

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-CSER-CSR-V1.1**
- 2. TITLE: CONTRACT STATUS REPORT**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Contract Status Report (CSR) is the Contractor's principal statement and explanation of the status of the Contract, including for the Services provided, at the end of each reporting period. The CSR is used as a basis for the Contract Performance Review (CPR).
 - 3.2** The Contractor uses the CSR to inform the Commonwealth in regard to the:
 - a. provision of the Services;
 - b. progress of planned activities; and
 - c. risks and issues requiring management.
 - 3.3** The Commonwealth uses the CSR:
 - a. to assist with monitoring the performance of the Contractor;
 - b. to determine that the Services are meeting contractual requirements; and
 - c. as a record of contractual performance.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The CSR is subordinate to the Services Management Plan (SMP).
 - 4.2** The CSR inter-relates with all agenda and minutes of scheduled review meetings, where these are required under the Contract.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of the DID to the extent specified herein:

Nil
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall be provided in the Contractor's format.
 - 6.1.2** When the Contract has specified delivery of another data item that contains aspects of the required information, the CSR shall summarise these aspects and refer to the other data item.
 - 6.2 Specific Content – Part A: Contract Status**

 - 6.2.1 Current Status**
 - 6.2.1.1** The CSR shall identify the date at which the CSR is statused and the time period since the status date of the previous CSR (the 'reporting period').
 - 6.2.1.2** The CSR shall include the following information:
 - a. a summary of the Services provided (to be covered in detail in Part B of the CSR) during the reporting period;
 - b. a summary of work activities expected in the next reporting period and of any significant events likely to influence Services or Contract management activities;
 - c. a report identifying the status of all data items, including data items for which delivery is outstanding (if any), data items awaiting Commonwealth action, and those data items reviewed for accuracy and found not to require update;

- d. a list of action items from previous performance reviews and their status, including all open action items and those that were closed during the reporting period;
- e. a list of correspondence that requires a response from the Commonwealth, but for which no response has been received; and
- f. a list of Commonwealth correspondence to the Contractor for which a response is outstanding, and an estimate of the response date.

6.2.2 Finance Report

6.2.2.1 The Finance Report shall, for the reporting period, include a summary of (as applicable);

- a. Recurring Services, noting any significant discrepancies between the Services provided and how the scope is described in Annex C to Attachment B;
- b. Task-Priced Services, noting where the requested Services were significantly higher or lower than the expected; and
- c. Survey and Quote (S&Q) Services, including the types of Services provided and the quantity of S&Q Orders within nominal price ranges.

6.2.2.2 The Finance Report shall include, for future financial management activities:

- a. any recommended changes to the Price and Payments schedules (eg, if repeated S&Q Services may be better managed as Task-Priced or Recurring Services); and
- b. a summary of any anticipated CCPs that may affect the Price and Payments.

6.2.3 Risk Report

6.2.3.1 The CSR shall include a Risk Report, which reflects the current status of risks for the Contract, including for any S&Q Services.

6.2.3.2 The Risk Report shall include highlights of progress of risk mitigation activities for the identified risks, and any changes in risk status since the previous CSR.

6.2.4 Health Safety and Environment

6.2.4.1 The CSR shall summarise Work Health and Safety matters, issues and incidents (including Notifiable Incidents) pertaining to work under the Contract, for the reporting period, and any outstanding remediation actions or planned improvements.

6.2.4.2 If applicable, the CSR shall summarise any environmental management matters, issues and incidents pertaining to work under the Contract, for the reporting period, and any outstanding actions.

6.2.5 Indigenous Participation Report

6.2.5.1 If the Contract includes an Indigenous Participation Plan, the CSR shall include an Indigenous Procurement Report that contains a statement confirming if reporting through the Indigenous Procurement Policy Reporting Solution (IPPRS) has been undertaken in accordance with the Contract, for the reporting period.

6.3 Specific Content – Part B: Services Summary Report

Note: *The SOW may specify delivery for Part B of the CSR that is independent of other parts.*

6.3.1 General

6.3.1.1 If the SOW requires the Services Summary Report (SSR) to be submitted more frequently than Part A of the CSR, the SSR that is delivered concurrent with Part A shall include details for the most recent SSR reporting period and a summary that spans the full reporting period for Part A of the CSR.

6.3.1.2 The SSR shall summarise the applicable Services provided during the reporting period.

6.3.2 Services

6.3.2.1 The SSR shall include a 'sub-report' for each of the major Services to be provided under the Contract (ie, the deliverable Services identified as a level 1 clause in the SOW).

- 6.3.2.2** Each Services sub-report (as identified in clause 6.3.2.1) shall include, for the applicable Services:
- a. a summary of the scope of Services provided during the SSR reporting period;
 - b. details of specific tasks that were completed during the SSR reporting period (eg, study reports delivered, events held, or training courses provided);
 - c. details regarding the progress of the on-going tasks that are part of the Services;
 - d. any issues or events that disrupted or adversely effected the delivery of the Services during the SSR reporting period;
 - e. a summary of the Services expected during the next SSR reporting period, and any risks, issues and planning requirements that the Commonwealth should be made aware of.

6.3.3 Performance Measurement Report

6.3.3.1 If performance measurement is required by the Contract, the SSR shall report on the results obtained against the performance measures over the SSR reporting period, including the performance of any Services that is measured by Key Performance Indicators (KPIs).

- 6.3.3.2** Subject to clause 6.1.2, the SSR shall, for each performance measure under the Contract:
- a. report the result (eg, Achieved Performance) in terms of the measurement used;
 - b. if a normalised result (ie, an Adjusted Performance Score) is required to be calculated, the normalised result;
 - c. summarise the cause(s) for any non-achievement and identify any related claim for Performance Relief in accordance with clause 6.4 of the conditions of contract; and
 - d. provide a comparison between the reported results and the results from previous reporting periods, sufficient to enable the identification of performance trends.

6.3.4 Other Observations and Opportunities

6.3.4.1 The SSR shall include details of any other event or activity that the Contractor believes to be significant to the performance of the Services during the reporting period.

6.3.4.2 The SSR shall include a description of any opportunities identified by the Contractor to improve the effectiveness or efficiency (or both) of the Services.

6.3.5 S&Q Services

- 6.3.5.1** The SSR shall report on the status of S&Q Services for the reporting period, including:
- a. a summary of the S&Q Services completed or in progress, including the nature of the Services and the commencement and completion dates, as applicable; and
 - b. details of any issues or risks with initiated, pending or Approved S&Q Services.

6.4 Specific Content – Part C: Commonwealth Assets Stocktaking Report

Note: *The SOW may specify delivery for Part C of the CSR that is independent of other parts.*

- 6.4.1** If the stocktaking of Contractor Managed Commonwealth Assets (CMCA) is required under the Contract, the CSR shall include a Commonwealth Assets Stocktaking Report (CASR), including:
- a. if the Contractor does not have access to a Commonwealth supply management system under the Contract, details of the Assets Register to be used for accounting for CMCA;
 - b. a summary of all stocktakes completed during the reporting period, detailing:
 - (i) the stocktake number;
 - (ii) the storage location of all goods included in the stocktake;
 - (iii) all stocktake codes;
 - (iv) stocktake start and end dates; and

- (v) statistical data, including the quantity and value of all discrepancies, shelf Stock Items held, shelf Stock Items stocktaked, surpluses and deficiencies;
- c. a summary of all stocktakes programmed for the coming reporting period; and
- d. the percentage of completed stocktakes, where the SOW requires programmed stocktakes that are applied to a percentage of the total stock.

6.5 Specific Content – Part D: Defence Industry Participation Report

Note: The SOW may specify delivery for Part D of the CSR that is independent of other parts.

