Annex A
to Schedule 10
to Contract No. 701053382

Ministry of Defence

de&s

Solider Training Special Programmes (STSP)
Dismounted Close Combat (DCC)

ANNEX A TO SCHEDULE 10

INTEGRATED LOGISTIC SUPPORT

PRODUCT DESCRIPTIONS

FOR

FUSED TARGET LOCATOR - RECONNAISSANCE (FTL-R)

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Document Control

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ILS Product Description

Product Title - Integrated Support Plan (ISP)

Product Description Identifier PD 0001-02

Description Synopsis

This PD contains the requirement for the format and content of the Integrated Support Plan (ISP) as specified in the ILS SOW.

Purpose

The ISP is used by the MOD to evaluate, monitor and accept the contractor's planning and performance of the ILS programme task(s) as specified by the contract.

Full Description \ Product Composition

The ISP documents the management plans of the contractor for data gathering and analyses; task management, control and execution; and interface of the ILS programme task(s). The management plans of the contractor will demonstrate that integration the new system or equipment, when deployed, will satisfy all supportability criteria.

The ISP must contain each of the sections listed below. If there is no data or text requirement, the contractor will enter 'NOT APPLICABLE' and justify the reasons. The seven sections are as follows:

- Introduction;
- Support System Concept;
- Integrated Logistic Support (ILS) Programme Management, Organisation and Performance;
- ILS Programme Tasks;
- Related plans applicable to the ILS Programme;
- Programme plan and Milestone Schedule;
- Glossary of acronyms and terms used in text.

1. Introduction.

This section identifies the requirements of the ISP as specified in the ILS Statement of Work. This section contains the following sub-sections:

1.1. Purpose and Scope. This sub-section provides a statement regarding the purpose and scope of the ISP as the document for the management and performance of the contractual ILS programme.

1.2. ISP Summary. This sub-section provides a description of the ISP so as to establish a clear understanding of the scope, content and organisation of the material presented.

1.3. Updating Procedure. This sub-section provides a description of how alterations to the ISP are to be developed, authorised and incorporated.

2. Support System Concept.

This section contains a summary of the system characteristics relevant to ILS and the support process. Included is an explanation of how the system will be utilised and supported in its intended operational role.

This section contains the following sub-sections:

2.1. System/Equipment Description. This sub-section provides a brief description of the functional and physical characteristics of the system/equipment and its major sub-systems/equipment's. Also included is a description of the physical and functional relationship between the equipment or system and any associated systems or equipment's that it will interface with when operational.

2.2. Functional Interface. This section details how the ILS activities will interact with other programme functions; R&M, Safety, Security, Configuration Management, Change Management, and Obsolescence Management.

3. ILS Programme Management, Organisation and Performance.

This section provides a description of the overall process, involving both the Authority and the contractor, for use in managing and performing the contractual ILS programme. This section contains the following subsections:

3.1. Contractor's Objectives, Policies, General Management Procedures. These shall state the objectives, policies and general management procedures that relate to the ILS programme.

3.2. Contractor's ILS Organisational Structure. This shall describe the contractor's organisational structure that has been selected to accomplish the contracted ILS programme requirements. The identification of names, positions, functions, responsibilities and authority of those responsible for satisfying the contracted ILS programme shall be given.

3.3. Sub-contractor and Vendor Interface Management. This sub-section contains a list of all major sub-contractors (for the purpose of the ISP, major sub-contractors are termed as those responsible for supply of deliverables directly to the Prime contractor of the MOD) involved in the ILS methods of control and the organisational interfaces with the sub-contractors. Included is a general description of the method of specifying the ILS requirements in vendor sub-contracts and the means of controlling the accomplishment of specific work and deliverables.

3.4. MOD ILS Organisation and Interface. This sub-section contains a description of the MOD ILS organisation, together with an indication of the relationship with the contractor's ILS organisation.

