

ANNEX C Detailed Descriptors Management SOR

Ser No	Service		Requirement	Descriptor Reference	CLS Compliance Y/N	If Non-Compliant please explain in this column
1.0 LOGISTICS READINESS AND SUSTAINABILITY					N/A	N/A
1.1	Spares	1.1.1	The Contractor shall provide all Level 1 & 2 spares to the Authority's provisioners.	The Contractor shall supply all Level 1 & 2 spares through the Joint Supply Chain for onward delivery to the demanders. The list of required spares is provided at Annex F to the Contract. More detail on repairs is given at Serial 2.11 at this annex.		
1.2	CONDO	1.2.1	The Contractor shall, subject to operational tasking be required to make available Suitably Qualified & Experienced Personnel (SQEP) personnel available to support DTSS equipment under CONDO arrangements.	<p>The use of Contractors on Deployed Operations (CONDO) in support of the MOD is a concept of utilizing Contractors during operations and exercises to support and augment the capability of UK's Armed Forces as part of the civilian component of the military force.</p> <p>There is a requirement to make available SQEP for scheduled maintenance/training at a number of Operational locations</p> <p>The Contractor shall train SQEP personnel for CONDO preparation which includes:</p> <ul style="list-style-type: none"> • Overhead Managing CONDO Capability: <ul style="list-style-type: none"> ○ Medical and dental certification & vaccinations. ○ Pre-deployment training. ○ Independent risk assessment. ○ Insurance assessment. ○ Pre-deployment management and organization. <p>The Contractor is to maintain an up to date CONDO & SQEP register of personnel qualified and CONDO trained. The CONDO & SQEP Register is to be provided to the Authority on request.</p> <p>The Contractor shall ensure SQEP CONDO records are up to date and SQEP CONDO resource are ready to be deployed within twenty (20) consecutive working days from receipt of an approved Task Authorisation Form. See Annex L to this Contract.</p> <p>NB. Indicative CONDO Tasking requirements can be up 1-2 personnel, 2-6 tasks per year and can range from 1-2 weeks.</p>		
		1.2.2	Provide SQEP personnel for CONDO operations	<p>For SOR Outputs see Annex B to this Contract at Serial 11.</p> <p>For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 1.2.2</p>	N/A	N/A
2.0 SUPPORTABILITY ENGINEERING					N/A	N/A
2.1	Reliability & Maintainability	2.1.1	The Contractor shall monitor and maintain an appropriate Data Reporting and Corrective Action System (DRACAS) for all contracted equipment.	The contractor shall by means of a DRACAS or any suitable system collate reliability information from field engineers, or technical support information. All issues shall be recorded, reported and made available at the quarterly review meetings; sooner if any issue impacts on safety or the equipment Fit Form and Function (FFF)		
		2.1.2	Investigate reliability of equipment utilising JAMES or investigate a specific technical issue.	These tasks are variable and will be subject to a separate Task Authorisation Form.		
2.2	Obsolescence	2.2.1	The Contractor shall manage, monitor and report obsolescence issues and	This is an ILS activity, whereby the Contractor monitors equipment or parts availability from the supply chain for all contracted equipment throughout the year and notes any obsolescence exceptions which deviate from the latest configuration standard.		