- 6.5.1** If the Contract includes a Defence Industry Participation (DIP) program (as defined by a DIP Schedule or a DIP Plan), the CSR shall include a DIP Report that provides the following information, in relation to the work performed by Australian Industry under the Contract:
- a. a summary of the activities undertaken during the reporting period that confirm the implementation of the DIP program, including the continuation of established work activities and identifying any new activities or changes to the scope and/or location of work performed by the Contractor and Subcontractors that affect the DIP program;
 - b. a summary of the Contractor's expenditure within Australian Industry (including with Contractor business units and Subcontractors) for Recurring Services and any Milestones, including:
 - (i) for each line of the DIP Schedule, the expenditure during the reporting period that contributes to the relevant DIP Activity Value;
 - (ii) an explanation of how the expenditure (clause 6.5.1b(i)) represents an achievement, or otherwise, of the DIP Activity Values within the DIP Schedule, considering the expenditure to date and that expected for the remaining Term of the Contract; and
 - (iii) the cumulative total of expenditure with Australian Industry during all reporting periods to date;
 - c. an explanation of any over- or under-performance in achieving any aspect of the DIP program; and
 - d. a summary of any expected changes (including Contract Change Proposals) that are expected to materially affect the DIP program.

DATA ITEM DESCRIPTION

Note to drafters: If the expected value of any resultant Contract is at or above \$20 million for the Initial Term (including GST) and a DIP Plan is required, consult with CASG AIC Division (aic.delivery@defence.gov.au) for the further development of this DID.

1. **DID NUMBER:** DID-CSER-DIPP-V1.1
2. **TITLE:** DEFENCE INDUSTRY PARTICIPATION PLAN
3. **DESCRIPTION AND INTENDED USE**
 - 3.1 The Defence Industry Participation (DIP) Plan sets out the Contractor's plans, processes and responsibilities for satisfying the DIP requirements of the Contract, including describing the management of the DIP program for the period of the Contract.
 - 3.2 The Contractor uses the DIP Plan to:
 - a. set out the plans, processes, responsibilities and timeframes for the management and delivery of the DIP program;
 - b. ensure that all parties (including Subcontractors) undertaking DIP-related activities understand their responsibilities and the time-frames involved, in order to implement a coherent and cohesive DIP program; and
 - c. provide assurance to the Commonwealth that the Contractor's DIP program will satisfy the DIP requirements of the Contract.
 - 3.3 The Commonwealth uses the DIP Plan to:
 - a. gain assurance that the Contractor's DIP program will achieve the DIP requirements of the Contract;
 - b. provide a basis for monitoring and assessing performance of the DIP program; and
 - c. identify Commonwealth involvement in the DIP program.
4. **INTER-RELATIONSHIPS**
 - 4.1 The DIP Plan inter-relates with the following data items, where these data items are required under the Contract:
 - a. Services Management Plan (SMP); and
 - b. Contract Status Report (CSR).
 - 4.2 The DIP Plan inter-relates with the:
 - a. DIP program requirements at Attachment J, and
 - b. associated financial and delivery information included in Attachment B.
5. **APPLICABLE DOCUMENTS**
 - 5.1 The following documents form a part of this DID to the extent specified herein:

2019 DPIP	<i>2019 Defence Policy on Industry Participation</i>
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6. **PREPARATION INSTRUCTIONS**
 - 6.1 **Generic Format and Content**

 - 6.1.1 The data item shall be provided in the Contractor's format and meet the requirements of clause 2.3 of the SOW.

6.2 Specific Content

6.2.1 DIP Program Summary

Note: *This section should be no more than two A4 pages.*

6.2.1.1 The DIP Plan shall provide a summary of:

- a. the nature of the Services and the Defence customers and/or capabilities that are supported by the work performed under the Contract;
- b. the Contractor's overall strategy for satisfying the DIP requirements of the Contract;
- c. in the context of the Services, any future opportunities for participation by Australian Industry (ie, future Subcontracts) in the performance of the Contract (refer to clause 6.2.4); and
- d. the Contractor's commitments to government industry policies, through existing relationships and any new arrangements required to satisfy the Contract, including:
 - (i) employing veterans (refer to clause 6.2.5.2); and
 - (ii) the further engagement of Australian Industry, including Small-to-Medium Enterprises (SMEs).

6.2.2 DIP Management

6.2.2.1 The DIP Plan shall:

- a. identify the DIP manager, including name, title, contact details, and position in the organisation, and describe how the scope of the DIP manager's roles and responsibilities will ensure that the DIP requirements of the Contract can be met; and
- b. describe the organisational arrangements for undertaking the DIP program for the Contract, including the roles of individual business units and Subcontractors, as applicable, and their respective responsibilities in relation to the DIP program.

6.2.2.2 The DIP Plan shall describe the processes to be used to:

- a. confirm that DIP requirements of the Contract are being met, including the data to be captured and monitored, and the reporting process for each reporting period; and
- b. identify and remediate potential or actual problems with achieving the DIP requirements of the Contract, including:
 - (i) the triggers to identify problems;
 - (ii) the different processes to be employed when problems are internal to the Contractor or due to a Subcontractor; and
 - (iii) the processes and timeframes to be used to escalate identified problems within the Contractor's organisation, and to advise the Commonwealth in accordance with clause 4 of the COC.

6.2.3 DIP Schedule

6.2.3.1 The DIP Plan shall include a DIP Schedule that summarises the activities being performed under the Contract in Australia or New Zealand, by each Australian Entity.

6.2.3.2 The DIP Schedule required by clause 6.2.3.1 shall be in the format defined in Annex A, or as otherwise agreed between the parties.

6.2.4 Opportunities for Australian Industry

Note: *In the context of the Services, this element of the DIP Plan is to consider the source of any future Subcontracts for goods and services that are yet to be finalised. For clarity, the opportunities should not include any goods / services for which a binding commitment with an Australian Industry supplier has already been made (and where that supplier is listed in Annex A).*

6.2.4.1 The DIP Plan shall identify those elements of the Contract (if any) for which an exact source of supply for goods and services is yet to be finalised, including:

- a. a description of the specific goods and services for which the source of supply has not yet been finalised;
- b. whether or not the Contractor considers that opportunities exist for Australian Industry to provide those goods and/or services;
- c. if the Contractor considers that opportunities exist for Australian Industry, a brief description of those opportunities, including:
 - (i) any Australian Entities that the Contractor has already identified as potentially suitable suppliers, and whether they are SMEs;
 - (ii) the likely timings associated with each opportunity; and
 - (iii) if the Contractor plans to compete the opportunity with overseas companies; and
- d. if the Contractor considers that opportunities for Australian Industry do not exist for the particular goods and/or services, the rationale for that assessment.

6.2.5 Contract Market Testing / Subcontract Establishment

Note: *This clause requires consideration of industry associations, supplier advocates, professional networks, the Office of Defence Industry Support (ODIS), or other forms of advertising / promotion used to publicise opportunities for Australian Industry.*

- 6.2.5.1** The DIP Plan shall describe the processes to be used by the Contractor for industry engagement, market testing and Subcontract establishment, particularly in relation to the opportunities identified in response to clause 6.2.4, including processes for, as applicable:
- a. scanning Australian Industry to identify potential suppliers, including the timeframes for these activities;
 - b. advising Australian Industry of opportunities related to the Contract, such as advertising through industry associations, forums and/or the Contractor's website;
 - c. establishing Subcontracts with Australian Industry, including:
 - (i) a description of how procurement activities will be structured and the methods to be employed (eg, use of selection criteria) to maximise opportunities for competitive businesses in Australian Industry to participate in the Contract;
 - (ii) a description of how any commercial requirements and constraints will be addressed, including in relation to Intellectual Property (IP), security, and export controls, to enable the widest possible market engagement; and
 - (iii) any specific provisions, or assistance, that the Contractor will provide in order to enable SMEs to compete for and undertake work in relation to the Contract.

Note: Refer to <https://www.veteranemployment.gov.au/> regarding the Prime Minister's National Veterans Employment Program.

- 6.2.5.2** The DIP Plan shall describe the Contractor's commitments to employ veterans (previous members of the Australian Defence Force), including through suppliers that employ veterans, as part of delivering the Contract requirements.