3.5. Contractor's Control and Reporting. This sub-section contains identification of the contractor's in-house reporting procedure, including:

3.5.1 The relationship between the technical programme planning and the schedule planning;

3.5.2 Identification of the planned interface between specific tasks and management procedures that ensure the contractual provisions are met;

3.5.3 Details concerning how ILS progress is reviewed and reported.

3.6. Post-Design Services (PDS). This section shall contain a description of the contractor's approach for providing PDS to the Authority in the context of ILS. The contractor shall consider PDS, and its consequences on ILS, in terms of its effects on maintaining an effective support policy with optimum costs throughout the life of the equipment. The following shall be addressed:

3.6.1. Control and maintenance of design records;

3.6.2. Maintenance of technical information;

3.6.3. Provision of support for equipment hardware and software;

3.6.4. Implementation of technical tasks to investigate obsolescence issues.

4. ILS Programme Tasks.

This section contains a detailed description of how the contractor will accomplish all ILS programme tasks stated in the ILS Statement of Work. For ILS programme tasks not covered by separately deliverable plans, a description is to be contained in this section. This section contains the following sub-sections:

4.1. Supportability Analysis (SA) activities and management of logistic information. This section contains a description of the plans for the accomplishment of SA Activities and Sub activities, and the control and management of logistic information.

4.2. Other Tasks. This sub-section provides a detailed description of all other relevant tasks, as defined in the contract, including:

4.2.1. Counterfeit avoidance;

4.2.2. Control and management of Government Furnished Assets (GFA);

4.2.3. Application of Unique Item Identification (UII).

5. Related Plans Applicable to the ILS Programme.

This section contains paragraphs, or where appropriate appendices addressing the ILS elements plans. Aligned to the Product Descriptions defined in Defence Standard 00-600 Part 3 tailored to the ILS SOW requirements, the level of detail needs to be proportionate to the project scope and the procurement of a largely non-developmental system.

The following brief project tailored ILS Element plans are to be included as part of the Initial draft ISP tender submission and subsequent updates:

5.1. This sub-section references the contractually required ILS programme tasks:

- Supply Support Plan (including Codification) (PD 3002-02);
- Configuration Management Plan (as per Def Stan 05-057 Annex C);
- Technical Documentation Management Plan (TDMP) (PD2001-03);
- Software Support Plan (PD0005-03).

5.2. In addition to updating the element plans included as part of the initial submission, the following ILS Element

Plans are to be included within post tender updates to the ISP, scope aligned to the Product Descriptions defined in Defence Standard 00-600 Part 3 tailored to the project and ILS SOW requirements:

- Training Plan;
- Obsolescence Management Plan;
- PHS&T Plan;
- Support & Test Equipment (S&TE) Plan;
- Disposal Management Plan.

6. Programme Plan and Milestone Schedule.

This section contains the programme plan and master milestone schedule for the ILS effort. This section contains the following sub-sections:

6.1. Master Milestone Chart. This sub-section is a master milestone chart to include all major programme milestones.

6.2. ILS Programme Milestone Chart. This sub-section is a milestone chart for events required to accomplish all required ILS programme tasks, eg ILS Conferences and Reviews.

6.3. ILS Element Milestone Chart. This sub-section is a milestone chart for the events required to accomplish all contractually required support element development efforts, including Technical Publications, Supply Support, etc.

7. Glossary, Acronyms and Terms.

This section shall contain a glossary of all acronyms and special terms, or words used in the text.

Format and Presentation

ISO PDF
Microsoft Office 2016

Allocated Responsibilities

Customer Owner – DT ILSM \ TTLS Manager
Supplier Owner – Contractors ILSM
Customer Assurance – TLS Sp Dir CET Team Representative
Supplier Assurance – Quality Manager

Quality Assurance

Quality method – Formal Review
Performance Indicators – Not Specified
Quality Check skills required
Customer – MOD ILS Level 3 licence
Supplier – Not Specified

ILS Product Description

Product Title - Supply Support Plan (SSP)

Product Description Identifier - PD 3002-02

Description Synopsis

The Supply Support Plan (SSP) provides the Supply Support elements of the Integrated Support Plan (ISP).

Purpose

The SSP is the means by which the supplier (contractor) effectively demonstrates how they will plan, design, deliver and monitor supply support to the customer.

