
SEEC	Specialist Explosives, Ordnance and Disposal (EOD), Exploitation and Countermeasures (SEEC)
SEMP	Safety and Environmental Management Plan
SME	Subject Matter Expert

Abbreviation	Definition
SoTR	Statement of Technical Requirement
SoW	Statement of Work
SPOC	Single Point of Contact
SQEP	Suitability Qualified & Experienced Personnel
SRD	System Requirement Document
SWG	Security Working Group
TAF	Task Authorisation Form
TIMP	Technical Information Management Plan
UKAS	United Kingdom Accreditation Service