6.2.6 Contractor and Subcontractor Activities in Australia and New Zealand

Note: *The intent here is for the DIP Plan to address the full scope of Contract activities that directly contribute to DIP Activity Value and, if the Contractor is an overseas entity, those activities in support of ANZ Subcontractors that will enable DIP Activity Value (eg, on-site customer support for Defence). The response should present a narrative for DIP Activity Value that is consistent with Annex A.*

- 6.2.6.1** For those Contractor's and *relevant Subcontractors'* activities contributing to DIP Activity Value, the DIP Plan shall:
- a. provide a breakdown that clearly describes the elements of work being conducted in ANZ and overseas (by country), separately identifying the activities conducted by the Contractor and each *relevant Subcontractor*;

- b. identify any activities performed by the Contractor, and any *relevant Subcontractors*, to provide direct support to other Subcontractors in ANZ, including:
 - (i) the activities to be performed by the supported Subcontractor;
 - (ii) whether the supported Subcontractor is an SME; and
 - (iii) the type of support provided to the supported Subcontractor (for example; the provision of technical assistance, training, equipment, and/or the secondment of Contractor personnel to enable skills transfer).

6.2.6.2 Where the Contractor's and *relevant Subcontractor's* activities contributing to DIP Activity Value are facilitated by technology transfer (or similar assistance) from another company (eg, an OEM under a Subcontract), the DIP Plan shall describe the specific commitments of the other company(ies) to enable this work to be undertaken in ANZ, including:

- a. details in relation to transfer of technology, TD/IP, know-how and know-why; and
- b. the mechanisms (eg, export approvals) and timeframes for this assistance.

6.2.6.3 For the purposes of this clause 6.2.6, a '*relevant Subcontractor*' has a Subcontract where:

- a. the scope is defined for the specific requirements of the Contract, or otherwise relies on the unique or bespoke goods and services of that Subcontractor (ie, excludes 'trade accounts' and pre-existing arrangements for generic goods and services); and
- b. the DIP Activity Value of the Subcontract has not been determined by a deeming rate, as identified in the notes for Table A-1 in Annex A.

Annexes:

- A. Defence Industry Participation Schedule

ANNEX A

DEFENCE INDUSTRY PARTICIPATION SCHEDULE

Table A-1: Defence Industry Participation Schedule

Number	DIP Activity Description	Company Name and ACN/ABN/NZBN	DIP Activity Value	Location (including Postcode)	SME (Y/N)	Local Business (Y/N and Brief Justification)	Veterans (Y/N)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
01							
02							
03							

Notes for Table A-1: In preparing the DIP Schedule, the scope of work should be divided into separate lines to describe each activity. Table details:

- a. Identification number for each entry in the DIP Schedule.
- b. A description of the activity, related to the required Services to be performed by Australian Industry. A separate DIP activity description (and line in the table) is required for each work package and company.
- c. Name of the Australian Entity (ie, Contractor or Subcontractor in Australia and New Zealand) undertaking the activity ('various' is not acceptable). Include the Australian Business Number (ABN) or Australian Company Number (ACN), or the New Zealand Business Number (NZBN), as applicable.
- d. The planned expenditure with Australian Industry for the DIP Activity (excluding Task-Priced Services), over the Term of the Contract. The DIP activity value is to be based upon the combined value of all the cost elements associated with that DIP activity. The cost elements include any labour, materials, other direct costs, Subcontract prices, overheads and profits associated with the DIP activity. Subcontract prices under \$1m (inclusive of GST), unless the tenderer chooses to develop a more detailed cost-breakdown, may be deemed as follows:
 - for the hire of personnel within ANZ: 100% DIP Activity Value;
 - for the purchase / licensing of IT equipment and packaged software used within ANZ: 30% DIP Activity Value; and

Note to drafters: The following dot point may be amended for the nature of the draft Contract.

- for all other Subcontracts with Subcontractors located within ANZ: 50% DIP Activity Value.
- e. Set out the location (including the postcode) where the majority of the work for the identified activity will be performed.
 - f. Set out whether the entity performing the activity is a Small to Medium Enterprise.
 - g. Identify if the entity is a 'Local Business' as defined in the Glossary, and provide a brief justification for this designation.
 - h. Veterans. Has the organisation signed the Veterans Employment Commitment (yes/no)? (refer: veteransemployment.gov.au).

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-CSER-PHIP-V1.1**
- 2. TITLE: PHASE IN PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Phase In Plan (PHIP) describes the objectives, scope, constraints, assumptions, and activities associated with the Contractor's program for managing and conducting Phase In.
 - 3.2** The Contractor uses the PHIP to:
 - a. define, manage and monitor the Phase In program for the Contract;
 - b. ensure that those parties (including Subcontractors) undertaking Phase In activities understand their responsibilities and the processes and time-frames involved;
 - c. demonstrate to the Commonwealth how the Contractor will achieve the Phase In requirements to establish the capability and capacity to provide the Services, and that associated risks have been identified and appropriately mitigated; and
 - d. define the Contractor's expectations for Commonwealth involvement in Phase In.
 - 3.3** The Commonwealth uses the PHIP to:
 - a. understand and evaluate the Contractor's approach to meeting the Phase In requirements of the Contract;
 - b. define the Commonwealth's involvement in the Contractor's Phase In program;
 - c. enable the timely provision of information to other agencies (eg, existing service providers) to co-ordinate the planning of related activities; and
 - d. provide input to the Commonwealth's own planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The PHIP inter-relates with all plans required to be developed or updated and subsequently delivered during the Phase In period.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of this DID to the extent specified herein:
Nil
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall be provided in the Contractor's format while complying with the content and preparation instructions contained in clause 2.3 of the Statement of Work (SOW).
 - 6.2 Specific Content**

 - 6.2.1 General**
 - 6.2.1.1** The PHIP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor's Phase In activities. Risks associated with the Phase In program shall be documented in the Phase In Register; however, the PHIP shall describe the risk-management strategies for any global Phase In-related risks.
 - 6.2.1.2** If the Services under the Contract will follow-on from similar services provided by a different service provider (either Commonwealth or contractor), the PHIP shall be consistent, to the extent practicable, with the phase out activities and schedule of the current service provider, except where otherwise agreed, in writing, by the Commonwealth Representative.

6.2.2 Phase In Organisation

6.2.2.1 The PHIP shall describe the Contractor's organisational arrangements for Phase In, including:

- a. the Contractor's and Approved Subcontractors' management structures, identifying those organisations that will be actively involved in Phase In activities;
- b. the interrelationships between all parties involved in the Contractor's Phase In activities including, if applicable, existing service providers; and
- c. identification of the Contractor's and Approved Subcontractors' managers that will be responsible for meeting the Phase In requirements of the Contract.

6.2.3 Phase In Overview

6.2.3.1 The PHIP shall provide an overview of the Contractor's Phase In program (ie, as a summary of the planning required for clause 6.2.4), including as applicable:

- a. the major activities to be undertaken and the main processes to be employed to achieve those Phase In activities;
- b. a high-level summary of the Phase In schedule required by clause 6.2.6;
- c. the activities to ensure the co-ordination and integration of the Contractor's Phase In activities with the activities of the Commonwealth and any existing service provider's phase-out activities, including planning and coordination meetings; and
- d. the expectations of the Contractor with respect to the Commonwealth.

6.2.4 Detailed Phase In Activities

6.2.4.1 The PHIP shall describe the Contractor's and Approved Subcontractors' specific activities for Phase In, addressing the methodology and timeframes for implementing, as applicable:

- a. the organisational arrangements and processes required to enable the provision of the deliverable Services described in the SOW;
- b. the Support Resources required to enable the Services to be provided;
- c. Subcontract arrangements; and
- d. the organisational arrangements and processes to be implemented to enable the Contractor to comply with the provisions of the Contract.