Full Description \ Product Composition

The SSP shall include as applicable:

1. Introduction, including Scope.
2. Supply support organisation.
3. General strategy, e.g. proposed policy or options to be considered including the supply of any spares package.
4. Schedule of Supply Support milestones.
5. Stakeholder management.
6. Monitor and evaluation of through-life Supply Support. Refer to the use of modelling tools to identify the most economic repair parts and spares package needed to support the operation and maintenance of the equipment at all maintenance levels.
7. Project supply support documentation including Illustrated Parts Catalogues and/or Illustrated Spare Parts Lists. Processing of the Maintenance Planning data to identify the spares to be included in the Technical Documentation.
8. Initial Provisioning (IP) (DEFCON 82) detailed requirements for:
    a. IP responsibilities. Define the procedures for spares procurement.
    b. Initial Provisioning List (IPL), including the preparation, process, presentation and layout of IPL's. (IPL is the means by which the supplier (contractor) identifies lists and presents the recommended spares and S&TE required to support the equipment/platform for the Initial Support Period)
    c. The preparation, control and distribution of illustrations.
    d. Updating of IP data the management and administration of updates and corrections.
    e. The generation, format and management of observations.

9. NATO codification. Responsibilities for codification and definition of procedures and processes to be used to identify those that need codification. (DEFCON 117)

10. Order Placement. Procurement procedures.

11. Re-provisioning/Inventory management & optimisation.

12. Pipeline times. Briefly describe supply support plans for crisis/war.

13. Packaging including the use of Special to Type Containers (STCs) (DEFCON 129) and Special Packaging Instruction Sheets (SPIS).

14. Handling. Mechanical Handling Equipment requirements and transportability.

15. Storage/Shelf life requirements.

16. Transportation.

17. Delivery arrangements.

18. Labelling/Bar Coding (DEFCON 129).

19. Soft Consumables.

20. Health and Safety (Safety Data Sheets in accordance with DEFCON 68 (Supply of Data for Hazardous Articles, Materials And Substances).

Format and Presentation

ISO PDF, Microsoft Office Suite

Allocated Responsibilities

Customer Owner – DT ILSM \ TTLS Manager
Supplier Owner – Contractors ILSM
Customer Assurance – TLS Sp Dir CET Team Representative
Supplier Assurance – Quality Manager

Quality Assurance

Quality method – Formal Review
Performance Indicators – Not Specified
Quality Check skills required:
Customer – MOD ILS Level 3 licence
Supplier – Not Specified

ILS Product Description

Product Title - Technical Documentation Management Plan (TDMP)

Product Description Identifier - PD 2001-03

Description Synopsis

This Product Description identifies and describes the Technical Documentation Management Plan (TDMP). The TDMP shall explain the general procedures, terms, and conditions governing the planning, selection, preparation, and delivery of documentation required for the maintenance, operation, and training support of the equipment.

Purpose

The TDMP is used by the MOD to evaluate, monitor and accept the production of the contractor's technical documentation.

Full Description \ Product Composition

If there is no data or text requirement in any of the sections or subsections, the contractor will enter 'NOT APPLICABLE' and justify the reasons.
The TDMP shall follow the format and content as listed below. It shall detail the timescales for the required deliverable

Detailed Requirements

The TDMP shall include as applicable:

1. A description of the method for developing documentation.
2. Methods for achieving consistent and common use of data.
3. Use of standards and specifications, including reference to Defence Standard 00-601 Part 4: MOD Business Rules – Contracting for Technical Documentation.
4. How the integration and associated activity, and subcontractors' efforts, are related and controlled.
5. Documentation development plan and approval procedures.
6. Preliminary documentation development and distribution methods.
7. First verification procedures.
8. Second verification procedures.
9. In-Process Review procedures, controls and schedules.
10. System for storage and retrieval of data and method to prevent duplication of data already developed.
11. Method of handling routine and priority changes and supplements.

12. Documentation status reporting.

13. Control of classified information.

14. Methods of incorporating engineering changes, and instructions/information furnished by the MOD, for inclusion in documentation.

15. Identification of risks to the successful completion of the documentation effort, particularly those factors not within the control of the technical documentation organisation, and associated proposals for risk containment.

16. Procedures used to ensure the schedule for release of documentation recognises any interrelated document dependencies.