Ser No	Service		Requirement	Descriptor Reference	CLS Compliance Y/N	If Non-Compliant please explain in this column
			risks for all contracted equipment.	<p>The Contractor shall be responsible for monitoring 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.</p> <p>The Contractor shall provide the Authority with obsolescence status briefs, as part of the periodic programme reviews.</p> <p>This information contributes to the configuration management process.</p> <p>Any risks and issues shall be recorded and made available at the quarterly review meetings; sooner if an issue impacts on safety or the equipment FFF.</p> <p>The Contractor shall ensure all known Obsolescence Issues and forecasted Obsolescence Concerns have been identified and have mitigation plans. Not less than 12 months before contract end, the Contractor shall transfer this data to the Authority which shall fall within the negotiated contract price. The Contractor shall ensure that the Authority shall have the right to use this data.</p> <p>The Authority shall be responsible for all costs associated with: - the mitigation of Obsolescence Concerns (limited to Planned System Upgrades and Risk Mitigation Buys); - the resolution of Obsolescence Issues. The costs for which the Authority is responsible include, but are not limited to, the costs of investigating part availability, locating suitable part replacement, vendor interface, engineering and redesign efforts, testing and qualification requirements, documentation changes.</p>		
2.3	Configuration	2.3.1	The Contractor shall monitor and report to the Authority any Configuration issues which impact on the FFF of contracted equipment.	<p>Configuration is applicable to any deviation from the Original Build Standard or its latest amended state. Any exceptions are to be recorded, reported and made available at the quarterly review meetings.</p> <p>Configuration management extends to any documents associated with any contracted equipment or subcomponents e.g. Master Data Pack, Technical Documents.</p> <p>NB. Configuration management should be part of the Contractor Quality Assurance Plan.</p>		
2.4	Technical Documentation	2.4.1	Custodial Storage of Technical Documents/ Master Data Packs	<p>The Master Data Pack (MDP) shall mean the Technical Documentation information necessary to operate, maintain, repair, support and dispose of equipment throughout its life. It includes but not limited to:</p> <ul style="list-style-type: none"> • AESP/AP/Illustrated Parts lists • System description and operation • System servicing and maintenance • Inspections and Testing • Diagnostic support • Repair information • Supporting flow, system and wiring diagrams • Software documentation • Logistic Support Analysis reports • Bill of Material for each equipment • Master Record Index <p>The Contractor will be responsible and accountable for the electronic storage of all associated Technical Documents associated with all contracted equipment. Any changes which impact on Configuration Control is a variable task and subject to a separate TAF.</p> <p>NB. Annex K to this Contract is the current existing DTSS in-service Equipment Portfolio. It is envisaged that through the life of the contract additional equipment may be added.</p>		

Ser No	Service		Requirement	Descriptor Reference	CLS Compliance Y/N	If Non-Compliant please explain in this column
				The complete set of AESPs/APs (per equipment) are the Master Microsoft Word copies and are to be kept up to date. Updates/changes are enabled through Annex B. Ser No 2.4.2, 2.4.3 & 2.4.4 as and when required.		
		2.4.2	NOT USED			
		2.4.3	Contractor Tasking Technical Amendments	For SOR Outputs see Annex B to this Contract at Serial 2.4.3. For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 2.4.3.	N/A	N/A
		2.4.4.	Provide a firm price for Technical Author / ILS Manager / Training Manager support to carry out amendment/updates per week.	For SOR Outputs see Annex B to this Contract at Serial 2.4.4 For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 2.4.4	N/A	N/A
2.5	Training & Training Equipment	2.5.1	Contractor custodial electronic storage of Training Information.	<p>The Contractor is to manage, be responsible and accountable for custodial electronic Storage of Training Information for the full range of training information packs relevant all contracted equipment</p> <p>The Authority has ownership of training material and will GFA training documents/packs to the Contractor.</p> <p>Documentation updates are enabled through Annex B to this Contract at Serial 2.4.3.</p> <p><u>NB. Overview of Training Information</u></p> <p>There is a management requirement, (when required) to make available SQEP to cover the diverse range of training requirements associated with the contracted equipment they include but not limited to:</p> <ul style="list-style-type: none"> • DEW Build and maintenance and operator familiarization course • DMS - Familiarization • DEW Training Familiarization Ops • SISU – only to include SISU requirements • SISU Maintenance • S&TE user training • TCOPO Familiarization • Container Mobility Legs (HAACON) user & maintenance training • DEW specific single container 1-day engineering-based training <p>The Contractor shall deliver training courses for Ser No 2.5.2 to 2.5.8 for which a number will require take-away notes and access to databases where appropriate.</p> <p>Training information is contained with AESP's and relevant training packages. For Training Packages see the Data Pack. Contracting for training is via Annex L or Annex O to this Contract.</p> <p>The Contractor is to maintain a record/register of SQEP who carry out the training. A template register can be seen at Annex AE to this Contract. The register forms part of the Master list of SQEP i.e. personnel qualified as Field Engineers, Quality, Safety, Project, Customer Service Managers etc. Training notice to the Contractor is provided at Annex E to this Contract KPI's.</p> <p>Training reviews are an agenda item see Ref: In-Service Support (ISS) Quarterly Review Meetings Ser No 2.9.1 of this SOR.</p>		
		2.5.2. to 2.5.8	The Contractor equipment training courses	For SOR Outputs see Annex B to this Contract at Serials 2.5.2 to 2.5.8. For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serials 2.5.2. to 2.5.8.	N/A	N/A
		2.5.9	Additional Training	For SOR Outputs see Annex B to this Contract at Serial 2.5.9.	N/A	N/A