6.2.4.2 In addressing the requirements of clauses 6.2.4.1, the PHIP shall:

- a. detail the activities to be undertaken, when and by whom;
- b. specifically identify those activities required:
 - (i) to enable the conditions for Operative Date to be met; and
 - (ii) to be completed in order to achieve any other Phase In milestones;
- c. define the requirements for planning and coordination meetings;
- d. describe the Approved Subcontracts to be implemented, identifying the companies (by name and registration number), scope, and the timeframes for implementation;
- e. detail the requirements for the Contractor's and Approved Subcontractors' workforce (in terms of the build-up of the numbers and skills of Personnel, including recruitment and training), as required to enable:
 - (i) the completion of Phase In activities, by the Operative Date; and
 - (ii) the provision of the Services that are required, under the contract, to commence from the Operative Date (ie, from the completion of Phase In);
- f. detail the implementation of Support Resources other than Personnel (eg, Facilities, S&TE, Training Equipment, Technical Data and computer-support), including:
 - (i) the timeframes for implementation, identifying any prerequisites for significant resources (eg, Facilities) or sets of Support Resources;

- (ii) the build-up of the Support Resources during Phase In, demonstrating how this will enable the Services to be provided from the Operative Date; and
- (iii) if applicable, details of the Support Resources to be acquired or transferred from an existing service provider;
- g. describe any activities necessary to meet regulatory requirements including, as applicable, obtaining Authorisations (eg, licenses, permits, export approvals);
- h. describe the approach taken to identify, analyse, assess and manage Phase In risks;
- i. describe any dependencies on Commonwealth activities including, as applicable, the provision of GFM, GFF, GFS and Training in Defence Information Systems;
- j. identify any new processes and significant procedures to be introduced, including to the Contractor's Quality Management System; and
- k. describe the Phase In activities required to ensure compliance with specific Contract obligations including, as applicable, for security, Work Health and Safety (WHS) and Environmental management, and the Defence Industry Participation (DIP) program.

6.2.5 Phase In Register

6.2.5.1 If a Phase In Register is required under the Contract, the PHIP shall describe the Phase In Register used by the Contractor for recording and planning Phase In activities.

6.2.5.2 The Phase In Register shall be kept as a separate entity from the PHIP (due to the dynamic nature of the content of the Phase In Register).

6.2.5.3 For each activity, the Phase In Register shall provide:

- a. the unique identification number of the Phase In activity;
- b. a brief description of the activity, including an outline of the tasks required to complete the activity and reference to any related clauses in the Contract;
- c. the priority of the activity;
- d. details of the Contractor's manager responsible for managing the activity;
- e. details of other parties involved in the activity, including the identification of any expected involvement of the out-going service provider, if applicable;
- f. the timeframe for achieving the activity;
- g. details of the assessment, treatment and monitoring of any identified risks in relation to the Phase In activity itself and/or the subsequent delivery of Services;
- h. details of any action items associated with the activity, including the timeframes for those actions to be resolved and the party(ies) responsible for those actions; and
- i. the current status of the activity (eg, not started, open, and closed on [date]).

6.2.6 Phase In Schedule

6.2.6.1 The PHIP shall include, as an annex, the Phase In Schedule used by the Contractor to plan and manage the sequence of activities needed to achieve the Phase In requirements.

6.2.6.2 The Phase In Schedule shall identify:

- a. each of the Phase In activities and their planned start and completion dates;
- b. milestones, including any Contract Milestones;
- c. the relationships and dependencies between Phase In activities and milestones;
- d. the allocated resources for each activity; and
- e. notes for interpreting the Phase In Schedule, including a glossary of terms and symbols used.

6.2.7 Phase In Progress Report

6.2.7.1 If Phase In Progress Reports are required under the Contract, the PHIP shall describe the format and content of the Contractor's Phase In Progress Reports, which shall include:

- a. an up-to-date version of the Phase In Schedule, which shall identify:
 - (i) status and progress against all activities; and
 - (ii) the start and completion dates for activities and milestones achieved so far, or the current forecast for future start and completion dates, as applicable;
- b. the 10 most significant Phase In risks and details of how they are being managed;
- c. a summary of any significant problems experienced since the previous report, and any on-going activities required to manage the problems experienced to date;
- d. a summary of any outstanding Issues that may impact upon the Phase In program;
- e. any significant changes to the planned build-up of the Contractor's and Approved Subcontractors' workforce and Support Resources; and
- f. sufficient information to enable the Commonwealth Representative to track the overall progress of the Phase In activities described in the Approved PHIP.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-CSER-PHOP-V1.1**
- 2. TITLE: PHASE OUT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Phase Out Plan (PHOP) describes the objectives, scope, constraints, assumptions, and activities associated with the Contractor's program for conducting Phase Out.
 - 3.2** The Contractor uses the PHOP to:
 - a. define, manage and monitor the Phase Out program for the Contract;
 - b. ensure that those parties (including Subcontractors) undertaking Phase Out activities understand their respective responsibilities and the processes and time-frames involved;
 - c. demonstrate to the Commonwealth how the Contractor will achieve Phase Out, and how the associated risks have been identified and appropriately mitigated; and
 - d. define the Contractor's expectations for Commonwealth involvement in Phase Out.
 - 3.3** The Commonwealth uses the PHOP to:
 - a. understand and evaluate the Contractor's approach to meeting the Phase Out requirements of the Contract;
 - b. obtain assurance that the Contractor will implement a suitable approach to Phase Out;
 - c. define the Commonwealth's involvement in the Contractor's Phase Out program;
 - d. enable the timely provision of information to other agencies (eg, an incoming service provider and Commonwealth units) to plan and co-ordinate related activities; and
 - e. provide input to the Commonwealth's own planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The PHOP is subordinate to the Services Management Plan (SMP).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of the DID to the extent specified herein:
Nil
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall be provided in the Contractor's format while complying with the content and preparation instructions contained in clause 2.3 of the Statement of Work (SOW).
 - 6.2 Specific Content**

 - 6.2.1 General**
 - 6.2.1.1** The PHOP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor's (and Subcontractors') Phase Out activities. Risks associated with the Phase Out program shall be documented in the Risk Register); however, the PHOP shall describe the risk-management strategies for any global Phase Out-related risks.
 - 6.2.2 Phase Out Organisation**
 - 6.2.2.1** The PHOP shall describe the Contractor's organisational arrangements for Phase Out, including:

- a. the Contractor's and Approved Subcontractors' management structures, identifying those organisations that will be actively involved in Phase Out activities;
- b. the interrelationships between all parties involved in the Contractor's Phase Out activities, including, if applicable, an incoming service provider; and
- c. identification of the Contractor's and Approved Subcontractors' managers that will be responsible for meeting the Phase Out requirements of the Contract.

6.2.3 Phase Out Overview

6.2.3.1 The PHOP shall provide an overview of the Contractor's Phase Out program (ie, as a summary of the planning required by clause 6.2.4), including as applicable:

- a. the major activities to be undertaken and the main processes to be employed to achieve those Phase Out activities;
- b. a high-level summary of the Phase Out Schedule required by clause 6.2.6;
- c. the activities to ensure the co-ordination and integration of the Contractor's Phase Out activities with the activities of the Commonwealth and any incoming service provider, including planning and coordination meetings; and
- d. the expectations of the Contractor with respect to Commonwealth involvement.

6.2.4 Detailed Phase Out Activities

6.2.4.1 The PHOP shall describe the Contractor's and Approved Subcontractors' specific activities for Phase Out, addressing the methodology and timeframes for, as applicable:

- a. reducing the scale and scope of the Services;
- b. reducing the holdings of Support Resources including, if applicable, the return of Government Furnished Material (GFM) and Government Furnished Facilities (GFF);
- c. Subcontract arrangements; and
- d. any organisational arrangements and processes required to enable the Contractor to comply with the provisions of the Contract, including clause 4 of the COC.