Format and Presentation

ISO PDF
Microsoft Office Suite

Allocated Responsibilities

Customer Owner – DT ILSM \ TTLS Manager
Supplier Owner – Contractors ILSM
Customer Assurance – TLS Sp Dir CET Team Representative
Supplier Assurance – Quality Manager
MOD SME – DES SpDir-SCG-SCEng-TechDocs

Quality Assurance

Quality method – Formal Review
Performance Indicators – Not Specified
Quality Check skills required:
Customer – MOD ILS Level 3 licence
Supplier – Not Specified.

ILS Product Description

Product Title - Software Support Plan (SwSP)

Product Description Identifier - PD 0005-03

Description Synopsis

This product descriptor identifies and describes the Software Support Plan (SwSP). It addresses:

a. Definition of software support package.

b. Impact of software on the support policy.

c. Identification, quantification and minimisation of support resources.

d. Documentation of software within the project.

Purpose

The principle purpose of this product descriptor is to provide the MOD with an understanding of the requirement for and supplier (contractors) proposals for effective through life software support.

Full Description \ Product Composition

1. Introduction

1.1 Identify the requirement for Software Support and Software support planning.

2. Scope

2.1 Define the purpose and scope of the SwSP.

2.2 Describe the equipment and software configurable items.

2.3 Describe the interrelationship with other plans.

3. Strategy

3.1 Describe the software support concept, interlinked to the overall equipment support concept.

4. Organisation

4.1 Define the organisational structure and roles that will be responsible for software support and the configuration management of software.

5. Software Modification / change requests

5.1 Software modification falls into the following categories:

• Corrective - The diagnosis and fixing of errors, from localised changes to more fundamental design fixes.

• Adaptive - Changing the software so that it can work properly in a changing environment, and can be adapted to changes in the environment, such as changes in other software, hardware or even user practices.

• Perfective - Includes the addition of new functions and enhancements and changes to existing functions.

• Preventative - Improving the sustainability of the software, so that future changes can be done more rapidly and easily. These include complexity reduction and activities such as refactoring, which are aimed at improving the understandability of software, without changing the externally observed functional behaviour of the software.

5.2 Provide details of how changes or suggested improvements become Software Change Requests (SCRs).

5.3 Provide details of how software change requests will be actioned - recorded, prioritised, approved, tracked, etc

6. Faults

6.1 Reporting - State how problems/faults will be recorded and tracked.

6.2 Query Evaluation - How will queries/faults be investigated to determine their impact on the system and its severity? What mechanisms will be used to determine if the problem is to be corrected and a SCR raised?

6.3 Corrective Action - How do SCRs get logged and authority given for corrective action? How are the corrective actions carried out?

6.4 Define how the software update will actually be embodied within the platform and by whom?

7. Rapid Response

7.1 Define how any rapid response software changes will be carried out, processes, timelines, etc.

8. Certification and Qualification

8.1 Define how any software modifications will be tested and revalidated for use. How will they be cleared / released for use?

9. Operational Support

9.1 Define what processes are needed to load, re-load, replicate, copy, store, distribute and carry out any handling activity on software, firmware and data.

10. Mission Support

10.1 Define what data support is needed, if any. This could be mission data that requires to be uploaded prior to its use or downloaded post use.

11. Support Equipment and Processes

11.1 Provide details of any applicable equipment or processes needed for support. These include:

• Documentation.

• Software engineering environment.

• Software tools.

• Support & test equipment.

• Software licences & IPR requirements.

12. Resources

12.1 Personnel - define any attributes the user must have, i.e. Skills, security level, etc.

12.2. Training - list any training required by the user that will enable them to utilise the software applications.

12.3. Facilities - define what software support facilities are needed, if any.

13. Transition

13.1 How is the transfer from development to support (maintenance) to be effected, or is maintenance to remain with the original development team at the original site?

14. Safety

14.1 Provide details of any safety aspects related to software. If applicable, refer to the overall Safety Plan.

15. Security

15.1 Define any security implications with the classification of software.

16. Risk Management

16.1 Define how risks will be managed for software.

17. Quality System Assurance

17.1 Define how quality assurance will be maintained for any software modifications, including associated factors, e.g. documentation, processes, etc.

