



## Situational Awareness Command & Control DT

# Contractor Logistical Support (CLS) Contract for the Tactical Air Control Centre (TACC)

## Statement of Work (SOW)

Reference SACC/04/37/06  
Version 5.0  
Date 09 December 2019



**APPROVALS**

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**ISSUE & AMENDMENT HISTORY**

Issue	Details of Amendment	Amended By	Date
Draft 0.1	Initial draft for TACC PT review.	██████████	15/07/19
Draft 0.2	Draft post PT review	██████████	16/09/19
V1.0	Final Version Post DT and user review	██████████	23/09/19
V2.0	Uplifted in response to Thales' clarification questions	██████████	01/11/19
V3.0	Update of WP 5.4. Split in to 5.4.1 and 5.4.2	██████████	08/11/19
V4.0	Addition of two preventative maintenance visits and associated reports	██████████	13/11/19
V5.0	Update to WP 3.1 and Reference Facts and Assumptions post Clarification meeting	██████████	09/12/19

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## Definition of Terms

The following terms used in this document have a very specific meaning. These definitions shall be adhered to in all documents produced by the Contractor:

- a. "Shall" is a **MANDATORY** requirement;
- b. "Will" is used in instances where there is a statement of intent by the Authority;
- c. "Contractor" denotes the Contracted Logistic Support Organisation;
- d. "Authority" denotes the In-Service Support Authority;
- e. "Core Work" denotes all work agreed between the Contractor and Authority as being routine work. All such work shall be firm priced;
- f. "Task Work" denotes all work agreed between the Contractor and Authority as being non-routine work for which a task is required. All such work shall be firm priced, or Max Priced where requested by the Authority.
- g. "Beyond Economical Repair (BER)" shall be defined as where an item is obsolete / not supported by the original manufacturer and the Contractor are unable to repair it.
- h. "Unrepairable" shall be defined as an item which has no viable route or method for repair by either the Contractor or a sub-contractor.
- i. "The TACC System" Shall be defined as ACP1, BMM and ACP2.
- j. " Training and Reference Facility" refers to GFA item number 189 of Schedule 9 – Government Furnished Assets Register and ACP2 along with all extant infrastructure to deliver TACC Training.

## Scope

1. This Statement of Work (SoW) outlines the elements required to provide continued support to the Tactical Air Control Centre (TACC). The purpose is to detail the activities and deliverables required to support the TACC including, but not limited to: management, technical and logistical activities.
2. This Contractor Logistical Support (CLS) contract follows the preceding CLS contract placed with Thales (Reference: SACC/00050).
3. Unless stated otherwise, the SOW applies to Air Control Post (ACP) 1 and 2, and the Battle Management Module (BMM).
4. The following activities are excluded from the SOW Core scope, though may be covered by a Contractual Options or Firm Priced Tasking Authorisation Form (TAF) upon request by the Authority.
  - a. CLS for the Generators, note that this is listed as a Firm Price Option;
  - b. Obsolescence and Resolution Management;

- c. Transportation of ACPs and the BMM for deployment, which shall be covered by the Users;
- d. Software and Hardware Upgrades aside from those specially listed under Work Packages below or instructed under a TAF.
- e. On site fault support for ACP1 BMM, Gen1 and Gen3 is excluded from the SOW and would require a TAF to be raised by the Authority.
- f. Structural Surveys/certificates for the TACC system shall be excluded from the SOW and any required structural surveys/certificates shall be raised as a TAF by the Authority.
- g. Maintenance of all levelling jacks for the TACC System is excluded from the SOW and would require a TAF to be raised by the Authority.
- h. Maintenance of all Mobilisers the TACC System is excluded from the SOW and would require a TAF to be raised by the Authority.
- i. The Contractor shall not update or maintain the Logistics Support Analysis Record (LSAR) under the Contract. Any update to the UK TACC LSAR shall be subject to a separate funded task from the Authority.

### Reference Facts and Assumptions

- 5. [REDACTED]. This SOW includes the Option(s) to take the CLS support out until Aug-21, via x2 6-month extensions if required.
- 6. TACC is not able to provide an Air Traffic Service (ATS).
- 7. ACP2 will not be deployed – it has been down declared – and will be used for spares to support ACP1. These spares will not be replaced. There is an assumption that if the Authority remove any items from ACP2 they will notify the Contractor.
- 8. ACP2 will be retained for use as a Training Facility until the point that this functionality is lost due to the removal of spares to Support ACP1.
- 9. The MSC of the TACC system remains extant and current<sup>1</sup>.
- 10. ACP1 and the BMM will be deployed in support of Operations in 24/7 use for the duration of the CLS (inclusive of the Options). ACP2 will be located at [REDACTED]
- 11. TACC will be disposed of following it's OSD.
- 12. The Users (Eng and Ops) will be available to attend support activities such as input at meetings.
- 13. There are no planned upgrades on TACC within the CLS. Note there is potential for the [REDACTED] to be upgraded or replaced within the duration of the CLS

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<sup>1</sup> The output of TAF 22 (Option Study Refresh) under contract SACC/00050 shall be used by the Authority to inform the MSC for TACC going forward. At time of issue this has not been finalised or agreed.

(inclusive of the Options). Should any modification to the TACC be required, then this would be subject to a TAF.