6.2.4.2 In addressing the requirements of clause 6.2.4.1 and clause 14 of the COC, the PHOP shall:

- a. detail the activities to be undertaken, when and by whom;
- b. define the requirements for planning and coordination meetings;
- c. detail the requirements for the Contractor's and Approved Subcontractors' workforce while enabling the Phase Out schedule to be met, including:
 - (i) the Contractor's Personnel ramp-down and reassignment schedule; and
 - (ii) if there is an incoming service provider, how the Contractor will facilitate the transfer of Personnel in accordance with clause 14.5 of the COC;
- d. if applicable, detail the processes to enable facilities and any other Support Resources to be acquired or transferred to the incoming contracted service provider;
- e. if applicable, describe any activities necessary to meet regulatory, security, Work Health and Safety, and Environmental requirements in relation to Phase Out;
- f. if applicable, specific Phase Out issues relating to the return of GFM and any other Contractor Managed Commonwealth Assets; and
- g. if the Contractor Personnel are resident on Commonwealth Premises, any specific issues relating to GFF, including de-modification and return of facilities to an acceptable condition for inspections and any other requirements in the GFF License.

6.2.5 Phase Out Register

6.2.5.1 If a Phase Out Register is required under the Contract, the PHOP shall describe the Phase Out Register used by the Contractor for recording and planning Phase Out activities.

6.2.5.2 The Phase Out Register shall be kept as a separate entity to the PHOP (due to the dynamic nature of the content of the Phase Out Register).

6.2.5.3 For each activity, the Phase Out Register shall provide:

- a. the unique identification number of the Phase Out activity;
- b. a brief description of the activity, including an outline of the tasks associated with completing the activity and reference to any related clauses in the Contract;
- c. the priority of the activity;
- d. contact details for the Contractor's manager responsible for managing the activity;
- e. details of other parties involved in the activity, including the identification any expected involvement of the Commonwealth or an incoming service provider;
- f. the timeframes for achieving the activity;
- g. details of the assessment, treatment and monitoring of any identified risks in relation to the Phase Out activity; and
- h. details of any action items associated with the activity, including the timeframes for those actions to be resolved and the party(ies) responsible for those actions; and
- i. the current status of the activity (eg, not started, open, and closed on [date]).

6.2.6 Phase Out Schedule

6.2.6.1 The PHOP shall include, as an annex to the PHOP, the Phase Out Schedule used by the Contractor to plan and manage the sequence of activities to achieve Phase Out.

6.2.6.2 The Phase Out Schedule shall identify:

- a. each of the Phase Out activities and their planned start and completion dates;
- b. milestones, including Contract Milestones;
- c. cessation dates for Services and start dates for periods of reduced Services;
- d. the relationships and dependencies between Phase Out activities and milestones;
- e. allocated resources for each activity; and
- f. notes for interpreting the Schedule, including a glossary of terms and symbols used.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-CSER-S&Q-V1.1**
- 2. TITLE: QUOTE FOR SURVEY AND QUOTE SERVICES**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The 'Quote for Survey and Quote Services' at Annex A is required to define the request, work proposal, required resources and the price and payments proposed for undertaking work that is not included within the existing work scope of the Contract, but may be conducted in accordance with the Survey and Quote (S&Q) provisions of the Contract.
 - 3.2** The Commonwealth uses Part 1 of the 'Quote for Survey and Quote Services' to scope a request for S&Q Services. The Commonwealth Representative may ask the Contractor to define elements of this request. For an Approved S&Q Quote, the Commonwealth Representative uses Part 3 of Annex A to finalise the S&Q Order.
 - 3.3** The Contractor uses Part 2 of the 'Quote for Survey and Quote Services' to define the scope of work activities, Support Resources and the price and payments that are proposed for meeting the requirements of the Commonwealth's request.
- 4. INTER-RELATIONSHIPS**
 - 4.1** Each S&Q Order inter-relates with the following data items, where these data items are required under the Contract:
 - a. Support Services Management Plan (SSMP); and
 - b. any other plans governing the provision of Services that detail the management of S&Q Services.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of this DID to the extent specified herein:

Nil
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in clause 2.3 of the Statement of Work.
 - 6.2 Specific Content**

 - 6.2.1 Specific Requirements**
 - 6.2.1.1** All quotes for S&Q Services shall be documented in accordance with the requirements of:
 - a. Annex A to this DID;
 - b. the clauses of the COC for 'Survey & Quote Services' and 'Technical Data, Software and Contract Material';
 - c. Attachment B, S&Q Services annex; and
 - d. the SOW clause 'Quoting for Survey and Quote Services'.

ANNEX A TO DID-CSER-S&Q

ANNEX A: QUOTE FOR SURVEY AND QUOTE SERVICES



Australian Government

Defence

A.B.N. 68 706 814 312

REQUEST FOR QUOTATION FOR S&Q SERVICES

Quotation No:	
File Reference	
Contract No:	
Quotation due:	
Time:	
Date:	DDMMYY

Contact details:

Contractor Contact Officer: [...CONTACT OFFICER NAME...] [...ADDRESS DETAILS...]
Phone: [...PHONE NUMBER...]
E-mail: [...E-MAIL ADDRESS...]

Commonwealth Contact Officer: [...CONTACT OFFICER NAME...] [...ADDRESS DETAILS...]
Phone: [...PHONE NUMBER...] or [...ALT PH. NUMBER...]
E-mail: [...E-MAIL ADDRESS...]

Contractor Representative, company name and address [...CONTRACTOR'S NAME...] [...ADDRESS DETAILS...]	
ACN:	ABN:

Commonwealth Representative or Authorised Officer: [...NAME, POSITION...] [...ADDRESS DETAILS...]

Return quotations to the Commonwealth Representative, or to an alternative location, if identified below:

By post to: [...INSERT ALTERNATIVE DELIVERY ADDRESS...]
--

Security Classification:

[...INSERT SECURITY CLASSIFICATION...]
--

ANNEX A TO DID-CSER-S&Q

PART 1 (S&Q Request): To be completed by the Commonwealth Representative, unless otherwise specified as to be completed by the Contractor.

SECTION 1 – S&Q SERVICE REQUEST								
Title:	[...INSERT TITLE (AND TASK NUMBER IF APPLICABLE)...]						Revision No.:	
Description of the Service to be provided:	Service description: [...INSERT DESCRIPTION OF SERVICES OR REFER TO ATTACHED PAGES...]							
	Performance measurement and/or Acceptance criteria: [...INSERT DETAILS OF HOW THE SERVICES WILL BE MEASURED AND/OR THE CRITERIA FOR ACCEPTANCE OF DELIVERABLES ...]							
	Additional references, specifications or standards specific to the required Services (if applicable): [...INSERT SPECIFICATIONS, STANDARDS OR OTHER REFERENCES (NOT CONTRACT MANAGEMENT PLANS)...]							
Nature / category of Service (eg, study, investigation, damage repair, item provisioning):		Products and/or location to which the Service relates:		Earliest start date:	Service completion date:	Commonwealth GFM (yes / no, refer section 5):	Commonwealth GFF (yes / no):	Contract SOW clause reference
				DDMMYY	DDMMYY			
SECTION 2 – REQUIRED DELIVERABLES								
Line No.	Part No. / NATO Stock No. (if applicable)	Description	Type of Item (eg, Stock Item, Technical Data, Report, Software)	Qty	Deliverable Acceptance / Approval criteria	Delivery Date		Delivery Location
	XXXX-XX-XXX-XXXX			qty		DDMMYY		
SECTION 3 – PRICE BASIS								
Firm Price Basis: <input type="checkbox"/>		payable upon: Milestones <input type="checkbox"/> and/or completion of the Services or Acceptance of Deliverables <input type="checkbox"/>				For an S&Q Service with a combined firm and Not-To-Exceed price basis, the following categories / elements of the S&Q Service shall be firm priced: [... INSERT DETAILS OF FIRM PRICED ELEMENTS ...]		
Not-To-Exceed Price Basis: <input type="checkbox"/>		(cost plus / reimbursement / price of the labour, materials, Subcontract, and other Direct Costs, as per Contract Attachment B, up to an Approved amount)						
Combination of above: <input type="checkbox"/>								
SECTION 4 – COMMONWEALTH REPRESENTATIVE’S AUTHORISATION								
Signed for and on behalf of the Commonwealth of Australia:								
		----- (signature)		----- (print name and position)		----- (date)		

ANNEX A TO DID-CSER-S&Q

PART 2 (S&Q Quote): To be completed by the Contractor, unless otherwise specified as to be completed by the Commonwealth.