Ser No	Service		Requirement	Descriptor Reference	CLS Compliance Y/N	If Non-Compliant please explain in this column
				For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 2.5.9.		
		2.5.10 to 2.5.15	The Contractor equipment training courses	For SOR Outputs see Annex B to this Contract at Serials 2.5.10 to 2.5.15 For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serials 2.5.10. to 2.5.15	N/A	N/A
2.6	Storage (in UK)	2.6.1	Store of contracted Equipment - (single Container)	For SOR Outputs see Annex B to this Contract at Serial 2.6.1. For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 2.6.1.	N/A	N/A
		2.6.2	Preparation a single container for deployment (OUT)	For SOR Outputs see Annex B to this Contract at Serial 2.6.2. For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 2.6.2.	N/A	N/A
		2.6.3	Prepare a single container for deep storage	For SOR Outputs see Annex B to this Contract at Serial 2.6.3 For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 2.6.3	N/A	N/A
		2.6.4	From deep storage prepare for deployment	For SOR Outputs see Annex B to this Contract at Serial 2.6.4 For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 2.6.4	N/A	N/A
2.7	GFA Management	2.7.1	The Contractor shall manage and maintain GFA information as required and shall allow the Authority to undertake annual GFA audits.	Government Furnished Assets (GFA) are all items: (including, but not restricted to) information, facilities, physical items, irrespective of value, supplied to the Contractor by the Authority under the terms of the contract, or owned by the Government and held by the Contractor under the terms of the contract. Documentation and format to be embedded within the Contractor's Quality Assurance Plan. GFA information to be recorded and reported at quarterly review meetings reference Ser No 2.9.1 of this SOR. GFA list is provided at Annex I to this Contract.		
2.8						
2.9	In-Service Support (ISS) Quarterly Review Meetings, Reports and Contractor Tasking	2.9.1	The Contractor shall be responsible for the organisation and arrangement of Quarterly Review Meetings for all contracted Equipment.	Quarterly Review Meetings The Contractor shall make available appropriate SQEP to attend the quarterly meetings. The Contractor will be responsible for: <ul style="list-style-type: none"> Arranging the meeting (send out calling notice) Preparing the agenda Preparation and recording of Records Of Decisions (RODs) and actions log Circulate RODs and action logs post meeting Retain final accepted RODs and action log The Authority will have access to all documented records and actions. KPI's for Contractor Tasking can be seen at Annex E to this Contract. The meeting shall be chaired by the Authority's representative. Subject to the Authority's availability meetings shall be organised at alternate locations between Contractor and the Authority's facilities, or online. The meetings will cover but not be limited to agenda items such as:		

Ser No	Service		Requirement	Descriptor Reference	CLS Compliance Y/N	If Non-Compliant please explain in this column
				<ul style="list-style-type: none"> Asset Management Training CONDO Tasking Safety & Environmental Reliability Technical Support issues DRACAS issues ILS <ul style="list-style-type: none"> Obsolescence Supply support Tech Pubs GFA 		
		2.9.2	Additional Meeting Contractor Tasking	For SOR Outputs see Annex B 2.9.2 For Detailed Descriptors Outputs SOR see Annex D 2.9.2	N/A	N/A
		2.9.3	Quarterly Progress Reports	<p>The Contractor shall issue a Quarterly Progress Report, which shall include the following:</p> <ul style="list-style-type: none"> Extant tasks Invoices outstanding Tasks Completed in the Quarter GFE Tracker (in agreement with DEFCON 694) KPI Tracker 		
		2.9.4	Financial Reports	The Contractor shall issue a monthly financial report in accordance with DEFCON 647 utilising the template at Annex AK.		
2.10.	Safety & Environmental Case Management	2.10.1	The Contractor shall be responsible for the organisation and arrangement of the Annual Safety & Environmental Case reviews	<p>The Contractor will be responsible arranging the meeting, preparing the agenda, producing Records Of Decisions and updating the action log.</p> <p>The Contractor to carry out Safety & Environmental Case reviews which includes, hazard identification and analysis, risk estimation, risk and ALARP evaluation, reduction, acceptance, emergency and contingency arrangements. The Authority will assist the Contractor by providing a stakeholder/user attendee matrix.</p> <p>Hazard Log updates are to be loaded on to e-Cassandra which is the Authority's mandated software tool for hazard recording. The Authority's mandated Hazard Log is at Annex Q to this Contract.</p> <p>KPI's are provided at Annex E to this Contract.</p> <p>NB. Overview of Safety & Environmental Safety Case Reviews: Safety Cases are a structured argument supported by body of evidence that provides a compelling, comprehensible and valid case that a system is safe for given application in a given operating environment, a comprehensive and structured document or set of documents including, Human Factor integration, test results, detailed safety analysis report.</p> <p>For Safety & Environmental Documents consult Annex P.</p> <p>Safety and Environmental Hazard Log updates are to be loaded on to e-Cassandra which is the Authority's mandated software tool for hazard recording.</p>		