## Background

14. The TACC provides facilities to exercise tactical control of deployed UK Air Defence forces, Offensive Support, Support Helicopter and other supporting forces operating Out of Area. The TACC will be configured in the following way:
  - a. **Deployed Configuration.** This comprises one Operator Shelter, one Equipment Shelter, two Generator Shelters, one Spares Shelter and the BMM.
  - b. **Training ACP.** Consisting of one Operator shelter, one Equipment Shelter, one Spares Shelter and one Generator Shelter
15. The TACC System provides: sensor data processing for up to six radar sources; picture compilation from the sensor data and connected military data links (Link 1, Link 11A and Link 11B); track recognition based on flight plans and Identification Friend or Foe (IFF) processing; assistance for aircraft control using a basic geometry package; and comprehensive ground to air and ground to ground communications facilities. There are two major functional subsystems within TACC, which together provide the majority of the information processing capabilities of the system. For safety reasons, these two subsystems are kept functionally and physically segregated such that a failure of the SIL 1 D&DHS does not deny continued operation of the SIL 2 VCS.
  - a. **The Voice Control Subsystem (VCS).** The VCS provides all voice communications facilities up to the point of interface with the physical communications equipment and includes the voice switch, digital interconnectivity and the operator's Voice Communications Control Panels.
  - b. **The Display and Data Handling Subsystem (D&DHS).** The D&DHS provides all data interfacing, data processing and data display capabilities and is further decomposed into the following sub-components.
    - i. **The Display & Data Handling Applications (D&DHA).** Provides the Operators HCI facilities and interfacing with the Real Time Applications. Also provides the radar interface and plot processing capabilities along with other key operator capabilities including flight plan management, data recording / replay, operators Tote facilities, Operator alert processing, system management etc.
    - ii. **The Real Time Applications (RTA).** Provides the key capabilities of tactical data link processing, radar tracking, tactical database management and maintenance and distribution of the Recognised Air Picture.
    - iii. **The Data Network (DNET).** The DNET provides the physical computing and network infrastructure on which the D&DHA and RTA applications execute and distribute information.
    - iv. **The Data Link Interface Unit (DLIU).** Provides the interfacing hardware and protocol handlers that allow the system to exchange information over tactical data links.

16. Annex A contains a list of deliverables required by this SOW.

## SOW – Core

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
<b>1. Availability</b>						
1.1	<b>Target Availability of TACC ACP1</b>	<p>The target availability for ACP1 will be 95%, when in an approved configuration.</p> <p>Note that ACP2 and the BMM are excluded from the target availability metric.</p>	<p>The target availability shall be based on the Minimum System Capability (MSC) as defined within the 'Development specification for TACC (<i>DMP.21415 Development Specification for the TACC</i>)' (Reference A).</p> <p>The following elements are excluded from target availability:</p> <ul style="list-style-type: none"> <li>• All Government Furnished Assets;</li> <li>• The Generators<sup>2</sup>;</li> <li>• Levelling Jacks;</li> <li>• Mobilisers</li> <li>• Structural Inspections/Certificates</li> <li>• Air Conditioning Units (ACU);</li> <li>• Northrop Grumman provided software;</li> <li>• The RTA, Tracker and Simulator (SIM);</li> </ul>	x2 Metrics of Target Availability of ACP1.	Reported quarterly throughout the duration of the contract.	Metrics will be reviewed and accepted by the Support Authority (SA) at the QPMs.

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<sup>2</sup> Unless the Firm Price Option is instructed as per work package 11.5

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
			<p>The Availability shall be calculated from the time of a fault being reported to the Contractor until the point of rectification<sup>3</sup>.</p> <p>Metric information should be included within the QPM &amp; SFM Reports and include: any faults raised during the period, the impact on availability and the time to resolve.</p>			
<b>2. Technical and Engineering</b>						
2.1	<b>Technical Assistance</b>	The Contractor shall provide a telephone support service between 0800 to 1800 Monday to Friday UK time excluding Public Holidays.	Continuation of current provision but applied to ██████████ deployed location.	<p>The Contractor shall provide a telephone number(s) whereby calls can be routed to.</p> <p>x2 Metrics of telephone availability including a log of calls, to be provided within the QPM &amp; SFM Reports.</p>	<p>As part of Tender Bid.</p> <p>Reported quarterly throughout the duration of the contract.</p>	Metrics will be reviewed and accepted by the Support Authority (SA) at the QPMs.

<sup>3</sup> Any logistic delays attributable to the Authority in approving recommended Item Availability modification action shall be excluded from the calculation of the 'Availability' however the Contractor should flag all Authority delays within it Quarterly Progress Report(s).