SECTION 5 – APPROACH AND RESOURCES							
Work plan	[... Contractor to address the requirements for an S&Q work plan (including any work plan requirements specified in the SOW). Attach a separate work plan if necessary ...]						
Adverse Impact	[...Contractor to address adverse impacts with respect to other Services or performance (including any specified requirements in the SOW for addressing adverse impacts)...]						
GFM	Item description (eg, additional GFE, GFD or GFI)	Qty	Delivery Date and Location	Return Date and Location	Remarks/ Intended Purpose	TO BE COMPLETED BY THE COMMONWEALTH	
		qty	DDMMYY /	DDMMYY /		Time Period for Inspection	Technical Data or Software restriction*
						DDMMYY to DDMMYY	
GFF	Facilities (in addition to any existing GFF)		Remarks/ Intended Purpose		Period of Access	TO BE COMPLETED BY THE COMMONWEALTH	
						Comments / Conditions of Access	
	[...INSERT FACILITY DETAILS...]				DDMMYY to DDMMYY		
GFS	GFS (in addition to any existing GFS)				Dates for provision of GFS	TO BE COMPLETED BY THE COMMONWEALTH	
						Comments / Conditions of Access	
	[...INSERT GFS DETAILS...]				DDMMYY to DDMMYY		
Subcontractors	Name	ABN/ ACN	Work, Services to be provided and/or Items to be supplied	Details for Approved Subcontractors only		PT PCP Subcontract or Reporting Entity Subcontract (identify which)	Comments
				Location of work (include post code)	Technical Data or Software restriction†		
	[...INSERT NAME...]	XX XXXXXXXXX	[...INSERT SERVICE / ITEMS...]				

* Insert 'no' or if restrictions apply to the use of Technical Data and Software provided as GFM, then cross-refer to an attachment for 'special conditions'. See also section 8.

† Insert 'no' or if Technical Data or Software is to be sourced from an Approved Subcontractor and restrictions would apply to Commonwealth rights, then cross-refer to an attachment for 'special conditions'. See also section 8.

ANNEX A TO DID-CSER-S&Q

SECTION 6 – QUOTATION PRICE										
Labour	Task		Contract Attachment B details (GST exclusive)				Hours required (Normal Time)	Hours required (Other Time)	Item subtotal (ex-GST)	
			Line Item No.	Category of Labour or Skill Level	Hourly Rate (Normal Time)	Hourly Rate (Other Time)				
	Total Labour (ex-GST)									
Materials	Line No.	Part No. / NATO Stock No. (if applicable)	Description	Type of Item (eg, Stock Item, Software, Technical Data)	Unit Price (ex-GST)	Qty	Markup (%) †	Item subtotal (ex-GST)		
		XXXX-XX-XXX-XXXX				qty				
	Total Materials costs (ex-GST)									\$
Subcontracts	Subcontractor name						Markup (%) †	Subcontract value (ex-GST)		
	[...INSERT NAME...]									
	Total Subcontract costs (ex-GST)									\$
Other Direct Costs[§]	Description						Markup (%) †	Amount (ex-GST)		
	[...INSERT DESCRIPTION OF OTHER COSTS TO BE INCLUDED / REIMBURSED FOR THE S&Q SERVICE...]									
	Total of other Direct Costs (ex-GST)									\$
TOTAL NTE PRICE / QUOTATION (exclusive of GST)									\$	
GST									\$	
TOTAL NTE PRICE / QUOTATION (inclusive of GST)									\$	

† Contractor’s markup(s) shall accord with Contract Attachment B, for the relevant order value.

§ Refer to CASG Cost Principles. Examples of Other Direct Costs include: travel, freight, equipment and venue hire. Indirect costs (eg, corporate overheads) are to be included in markup.

ANNEX A TO DID-CSER-S&Q

SECTION 7 – PAYMENT ARRANGEMENTS	
Milestone payments	[...CONTRACTOR TO PROPOSE...]
Payments upon completion of the Services / Acceptance of Deliverables	[...CONTRACTOR TO PROPOSE...]
Other (only applicable to Not-To-Exceed price elements)	[...CONTRACTOR TO PROPOSE...]

SECTION 8 – ADDITIONAL TECHNICAL DATA AND SOFTWARE RIGHTS AND RESTRICTIONS
<p>To be completed by the Commonwealth:</p> <p>Do the S&Q Services require GFM that is subject to restrictions of Technical Data and Software rights not detailed in the current Contract? <input checked="" type="checkbox"/> no / <input type="checkbox"/> yes, refer to attachment [...INSERT REFERENCE...].</p> <p><i>If 'yes', the Commonwealth is to include a 'special conditions' attachment with equivalent information to the GFM Attachment or 'Licensing and Approval Schedule' Attachment, as applicable.</i></p>
<p>To be completed by the Contractor:</p> <p>Do the S&Q Services require additional Technical Data and Software and associated rights that are not detailed in the current Contract? <input type="checkbox"/> no / <input type="checkbox"/> yes, refer to attachment [...INSERT REFERENCE...]. Will the Deliverables have restrictions on the Commonwealth's rights to Use and Sublicense, as detailed in clause 5 of the COC? <input type="checkbox"/> no / <input type="checkbox"/> yes, refer to attachment [...INSERT REFERENCE...].</p> <p><i>If 'yes' to either question, the Contractor is to include a 'special conditions' attachment with equivalent information to the Technical Data and Software Rights Schedule in the Contract.</i></p>

SECTION 9 CONFIDENTIAL INFORMATION
<p>Does this quotation include an attachment for Confidential Information (ie, in addition to information referred to in the Confidential Information and Reporting Attachment to the Contract)? <input type="checkbox"/> no / <input type="checkbox"/> yes</p> <p><i>If 'yes', the Contractor Representative, or authorised delegate, should include a 'special conditions' attachment to list the information considered as new Confidential Information, meeting the requirements of the definition of Confidential Information in the Glossary. The attachment to the S&Q Quote should be prepared in the form of the Confidential Information and Reporting attachment to the Contract.</i></p>

SECTION 10 – CONTRACTOR'S AUTHORISATION
<p>Signed for and on behalf of the Contractor:</p> <p>_____</p> <p>(signature) (print name and position) (date)</p>

ANNEX A TO DID-CSER-S&Q

PART 3 (S&Q Order): To be completed by the Commonwealth Representative after Approval of the S&Q Quote in accordance with the COC.



Australian Government

Defence

ABN 68 706 814 312

SURVEY AND QUOTE ORDER

S&Q Order No:	
S&Q Order Date:	DDMMYY
Pages:	
Amendment No:	

Contractor's details (Company name and address):	Contract No:	
	Approved Quotation No.	
	S&Q Services Title:	
	S&Q Services Summary Description:	
ACN	ABN	Approved Quotation Date: DDMMYY

NTE PRICE / QUOTATION (AS SET OUT IN THE APPROVED QUOTATION)

Description	Price / Quotation (excluding GST)
Total Labour	
Total Materials	
Total Subcontract Costs	
Total Other Direct Costs	
TOTAL NTE PRICE / QUOTATION (excluding GST):	\$
GST:	\$
TOTAL NTE PRICE / QUOTATION (GST inclusive):	\$

PRICE AND PAYMENT BASIS

[...Insert details of the basis on which the Contractor will be paid for the S&Q Service – ie reimbursement of Direct Costs up to the Approved S&Q Quote, Milestones or payment upon Acceptance....]

This S&Q Order is issued on the terms set out in the conditions of contract, the Approved Quotation referred to above, and any Special Conditions attached by the Commonwealth.

This S&Q Order comprises the following documents:

- a. this S&Q Order;
- b. Attachment 1 – Approved Quotation;
- c. Attachment 2 – [...INSERT DETAILS...]; and
- d. Attachment 3 – [...INSERT DETAILS...].