18. Configuration Management

18.1 Define how configuration management will be applied for all software modifications.

19. Obsolescence Management

19.1 Define how obsolescence will be managed for all software.

Format and Presentation

ISO PDF
Microsoft Office Suite

Allocated Responsibilities

Customer Owner – DT ILSM \ TTLS Manager
Supplier Owner – Contractors ILSM
Customer Assurance – TLS Sp Dir CET Team Representative
Supplier Assurance – Quality Manager
Quality method – Formal Review
Performance Indicators – Not Specified
Quality Check skills required:
Customer – MOD ILS Level 3 licence
Supplier – Not Specified.

ILS Product Description

Product Title - Non-Economic Level of Repair Analysis (LORA) Report

Product Description Identifier PD 1008-02

Description Synopsis

This product description contains the format and content instructions generated by the task requirement as specified in the contract.

Purpose

The principal use of the LORA report is to advise the MOD of the results arising from the contractor LORA tasks and for determining contractual compliance.

Full Description \ Product Composition

The LORA report shall include the following:

1. Introduction:

1.1. Brief statement introducing the equipment and basis for the LORA, including purpose, scope, document structure and updating procedure.

2. System Description:

2.1. Provide an outline description of the proposed solution, including illustration(s) identifying the key features, aligned to the maintenance task requirements.

3. Support Solution:

3.1. Provide details of the proposed support solution in terms of; forward / depth, levels of maintenance, responsibilities, and the repair loop process, referring to compliance with the Repair Turn round Times (RTT) associated with Low Level, Medium Level and High Level Repairs.

4. Maintainability Requirements:

4.1. Include details of the system level maintainability requirements and reference to compliance evidence.

5. Recommended Maintenance Policy:

5.1. Provide details of the tenderers recommended maintenance policy, for the equipment, (including associated justification) considering the lines and depths of maintenance, as described in the ILSP.

6. Analysis:

6.1. Include details of how the analysis was performed including details of any LORA model(s), decision logic trees used, to include parameters and assumptions. (A LORA model is defined as a computerised, or manual, mathematical model, or technique used to compare the relative economics and performance levels of the viable repair or discard options.

7. LORA Tasks:

7.1. ML1 Preventative and Corrective Maintenance tasks - Include a table which provides details of each ML1 maintenance task and against each task include details of the:

- Skill Level;
- Diagnostics (How the fault is identified);
- Tools/support equipment;
- Spares & Consumables;
- Additional Facility requirements;
- Mean time to complete (including whether this is measured or estimated).

State the ML1 Total Mean Active Corrective Maintenance Time to include cleaning and daily checks.

7.2. ML 2 Corrective Maintenance - Include a table which provides details of the forward, corrective maintenance tasks and against each task include details of the:

- Skill Level;
- Diagnostics (How the fault is identified);
- Repair / Discard recommendation;
- Tools / support & Test equipment;
- Main spares & Consumables;
- Additional Facility requirements;
- Mean time to complete (including whether this is measured or estimated).

Include a statement relating to the Total MACMT at ML2.

7.3. Scheduled Maintenance - If not already included, provide details of any scheduled maintenance requirement, such as before use/after use inspection and any preparation for storage requirement, including periodic in store maintenance and post storage maintenance requirement.

7.4. Depth Maintenance - Identify and provide outline justification for the assignment of corrective maintenance tasks to depth, ML 4.

7.5. Include an assurance statement concerning, no requirement to return equipment to the contractor / depth for scheduled preventative or corrective maintenance.

8. LORA Results Summary

8.1. Provide summary statements relating to compliance with the maintenance requirements and underpinning maintenance policy.

9. Glossary of Terms and Abbreviations

9.1. Include a table of terms and abbreviations applicable to the LORA Report.

Format and Presentation

ISO PDF

Microsoft Office Suite 2016

Allocated Responsibilities

Customer Owner – DT ILSM \ TTLS Manager

Supplier Owner – Contractors ILSM

Customer Assurance – TLS Sp Dir CET Team Representative

Supplier Assurance – Quality Manager

Quality Assurance

Quality method – Formal Review

Performance Indicators – Not Specified

Quality Check skills required

Customer – MOD ILS Level 3 licence

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