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
2.2	<b>On-site Maintenance and Servicing Support</b>	<p>The servicing of both ACPs and the BMM cabins, each two times per year.</p> <p>This includes: the equipment, air conditioning maintenance, shelters and the UPSs.</p> <p>An annual electrical safety check shall be included in one of the servicing visits ensuring that annual coverage is preserved.</p>	<p>Note that visits to [REDACTED] for the purpose of rectifying faults shall be covered under a Task Authorisation Form (TAF).</p>	<p>x4 Maintenance visits (x2 ACP1 and BMM and x2 ACP2)</p> <p>x4 Post Maintenance Reports (x2 ACP1 and BMM, x2 ACP2) detailing findings, the outcome of servicing, including electrical certification and the dates of when next service required.</p>	<p>Preventative maintenance visits Jan-20 and Apr-20</p> <p>Post Maintenance reports within 20 working days of the last day of the maintenance visit.</p>	<p>By the SA PM via email within 10 working days of receipt of the report.</p>
2.3	<b>Fault Reporting</b>	<p>The Contractor shall provide a suitable system for the User to report faults.</p>	<p>Initial fault diagnosis will be conducted by the Users.</p> <p>The Contractor is to be available by telephone and via an email support service to act as a second line of fault reporting and manage issues arising which potentially degrade the performance of the TACC system.</p>	<p>x2 Fault reporting system to include:</p> <ul style="list-style-type: none"> <li>• Telephone Numbers; and</li> <li>• Fault Report Forms</li> </ul>	<p>Reported quarterly throughout the duration of the contract.</p>	<p>Faults will be reviewed and sentenced accordingly by the SA and Users at the QPMs.</p>
2.4	<b>Repair Management</b>	<p>The Contractor shall repair defective components of ACP1.</p>	<p>If an item is agreed to be repairable by the DT and the Contractor, the Contractor is to take the following actions in first instance:</p>	<p>Contractor to provide the Authority with a copy of the MOD</p>	<p>Reported quarterly throughout the</p>	<p>Repairs will be reviewed and sentenced accordingly by</p>

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
		<p>The Contractor is to provide a courier to collect the item(s) from [REDACTED].</p> <p>The Contractor is to log the item(s) with MOD Bonded stores using 603 documentation.</p> <p>On receipt of the item the Contractor will confirm its defect status.</p> <p>The item will be repaired or replaced.</p> <p>Following repair, the Contractor shall confirm the correction function of the item before dispatching the item back to Quality Assurance and MOD Bonded stores.</p>	<ul style="list-style-type: none"> <li>Firstly, to minimise the logistic delay time for critical spares, replacement for the item out for repair should be taken from the ACP2 spares pool in first instance, then if necessary ACP2 shall be used to maintain ACP1 in operation. The Contractor shall notify the Authority when it is required to take items from ACP2 that will reduce the capability of ACP2 to maintain ACP1.</li> <li>Retain spares, not part of the spare's shelters of ACP1, at [REDACTED]. All other spares shall be rationalised at the Contractors facilities.</li> </ul> <p>Items Beyond Economical Repair (BER) shall be disposed of, or when technically possible, retained for salvage.</p> <p>Packaging of the item will be in line with Def Stan 81-041.</p>	<p>bonded documentation.</p> <p>Provide a Certificate of Conformity signed by Quality Assurance for each repair</p>	<p>duration of the contract.</p>	<p>the SA and Users at the QPMs.</p>
2.5	<b>Accidental, Misuse and Neglect (AM&amp;N)</b>	<p>The Contractor shall notify the Authority in writing where it is suspected an item of TACC has been damaged due to AM&amp;N.</p>	<p>If the Authority agrees with the report and the item is not repairable the Authority shall be issued with a firm price quotation for the repair or replacement of the damaged item.</p>	<p>Written record of suspected AM&amp;N to be provided to the Authority.</p>	<p>Within 1 month of fault being reported.</p>	<p>By the SA PM via email within 10 working days of receipt of the report.</p>

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
2.6	<b>Item Availability Management</b>	The Contractor shall conduct enquiries with its sub-Contractors and suppliers to understand the status, availability and support of procured items within the TACC System.	Any update to the Equipment Obsolescence Report or the production of a separate Item Availability or Obsolescence Report shall be subject to a separate funded TAF from the Authority.  All Item Availability and Supportability issues under the Contract, including investigation, analysis and rectification, shall be subject to a separate funded TAF from the Authority.	Updates included within the QPM Reports.	Reported quarterly throughout the duration of the contract.	N/A
<b>3. Reference and Training Facility</b>						
3.1	<b>Reference and Training Facility</b>	The Contractor shall provide a UK Reference and Training Facility.	The training facility is to be maintained to provide: <ul style="list-style-type: none"> <li>• TSM training</li> <li>• Fault diagnosis activities</li> <li>• Development and testing</li> </ul>	A Reference and Training Facility Specification, detailing the facility capability and any associated Risks/Issues.	Within 2 months of Contact award.	By the SA PM via email within 20 working days of receipt of the report.
				Updates on changes to the Reference and Training Facility should they occur.	Reported quarterly throughout the duration of the contract.	Reviewed accordingly by the SA and Users at the QPMs.
3.2	<b>Hardware Support</b>	The Contractor shall provide hardware support for all equipment provided within the reference and training facility.	Critical components are to be taken from ACP2. The Authority is to give approval before any parts are removed from ACP2 to maintain the reference facility.	N/A	N/A	N/A
<b>4. TACC Software</b>						

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
4.1	<b>Maintenance of Software</b>	The Contractor shall retain the ability to maintain the TACC System Software.	The Contractor shall retain the ability to update the TACC system Software should it be required during the contracting period. Any software update shall be subject to a TAF.	N/A	N/A	N/A
<b>5. Safety Management</b>						
5.1	<b>Safety and Environmental Management Plan</b>	The Contractor is to update and maintain a Safety and Environmental Management Plan.		x1 TACC Safety and Environmental Management Plan	Within 2 months of Contract Award.	By the SA PM via email within 20 working days of receipt of the report.
5.2	<b>Safety Management SQEP</b>	The Contractor is to provide an appropriately qualified Safety Management SME to support the review of safety documentation and to lead the annual Safety Working Group (SWG).		x1 The CV of the nominated Safety SME.  X1 Attendance at Annual SWG	As part of Tender Bid.	Reviewed and accepted via email by the SA prior to Contract Award.
5.3	<b>Safety Working Group (SWG)</b>	The Contractor will organise the SWG and produce the minutes.		x1 SWG.	Within 6 months of Contract Award.	N/A
				x1 SWG Meeting Report (Minutes).	Within 20 working days of the SWG.	By the SA PM via email within 15 working days of receipt of the report.