Inquiries regarding this order should be directed to the Contact Officer:

Printed name:	Phone no.	email:	Special Conditions Attached: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Address			

Signed on behalf of the Commonwealth of Australia

..... (signature) (print name and position)	DDMMYY (date)
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ANNEX A TO DID-CSER-S&Q

Note: When applicable, include attachments for sections 8 and 9.

DATA ITEM DESCRIPTION

1. **DID NUMBER: DID-CSER-SMP-V1.1**
2. **TITLE: SERVICES MANAGEMENT PLAN**
3. **DESCRIPTION AND INTENDED USE**
 - 3.1 The Services Management Plan (SMP) is the top-level plan for the Contract and describes the Contractor's plans and processes for meeting the requirements of the Contract, including how various processes fit together to form an integrated solution for the provision of Services.
 - 3.2 The Contractor uses the SMP, including supporting information (as required), to:
 - a. provide direction and guidance to the Contractor's team (including Subcontractors) responsible for conduct of the work;
 - b. define, manage and monitor the provision of Services; and
 - c. ensure that those parties (including Subcontractors) who are providing Services understand their respective responsibilities and the processes to be used.
 - 3.3 The Commonwealth uses the SMP to:
 - a. gain visibility into the Contractor's planning and management of the scope of work required by the Contract;
 - b. gain assurance that the Contractor's plan will enable the requirements of the Contract to be met;
 - c. confirm the Commonwealth interfaces with the Contractor's organisation; and
 - d. provide input into the Commonwealth's planning.
4. **INTER-RELATIONSHIPS**
 - 4.1 The SMP is the primary plan for the Contract. All other plans related to the Contract fit beneath the umbrella of the SMP.
5. **APPLICABLE DOCUMENTS**
 - 5.1 The following documents form a part of this DID to the extent specified herein:

DEFLOGMAN Part 2 Volume 5	Stocktaking of Defence Assets and Inventory
Chapter 17	
DSPF	Defence Security Principles Framework
6. **PREPARATION INSTRUCTIONS**
 - 6.1 **Generic Format and Content**

Note: The SMP is not intended to be a lengthy document. It should include only the essential information needed to manage this Contract and refer to other Contractor plans and/or quality procedures for further information (as described below).

 - 6.1.1 The data item shall be provided in the Contractor's format while complying with the content and preparation instructions contained in clause 2.3 of the Statement of Work.
 - 6.1.2 The SMP shall be a stand-alone document that provides sufficient information to allow the reader to understand how various aspects of the Services will be managed, without referring to other documents. The SMP should not reference a document, procedure or plan, without providing a reason for the referenced material.
 - 6.1.3 The SMP shall be the master planning document, integrating, summarising and referencing other plans and schedules required for the provision of the Services.

6.1.4 The SMP may be divided into sections and/or sub-plans provided that the head document links all sub documents together as a cohesive whole.

6.1.5 If the Contract has specified delivery of another plan that contains aspects of the required information, the SMP shall summarise these aspects and refer to the other plan.

6.2 Specific Content – Services Management

6.2.1 Scope

6.2.1.1 The SMP shall summarise the scope of work under the Contract, to be undertaken by the Contractor and Subcontractors (if any). The summary of scope shall be sufficient to inform the reader of the range and nature of the Services, geographic locations, other relevant factors, covering both firm-priced Services and potential Ad Hoc Services (if applicable).

6.2.2 Organisation

6.2.2.1 The SMP shall describe, in respect of the Contract:

- a. the Contractor's organisational structure, identifying applicable business units;
- b. the role of each business unit, including any Subcontractors, involved in the provision of Services or specific functions (eg, human resources); and
- c. the staff positions (ie, points of contact) with Contract and Services responsibilities.

6.2.3 Key Persons Management

6.2.3.1 If Key Persons management is a requirement of the Contract, the SMP shall:

- a. identify the Key Staff Positions in the Contractor's and Subcontractors' organisations (eg, positions such as the Support Services Manager and key technical Personnel, as applicable to the Services);
- b. include a specification for each Key Staff Position, with details of responsibilities, authorities and the skills required to fill that position;
- c. identify each Key Person and the Key Staff Position that they hold; and
- d. identify the relevant skills and experience of each Key Person.

6.2.4 Ad Hoc Services – Specific Management Mechanisms

6.2.4.1 The SMP shall describe the Contractor's processes for the management of Ad Hoc Services, including the mechanisms to ensure clean boundaries between Recurring Services and Ad Hoc Services. The SMP shall also describe the visibility into these mechanisms that will be provided to the Commonwealth.

6.2.5 Performance Measurement

6.2.5.1 If performance measures are required to be measured and reported under the Contract, the SMP shall describe how the Contractor will:

- a. undertake the identification, collection, recording, analysis and validation of data in relation to the performance measures;
- b. use performance data to determine if Contract performance requirements are being achieved and to identify where, if applicable, performance is to be improved; and
- c. report the performance measurement results, and any related calculations, to the Commonwealth.

6.2.6 Risk Management

6.2.6.1 The SMP shall describe the risk management processes and tools to be used in managing risk associated with the performance of the Contract, including the procedures for identifying, capturing, analysing, assessing, prioritising, eliminating the risk so far as is reasonably practicable, treating (where elimination is not reasonably practicable), reporting, monitoring and reviewing risks.

6.2.6.2 The SMP shall describe the Risk Register used by the Contractor for recording each risk and its attributes, evaluation and treatments.

6.2.7 Customer Interface

6.2.7.1 The SMP shall describe the interfaces between the Commonwealth and the Contractor that are required to meet the requirements of the Contract.

6.2.7.2 The SMP shall describe the Contractor's expectations with respect to Commonwealth resources to enable the Contractor to meet its obligations under the Contract, including types and quantities of resources, and where these requirements will be detailed.

6.2.8 Quality Management

6.2.8.1 Subject to clause 6.1.5, the SMP shall describe the processes to be applied by the Contractor to satisfy the quality-management requirements of the Contract.

6.2.9 Security Management

6.2.9.1 Subject to clause 6.1.5, the SMP shall describe the processes to be applied by the Contractor to satisfy the requirements of the DSPF in relation to the requirements of the Contract.

6.2.10 Communications Strategy (Reports and Reviews)

6.2.10.1 The SMP shall identify the reports to be provided to the Commonwealth to meet the Contract requirements, including the timeframes for delivering reports.

6.2.10.2 The SMP shall describe how the Contractor proposes to conduct reviews, as required in the Contract. The SMP shall identify the frequency of reviews and identify the reports that provide information to be discussed at the reviews.

6.2.11 Government Furnished Material

6.2.11.1 If Government Furnished Material (GFM) is provided for the Contract, the SMP shall describe the Contractor's arrangements for the receipt, custody, storage, care, maintenance and use, as applicable, of the GFM.

6.2.11.2 If applicable, the SMP shall describe any GFM provided to the Contractor under a separate Commonwealth contract and utilised for this Contract.

6.2.12 Problematic Substances and Problematic Sources

6.2.12.1 The SMP shall include in an annex (if not included in another data item), details of any Problematic Substances and Problematic Sources that have been Approved for use in the provision of the Services (in addition to those specified for use by the Commonwealth). The annex shall include, as applicable:

- a. identification details, which for a Problematic Substance are sufficient to identify the relevant Safety Data Sheet in the Australian *ChemAlert* database;
- b. locations where the Problematic Substances and Problematic Sources are held;
- c. for any Problematic Substances to be held on Commonwealth Premises, the maximum quantities or volume (as applicable) to be held at each location;
- d. for Problematic Sources, the applicable ARPANSA source licence number;
- e. the Approved purpose(s) for use;
- f. reference to the Work Health and Safety (WHS) Management System (WHSMS), or otherwise, where risk assessments and mitigation procedures (eg, safe-work method statements) are detailed; and
- g. Approval details, including the Commonwealth Representative or their delegate's details, the date of Approval, related documents (eg, notices) and any conditional requirements placed on the Approval.

6.2.13 Health, Safety and Environmental Management

6.2.13.1 The SMP shall list the relevant Commonwealth, state and territory WHS Legislation and environmental legislation that is applicable to the work and the site(s) where the work is being, or will be, performed.