Ser No	Service		Requirement	Descriptor Reference	CLS Compliance Y/N	If Non-Compliant please explain in this column
		2.10.2	The Contractor shall monitor and maintain compliance for Health, Safety and Environmental Legislation, regulations, and guidance notes to identify any risks which impact on the Through Life Management of all contracted Equipment.	The contractor shall ensure full compliance i.a.w all current H&S, Environment and any associated MOD policy. They shall monitor and provide, to the Authority, information relating to any possible HS&E risks which impact on the safe operation of each Platform. H&S and Environment is an agenda item at the quarterly review meeting Ref: In-Service Support & Task Management Ser No 2.9.1 of this SOR. Information provided by this monitoring will augment annual safety case reviews. Any emerging observations that need to be addressed immediately will be subject to an additional Task Authorisation Form see Ser no 2.10.3 Annex A & B to this Contract.		.
		2.10.3	The contractor is to be responsible for updating the safety and environmental case report on an annual basis and any other safety and environmental applicable documentation.	For Management Elements see Annex A to this Contract at Serial 2.10.3		
		2.10.4.	Additional Contractor H&S tasking	For SOR Outputs see Annex B to this Contract at Serial 2.10.4 For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 2.10.4	N/A	N/A
2.11	Contractor Tasking Maintenance/repair activity	2.11.0	Contractor maintenance and repair Ser 2.11.1 to 2.11.62	For SOR Outputs see Annex B to this Contract at Serial 2.11.1 For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 2.11.1 to 2.11.61	N/A	N/A
2.12.	Contractor Tasking Modifications/Regeneration/ Re-role and Uplift activities.	2.12.1	Modifications and Mid-life updates	For SOR Outputs see Annex B to this Contract at Serial 2.12.1 For Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 2.11.1	N/A	N/A
2.13	Ad-Hoc and General enquiries Including scenario planning with OI	2.13.0	The Contractor shall respond to Ad-hoc and General Enquiries, Ser 2.13.1 to 2.13.2	For SOR Outputs see Annex B 2.13.1 to 2.13.2 For Detailed Descriptors see Annex D 2.13 to this contract.		
2.14	Provision of request for support and general enquiries from User Community	2.14.0	The Contractor shall respond to requests for support and general enquiries from the User Community, Ser 2.14.1 to 2.14.2	For SOR Outputs see Annex B 2.14.1 to 2.14.2 For Detailed Descriptors see Annex D 2.14 to this contract.		
2.15	Completion of P2s in response to issued P1s	2.15.1	The Contractor shall complete P2s in response to issued P1s	For SOR Outputs see Annex B 2.15.1 For Detailed Descriptors see Annex D 2.15 to this contract.		
2.16	Management of Call Off	2.16.1	The Contractor shall provide activities which contribute to the Management of Call Off	For SOR Outputs see Annex B 2.16.1. For Detailed Descriptors see Annex D 2.16 to this contract.		

Ser No	Service		Requirement	Descriptor Reference	CLS Compliance Y/N	If Non-Compliant please explain in this column
3.0 SUPPLY CHAIN MANAGEMENT					N/A	N/A
3.1.	Codification of NSN's and updates to relevant Technical Documentation	3.1.1	To codify all new NSN's through UKNCB and to incorporate these into all the relevant technical documentation.	For SOR Outputs see Annex B 3.1.2 for Detailed Descriptors Outputs SOR see Annex D to this Contract at Serial 3.1.2	N/A	N/A
4.0 RISK MANAGEMENT						
4.1	Risk Management	4.1.1	The Contractor shall be responsible for managing all risks associated with the delivery of the Contract.	The Contractor shall produce a joint risk register and update this register for each Quarterly Review Meeting. The Contractor shall monitor identified risks and ensure mitigation actions are completed.		