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
5.4.1	<b>Maintain Safety Case</b>	The Contractor shall maintain the TACC Safety Case Part 2.	The TACC safety case shall conform with Def Stan 00-055, Issue 2; and Def Stan 00-056, Issue 4.	Maintain and update the TACC Safety Case documentation.	At a date to be agreed in the SWG.	By the SA PM via email within 15 working days of receipt of the report.
5.4.2	<b>Maintain Safety Certificate</b>	The Contractor shall maintain and update the TACC Safety Certificate		Maintain and update the Safety Certificate.	Notification of a Safety Issue should be raised to the Users and SA immediately via email followed by an updated Safety Certificate within 10 working days of a Safety Issue arising.	By the SA PM and Users via email within 10 working days of receipt of the report.
<b>6. Security Management</b>						
6.1	<b>Security Expertise</b>	The Contractor shall provide an SME in security management.	The individual will be required to Chair the Security Working Group (SecWG) and provide appropriate SME input to the security management of TACC.  The Security SME will also provide an update to the security documentation <sup>4</sup> .	N/A	N/A	N/A

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<sup>4</sup> The security documentation is to include: the RMADS, SyOps and Security Analysis for the TACC, Reference Facility and Development System.

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
6.2	<b>Security Working Group (SecWG)</b>	The Contractor will organise the SecWG and produce the minutes.		x1 SecWG.	Within 6 months of Contract Award.	N/A
				x1 SecWG Meeting Report (Minutes).	Within 20 working days of the SWG.	By the SA PM via email within 15 working days of receipt of the report.
6.3	<b>Annual Security Accreditation</b>	The Contractor is to comply with the requirements of the Authority and the System Security Accreditor to maintain the TACC security accreditation.	<p>The Contractor shall update the security documentation and provide evidence to the Authority that the system meets the accreditation requirements.</p> <p>The security documentation should be maintained throughout the duration of the contract.</p>	Maintain and update the TACC security documentation.	Three months prior to the annual accreditation, unless agreed otherwise with the SA.	By the System Security Accreditor, and the SA PM within 20 working days of receipt of the report.
6.4	<b>Cyber Security</b>	The Contractor shall obtain the Cyber Essentials Certification.	<p>The Cyber Essentials Certificate shall be valid throughout the duration of the contract.</p> <p>The SA must be informed immediately if the Cyber Essentials Certificate is revoked, lost or expires.</p>	Copy of the Cyber Essentials certificate.	As part of Tender Bid and at recertification.	Acceptance by the Authority upon receipt of evidence of achieving Cyber Essentials certification.
<b>7. Integrated Logistic Support</b>						

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
7.1	<b>Digital Air Publications (DAP)</b>	The Contractor shall maintain the Air Publications for the TACC system throughout the duration of the contract.	The DAP is to be provided electronically and updated on Customer Online.	x1 annual review report on the DAP.	Within 3 months of Contract Award.	By the SA PM and Users via email within 15 working days of receipt of the report.
7.2	<b>Failure Review Boards (FRB)</b>	To be held as part of the QPM and SFM  The Contractor is required to hold quarterly FRB to review and sentence faults raised against the TACC System. The FRB to be completed via conference call with the Contractor, and the Authority.	Outcomes of the board are to be summarised at the QPM.	QPM & SFM Post-Meeting Report	Reported quarterly throughout the duration of the contract.	By the SA PM and Users via email within 15 working days of receipt of the report.
<b>8. Training</b>						
8.1	<b>Technical System Manager (TSM), Basic UNIX and Maintainer Training Courses</b>	The Contractor is to maintain responsibility for the TSM, UNIX and Maintainer training.	The Contractor shall provide updates to the training material where appropriate and as required by Safety and Security requirements.	x1 Basic UNIX Course x1 TSM Course x1 Maintainer Course	As advised and agreed with the Users.	N/A
				x3 Training Reports	Within 20 working days of the Training Courses.	By the SA PM and Users via email within 15 working days

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
						of receipt of the report.
<b>9. Disposal</b>						
9.1	<b>Disposal of Redundant Items</b>	The Contractor is to write to the Authority when they consider an item to be redundant.	This is to ensure it is disposed of in the best interests of the Crown.	Written confirmation of item to be disposed of / retained for salvage by Thales, for agreement by Authority.	As required throughout the duration of the contract.	SA PM approval
				BER Certificates.		N/A
9.2	<b>Decommission of TACC Equipment</b>	<p>The Contractor shall update the plan for the disposal for all TACC equipment held including ACP1/BMM/ACP2 and the Reference Facility.</p> <p>The plan will contain details of any items that require special disposal.</p> <p>Note the Disposal Plan will not detail the costings of the disposal activities.</p>	<p>The Defence Equipment and Sales Authority (DESA) are the lead for the disposal and Sales of all MoD assets.</p> <p>SSE GP2.7 and the DLF (Defence Logistics Framework) provide MoD guidance and policy for Disposal Planning. Disposal Planning will address the requirements for ensuring that all parts of the TACC can be economically disposed of at the end of system life. Where a particular design feature requires a special disposal method the Contractor must justify this.</p> <p>The Contractor shall ensure that details of all hazardous material used in the TACC system are documented and that this</p>	x1 Updated Disposal Plan.	Within 6 months from Contract Award.	To be agreed by the Authority within 1 month of receipt of the plan and agreement of the content.

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
			<p>document is maintained through the equipment's service life.</p> <p>The Contractor shall review and where necessary, update the existing Disposal Plan that will describe how the system can be disposed of during the In-Service and Disposal Phases of the system's life. It will address the requirements for ensuring that all parts of the system can be economically and safely disposed of at the end of the system life.</p> <p>The Disposal Plan shall focus on, but not be limited to, the following:</p> <ul style="list-style-type: none"> <li>• Identification of all items requiring special disposal.</li> <li>• Estimates of activities to carry out disposal.</li> <li>• Current legislation applicability, such as Foreign Military Sales (FMS), International Traffic in Arms Regulations (ITAR) etc.</li> <li>• Safety aspects regarding disposal.</li> <li>• Control of Substances Hazardous to Health (COSHH).</li> </ul>			
9.3	<b>Disposal of Equipment</b>	The Contractor shall comply with MOD disposal procedures and support the		Disposal Certificates.	As required throughout the	N/A

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
		<p>Authority with the disposal of all equipment (excluding all equipment designated for transfer) at their facilities in accordance with the agreed deliverable Disposal Plan.</p> <p>All items containing classified information shall be disposed of by the Contractor in accordance with JSP 440 and an accompanying disposal certificate issued to the Authority.</p>			duration of the contract.	

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
<b>10. Project Management</b>						
10.1	<b>Project Schedule</b>	<p>The Contractor shall provide the Authority with a Project:</p> <ul style="list-style-type: none"> <li>• Organisational Breakdown Structure (OBS),</li> <li>• Work Breakdown Structure (WBS)</li> <li>• Schedule.</li> </ul>	<p>The Schedule shall include details of the tasks, activities and meetings in support of the TACC.</p>	<p>OBS, WBS and Schedule</p> <p>Issues. Must be in a format which the Authority can convert and analyse (Microsoft Project 2010; XML or XPS, or P6 Pro XML)</p>	<p>Delivered on the 18th day of the month or next working day if the 18th is a weekend or public holiday.</p>	<p>By the SA PM via email within 10 working days of receipt of the OBS, WBS and Schedule.</p>
10.2	<b>Project Documentation</b>	<p>The Contractor shall ensure that the Project Documentation listed aside under the 'Guidance' heading is reviewed and updated annually.</p> <p>All plans and design certificates shall be updated if significant changes to the TACC system design occur.</p>	<p>Project Documentation:</p> <ul style="list-style-type: none"> <li>• TACC Support Management Plan</li> <li>• TACC Quality Management Plan</li> </ul> <p>The TACC Support Management Plan shall cover the following disciplines:</p> <ul style="list-style-type: none"> <li>• Support Management</li> <li>• Configuration Management</li> <li>• Risk and Opportunity Management</li> <li>• System Engineering</li> <li>• Software Engineering</li> <li>• Hardware Engineering</li> </ul>	<p>x1 Updated TACC Support Management Plan</p> <p>x1 Updated TACC Quality Management Plan</p>	<p>Within 3 months of Contract Award.</p>	<p>By the SA PM via email within 20 working days of receipt of the updated 'TACC Support Management Plan' and 'TACC Quality Management Plan'</p>

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
			The Authority shall have access to TACC plans held on Thales internal system upon request.			
10.3	<b>Project Reporting</b>	<p>The Contractor is required to report on progress of the support project activities in the following forums:</p> <ul style="list-style-type: none"> <li>• Stakeholder Launch Meeting (SLM)</li> <li>• Quarterly Progress Meetings (QPM) and Support Forum Meetings, (SFM) combined.</li> </ul>	<p>The Contractor shall organise and attend the SLM which shall cover:</p> <ul style="list-style-type: none"> <li>• Activities to be performed by Contractor in execution of contract.</li> <li>• State obligations and dependencies required by the Authority and User to allow Contractor to successfully perform to contract.</li> </ul> <p>The SLM shall be held at DE&amp;S, Abbey Wood, Bristol or [REDACTED].</p> <p>The Contractor shall organise, attend the QPM &amp; SFM s which will cover all aspects, including:</p> <ul style="list-style-type: none"> <li>• Action Database</li> <li>• Commercial Matters</li> <li>• System Status</li> <li>• Faults, Repairs and Sentencing</li> <li>• Availability and KPI Metrics</li> <li>• Item Availability Issues</li> <li>• Safety</li> <li>• Security</li> <li>• Quality</li> <li>• Configuration</li> <li>• Air Publications/UFRs</li> </ul>	<p>x1 Stakeholder Launch Meeting</p> <hr/> <p>x1 Stakeholder Launch Meeting Pre-Meeting Report (including Agenda)</p> <hr/> <p>x1 Stakeholder Launch Meeting Post-Meeting Report</p> <hr/> <p>x2 QPM &amp; SFM Meetings</p> <hr/> <p>x2 Quarterly Progress Reports (QPR) (including a current Agenda)</p> <hr/> <p>x2 QPM &amp; SFM Post-Meeting Reports</p>	<p>Within 1 month of Contract.</p> <hr/> <p>5 working days prior to the Stakeholder Launch Meeting.</p> <hr/> <p>Within 15 working days of the Stakeholder Launch Meeting.</p> <hr/> <p>As agreed with the SA PM and Users.</p> <hr/> <p>10 days prior to the QPM &amp; SFM.</p> <hr/> <p>Within 15 working days of the QPM &amp; SFM.</p>	<p>N/A</p> <hr/> <p>N/A</p> <hr/> <p>By the SA PM and Users via email within 15 working days of receipt of the report.</p> <hr/> <p>N/A</p> <hr/> <p>N/A</p> <hr/> <p>By the SA PM and Users via email within 15 working days of receipt of the report.</p>

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
			<ul style="list-style-type: none"> <li>• Risks</li> <li>• Training</li> <li>• Availability Working Group – Points/Issues</li> <li>• TAF Status</li> <li>• SPRs</li> <li>• Availability Calculations and Breakdown</li> </ul> <p>Attendees for the above meetings shall include: The Contractor PM, Commercial department representative and Lead Engineer, the Authority PT, the Users [REDACTED] and the Engineering Role Office (ERO).</p> <p>Meetings will alternate between the following venues:</p> <ul style="list-style-type: none"> <li>– Thales, Templecombe</li> <li>– Thales, Reading</li> <li>– Authority premises Bristol</li> <li>– Authority Premises [REDACTED].</li> </ul>			

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
10.4	<b>Configuration Management</b>	The Contractor is to undertake configuration on the support contract in line with the UK TACC Support Management Plan.	<p>The SA PM must be informed of changes, including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Change to the Project Schedule.</li> <li>• Proposed deviations to the agreed contract tasks and/or costs. (on a Subject to Contract basis)</li> <li>• Change to safety or security status of TACC.</li> </ul> <p>Any Contractor's change/configuration management are to be submitted by the Contractor to the SA PM who will present at the SACC DT Change Control Board (CCB).</p>	The Contractor shall provide notification of change and any supporting documentation.	Within 5 working days of the change occurring.	By the SACC DT CCB through the SA PM via email within 20 working days of receipt of the report.
10.5	<b>Information Exchange</b>	The Contractor is required to provide a dedicated platform to exchange data between the Contractor and Authority, the Users and other Key TACC Stakeholders	<p>This should be a collaborative electronic workspace which can be accessed by the Contractor, Authority, Users and other Key Stakeholders.</p> <p>Access should be limited and determined through agreement within the Contractor and the SA PM.</p>	<p>Access to the Collaborative Workspace.</p> <p>Requests for additional personnel access to collaborative electronic workspace to be satisfied within 15 working days</p>	On Contract Award.	By the SA PM on Contract Award.
10.6	<b>Risk and Issue Register</b>	The Contractor shall maintain a Risk Management Database covering all aspects of the contract.	The Risk Management Database shall be shared, reviewed and discussed with the Authority, Users and other Key Stakeholders at the QPMs.	Delivered within: QPM & SFM Post-Meeting Report	As agreed with the SA PM and Users.	By the SA PM and Users via email within 15 working days of receipt of

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
						the QPM & SFM report.
10.7	<b>Technical Support / Subject Matter Expertise (SME's)</b>	The Contractor shall provide Technical Support / Subject Matter Expertise (SME) to DE&S for the continued support TACC for both hardware and software.	The Contractor is to ensure it retains the necessary skills and experience needed to support and sustain TACC systems for the duration of the contract.	Appropriate level of SMEs.	Throughout the duration of the contract.	As directed by the Users.

**SOW – Options**

No	Title	Description	Guidance	Output(s)/ Deliverable(s)	Date Required	Acceptance Criteria
<b>11. Statement of Work – Options</b>						
11.1	<b>6 Month CLS Extensions</b>	The Contractor is to provide a Firm Price for, x2 6 Monthly CLS Extensions.	The Contractor is to assume the support tasks in the SOW core (work packages 1-10.7) remain extant with the exceptions of the differences detailed in Annex A, Extension 1 and Annex A, Extension 2	x2 Firm Price 6 Month CLS Extensions	As part of Tender Bid.	N/A
11.2	<b>Technical System Manager (TSM) and Basic Unix Training Courses</b>	A TSM and Basic Unix training course.	The Contractor shall provide updates to the training material where appropriate.  This course is to include a Basic Unix element, a pre-requisite of the TSM course.	x1 TSM and Basic Unix Course	As advised and agreed with SA.	N/A
				x1 Training Reports	Within 20 working days of the Training Course.	By the SA PM and Users via email within 15 working days of receipt of the report.
11.3	<b>Maintainer Training Courses</b>	A Maintainer training course.	The Contractor shall provide updates to the training material where appropriate.	x1 Maintainer Course	As advised and agreed with SA.	N/A
				x1 Training Reports	Within 20 working days of the Training Course.	By the SA PM and Users via email within 15 working days of receipt of the report.
11.4	<b>Additional Out of Hours Telephone Support</b>	The Contractor is to provide telephone help desk support for out of hours support over weekends and public holidays.	The period to be covered stretches from 1800 on the last working day through to 0800 UK time the next working day. i.e. the times out with those covered under WP 2.1.	Metrics of telephone availability including a log of calls, to be provided within the QPM & SFM Reports.	Reported quarterly throughout the duration of the contract.	Metrics will be reviewed and accepted by the Support Authority (SA) at the QPMs.

11.5	<b>CLS Support for the Generators</b>	CLS support for the Generators excluded under WP 1.1	If this Option is invoked by the Authority the Generators will fall back 'In Scope' and will be included within the 'Core SOW', including WP1 Availability, WP2 Technical and Engineering, WP5 Safety Management, WP7 Integrated Logistic Support, WP8 Training and WP9 Disposal.	N/A	N/A	N/A
11.6	<b>Ad-Hoc Tasking</b>	For the duration of the contract any additional tasks shall be generated using the TAF template.	Upon receipt of a TAF Part 1 from the Authority the Contractor shall respond with a Firm Price quotation within 15 working days.	<p>TAF Part 2 to be Provided to the Authority SA and Commercial Officer within 15 working days</p> <p>Quotation shall include the following:</p> <ul style="list-style-type: none"> <li>• A breakdown of hours required per Job Category</li> <li>• A description of the tasks to be carried out as part of the task per Job Category and associated hours with each subtask</li> <li>• The Amount of material required, including specific</li> </ul>	15 working days after submission by the Authority	Authority review

				<p>descriptions and quantities</p> <ul style="list-style-type: none"><li>• Breakdown of Travel &amp; subsistence required and calculated utilising the Contractual rates set out at Schedule 15.</li></ul>		
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# Annex A

## Core Deliverables

WP No	Deliverable	Date Required
2.1	<b>Technical Assistance</b>  Metrics of telephone availability including a log of calls, to be provided within the QPM & SFM Reports	Reported quarterly throughout the duration of the contract.
2.2	<b>On-site Maintenance and Servicing Support (Including electrical inspections)</b>  x4 Post Maintenance reports (x2 ACP1 & BMM, x2 ACP2)  Electrical certification for ACP1 & BMM Apr-20.	Preventative maintenance visits - Jan-20 and Apr-20  Post Maintenance Reports within 20 working days of the last day of the maintenance visit.
3.1	<b>Reference and Training Facility</b>  A Reference and Training Facility Specification, detailing the facility capability and any associated Risks/Issues.	Within 2 months of Contract Award
5.1	<b>Safety and Environmental Management Plan</b>  x1 TACC Safety and Environmental Management Plan	Within 2 months of Contract Award
5.3	<b>Safety Working Group (SWG)</b>  x1 SWG	Within 6 months of Contract Award.
	x1 SWG Meeting Report (Minutes)	Within 20 working days of the SWG
5.4.1	<b>Maintain Safety Case Part 2</b>	Safety Case Part 2 to be maintained and updated by a date to be agreed in the SWG
5.4.2	<b>Maintain Safety certificate</b>  Notification of a Safety Issue should be raised to the Users and SA immediately via email followed by an updated Safety Certificate.	Within 10 days of a Safety Issue arising.
6.2	<b>Security Working Group (SecWG)</b>  x1 SecWG	Within 6 months of Contract Award.
	x1 SecWG Meeting Report (Minutes).	Within 20 working days of the SWG.
6.3	<b>Annual Security Accreditation</b>  Maintain and update the TACC security documentation.	Three months prior to the annual accreditation, unless agreed otherwise with the SA.
6.4	<b>Cyber Security</b>  Copy of the Cyber Essentials certificate	As part of Tender Bid and at recertification.
7.1	<b>Digital Air Publications (DAP)</b>  x1 annual review report on the DAP	Within 3 months of Contract Award
7.2	<b>Failure Review Boards (FRB)</b>	Reported quarterly throughout the duration of the contract

WP No	Deliverable	Date Required
	QPM & SFM Post-Meeting Report	
8.1	<b>Basic UNIX, TSM and Maintainer Training Courses</b>  x1 Basic UNIX Course x1 TSM Course x1 Maintainer Courses x3 Training Reports	As advised and agreed with the Users   Within 20 working days of the course
9.2	<b>Decommission of TACC Equipment</b>  x1 Updated Disposal Plan.	Within 6 months from Contract Award
10.1	<b>Project Schedule</b>  x1 OBS, WBS and Schedule x8 OBS, WBS and Schedule Issues.	Within 1 month of Contract Award.  Delivered on the 18th day of the month or next working day if the 18th is a weekend or public holiday.
10.2	<b>Project Documentation</b>  x1 TACC Support Management Plan x1 TACC Quality Management Plan x1 TACC Safety Management Plan	Within 3 months of Contract Award.
10.3	<b>Project Reporting</b>  x1 Stakeholder Launch Meeting x1 Stakeholder Launch Meeting Pre-Meeting Report (including an Agenda) x1 Stakeholder Launch Meeting Post-Meeting Report x2 QPM & SFMs Meetings x2 QPR (including an Agenda) x2 QPM & SFM Post-Meeting Reports	Within 1 month of Contract.  5 days prior to the Stakeholder Launch Meeting. Within 15 days of the Stakeholder Launch Meeting. As agreed with the SA PM and Users. 10 working days prior to the QPM & SFM. Within 15 days of the QPM & SFM.
10.6	<b>Risk and Issue Register</b>  Delivered within: x2 QPM & SFM Post-Meeting Report	As agreed with the SA PM and Users.

## 6 Month Extension 1

WP No	Deliverable	Date Required
2.1	<b>Technical Assistance</b>  x2 Metrics of telephone availability including a log of calls, to be provided within the QPM & SFM Reports	Reported quarterly throughout the duration of the contract
2.2	<b>On-site Maintenance and Servicing Support (Including electrical inspections for ACP2)</b>  x2 Post Maintenance reports (x1 ACP1 and BMM, x1 ACP2) including electrical certification for ACP2.	Preventative maintenance visit - Oct-20  Post Maintenance Reports within 20 working days of the last day of the maintenance visit.
5.1	<b>Safety and Environmental Management Plan</b>	Within 2 months of Contract Extension.

WP No	Deliverable	Date Required
	x1 Review of TACC Safety and Environmental Management Plan, update if required.	
5.4.2	<b>Maintain and Update the Safety Certificate</b>  Notification of a Safety Issue should be raised to the Users and SA immediately via email followed by an updated Safety Certificate	Within 10 days of a Safety Issue arising.
6.2	<b>Security Working Group (SecWG)</b>  x1 SecWG	Within 5 months of Contract Extension.
	x1 SecWG Meeting Report (Minutes).	Within 20 working days of the SWG.
7.2	<b>Failure Review Boards (FRB)</b>  x2 QPM & SFM Post-Meeting Report	Reported quarterly throughout the duration of the contract
8.1	<b>Basic UNIX, TSM and Maintainer Training Courses</b>  x1 Basic UNIX Course x1 TSM Course x1 Maintainer Courses	As advised and agreed with the Users
	x3 Training Reports	Within 20 working days of the course
10.1	<b>Project Schedule</b>  X6 OBS, WBS and Schedule Issues.	Delivered on the 18th day of the month or next working day if the 18th is a weekend or public holiday.
10.2	<b>Project Documentation</b>  x1 TACC Support Management Plan x1 TACC Quality Management Plan x1 TACC Safety Management Plan	Reviewed within 2 months of Contract Extension. Updated if required.
10.3	<b>Project Reporting</b>	
	QPM & SFMs Meetings	As agreed with the SA PM and Users.
	x2 QPRs (including an Agenda)	10 days prior to the QPM & SFM.
	x2 QPM & SFM Post-Meeting Reports	Within 15 days of the QPM & SFM.
10.6	<b>Risk and Issue Register</b>  Delivered within: x2 QPM & SFM Post-Meeting Report	At the x2 QPMs.

## 6 Month Extension 2

WP No	Deliverable	Date Required
2.1	<b>Technical Assistance</b> x2 Metrics of telephone availability including a log of calls, to be provided within the QPM & SFM Reports	Reported quarterly throughout the duration of the contract
2.2	<b>On-site Maintenance and Servicing Support (Including electrical inspections for ACP1 &amp; BMM)</b> x2 Post Maintenance reports (x1 ACP1 and BMM, x1 ACP2) including electrical certification for ACP1 and BMM.	Preventative maintenance visit - Apr-21 Post Maintenance Reports within 20 working days of the last day of the maintenance visit
5.3	<b>Safety Working Group (SWG)</b> x1 SWG	Within 2 months of Contract Extension.
	x1 SWG Meeting Report (Minutes)	Within 20 working days of the SWG
5.4.1	<b>Maintain Safety Case Part 2</b> Maintain and update the TACC Safety Case documentation	By a date to be agreed at the SWG.
5.4.2	<b>Maintain Safety certificate</b> Notification of a Safety Issue should be raised to the Users and SA immediately via email followed by an updated Safety Certificate.	Within 10 days of a Safety Issue arising.
6.4	<b>Cyber Security</b> Copy of the Cyber Essentials certificate	Throughout Contract period
7.2	<b>Failure Review Boards (FRB)</b> x2 QPM & SFM Post-Meeting Report	Reported quarterly throughout the duration of the contract
8.1	<b>Basic UNIX, TSM and Maintainer Training Courses</b> x1 Basic UNIX Course x1 TSM Course x1 Maintainer Courses	As advised and agreed with the Users
	x3 Training Reports	Within 10 working days of the course
10.1	<b>Project Schedule</b> x6 OBS, WBS and Schedule Issues.	Delivered on the 18th day of the month or next working day if the 18th is a weekend or public holiday.
10.3	<b>Project Reporting</b>	
	QPM & SFMs Meetings	As agreed with the SA PM and Users.
	x2 QPR (including an Agenda)	10 days prior to the QPM & SFM.
	x2 QPM & SFM Post-Meeting Reports	Within 15 days of the QPM & SFM.
10.6	<b>Risk and Issue Register</b> Delivered within: x2 QPM & SFM Post-Meeting Report	At the x2 QPMs.