- 6.2.13.2** The SMP shall describe how WHS matters applicable to Contract work and Contract workplace(s) are managed, including:
- a. within the Contractor's organisation, the names, positions and WHS responsibilities of all persons whose positions or roles involve specific WHS responsibilities;
 - b. the arrangements in place or proposed to be put in place between the Contractor, Subcontractors, the Commonwealth and other Commonwealth contractors, as applicable, for consultation, co-operation and the co-ordination of activities in relation to compliance with their duties under applicable WHS Legislation at the workplace(s) at which the work under the Contract is being, or will be, carried out;
 - c. the arrangements for recording and reporting WHS incidents (including Notifiable Incidents);
 - d. any site-specific WHS rules, and the arrangements for ensuring that all persons at the workplace are informed of these rules;
 - e. processes for managing WHS risks, including processes for hazard identification, risk assessment, risk elimination, risk minimisation control measures and reporting; and
 - f. how WHS-related compliance and performance will be monitored, recorded and reported.
- 6.2.13.3** The SMP shall describe the WHSMS to be used by the Contractor to satisfy the requirements of clause 10.3 of the SOW.
- 6.2.13.4** If environmental management is a requirement of the Contract, the SMP shall describe the applicable environmental issue(s) and how these will be addressed by the Contractor.
- 6.2.14 Technical Data and Software Management**
- 6.2.14.1** The SMP shall describe the processes to be applied by the Contractor to satisfy the Technical Data and Software requirements of the Contract, including:
- a. the processes for tracking and managing the use of Technical Data and Software rights, including by maintaining the Technical Data and Software Rights Schedule;
 - b. the processes for developing and updating Technical Data (if applicable); and
 - c. the management of the technical information library (if applicable).
- 6.2.14.2** The SMP shall describe any special data delivery systems developed for the Services (eg, to enable the Contractor to transfer data to Commonwealth systems).
- 6.2.15 Commonwealth Assets Stocktaking Plan**
- 6.2.15.1** If the Contract includes Contractor Managed Commonwealth Assets (CMCA) the SMP shall include a Commonwealth Asset Stocktaking Plan (CASP) to describe the stocktaking and other assurance checks to be performed by the Contractor for inventory and stock control of the CMCA, including:
- a. the processes and tools for:
 - (i) the accounting for, and the control, handling, preservation, protection and maintenance of, CMCA;
 - (ii) undertaking stocktakes, other assurance checks, and reporting for CMCA;
 - b. the frequency of stocktakes and assurance checks for the different types of CMCA and the applicable stocktaking regime detailed in DEFLOGMAN Part 2 Volume 5 Chapter 17; and
 - c. the Contractor's process for the investigation of stock discrepancies.
- 6.2.15.2** The CASP shall identify the Assets Register(s) used by the Contractor for recording the CMCA including, when applicable, if access is provided to a Commonwealth supply management system under the Contract. The Assets Register(s) shall be separate from the CASP due to the dynamic nature of their content.

- 6.2.15.3** Without limiting the content of the CASP, the Assets Register(s) shall identify:
- a. all CMCA applicable to each Asset Register;
 - b. the locations or accounts to be counted, or otherwise measured, during stocktakes and other assurance checks; and
 - c. the proposed start and finish dates of stocktakes and other assurance checks.

6.2.16 Defence Industry Participation

- 6.2.16.1** If the Contract requires a Defence Industry Participation (DIP) Schedule at Attachment J, the SMP shall describe how the DIP program will be conducted and managed, including:
- a. to ensure that the work identified in the DIP Schedule is performed by Australian Industry; and
 - b. how the achievement of the DIP Schedule will be measured and reported (through CSRs), including the achievement of the DIP Activity Values.

6.3 Specific Content – Service Delivery

Note to drafters: Clause 6.3 should be further developed to define the planning requirements for each specific group of Services required by the SOW (eg, clauses 4 to 7 of the SOW template). If the example Services management clauses below are not required, they should be deleted.

6.3.1 [...INSERT SERVICES...] Management

- 6.3.1.1** The SMP shall describe:
- a. [... INSERT DETAILS OF SCOPE OF THE SERVICES ...];
 - b. [... INSERT DETAILS OF ORGANISATIONS PROVIDING THE SERVICES ...];
 - c. [... INSERT DETAILS OF PROCESSES FOR UNDERTAKING THE SERVICES ...];
 - d. [... INSERT DETAILS OF RESOURCES REQUIRED FOR THE SERVICES ...]; and
 - e. [... INSERT ANY ADDITIONAL PLANNING REQUIREMENTS ...].

6.3.2 Operating Support Management

- 6.3.2.1** If Operating Support Services are a requirement of the Contract, the SMP shall describe (as applicable):
- a. the scope of Operating Support Services;
 - b. the organisations and processes used for the provision of Operating Support Services; and
 - c. the management of Operating Support Services, including the identification of any Operating Support-related information-management systems to be employed.

6.3.3 Training Management

- 6.3.3.1** If Training Services are a requirement of the Contract, the SMP shall describe (as applicable):
- a. the scope of Training Services, including training and assessment programs;
 - b. the organisations and processes used for the provision of Training Services;
 - c. how the Training schedule will be managed, including where courses are scheduled or the lead times for on-demand Training courses; and
 - d. the Training Equipment required and operational standard.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-CSER-TDL-V1.1**
- 2. TITLE: TECHNICAL DATA LIST**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Technical Data List (TDL) identifies and describes all of the Technical Data related to the Contract, including the Technical Data required for the purposes identified in this clause 3 and clause 6.2.1.1. The TDL is to be updated in order to maintain an accurate list of Technical Data throughout the Term of the Contract.
 - 3.2** The Contractor uses the TDL to:
 - a. document the relevant Technical Data for the Contract, including Technical Data used for the provision of the Services or generated as an outcome of the Services;
 - b. advise the Commonwealth of the set of Technical Data associated with the Contract;
 - c. document and advise the Commonwealth of the Technical Data to be delivered to the Commonwealth and Associated Parties in relation to the Contract; and
 - d. document the rights to the Technical Data including any restrictions to the rights granted to the Commonwealth in accordance with clause 5 of the COC.
 - 3.3** The Commonwealth uses the TDL to:
 - a. understand, evaluate and monitor the scope of Technical Data under the Contract;
 - b. understand the scope of Technical Data to be delivered to the Commonwealth and Associated Parties;
 - c. identify and implement appropriate actions required with respect to the Technical Data and any restrictions to the rights to the Technical Data; and
 - d. enable the Commonwealth to meet its obligations under the Contract and to benefit from the rights granted to the Commonwealth in accordance with clause 5 of the COC.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The TDL is subordinate to the Services Management Plan (SMP).
 - 4.2** The TDL inter-relates with the Technical Data and Software Rights (TDSR) Schedule and the Government Furnished Material (GFM) Attachments.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form a part of this DID to the extent specified herein:

DEF(AUST)5629C	<i>Production of Military Technical Manuals</i>
DEF(AUST)IPS-5630	<i>Developing S1000D Interactive Electronic Technical Publications (IETPs)</i>
S1000D™	<i>International specification for technical publications using a common source database, version 5</i>
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall be provided in soft copy as a structured data file (eg, one or more databases, spreadsheets or other structured data format) that enables the TDL content to be accessed, queried, read, printed, and used to generate soft copy tabulated text reports.
 - 6.1.2** Except where the soft copy data file is compatible with a standard Software application defined elsewhere in the Contract, or otherwise agreed in advance and in writing by the

Commonwealth Representative, the TDL shall be accompanied by any Software and Technical Data required to enable those functions identified in clause 6.1.1.

6.2 Specific Content

6.2.1 General Requirements

6.2.1.1 The TDL shall list all of the Technical Data:

- a. used by the Contractor and Subcontractors in the provision of the Services;
- b. generated by the Contractor and Subcontractors as an outcome of providing the Services;
- c. delivered or required to be delivered to the recipients (including the Commonwealth, Associated Parties and Subcontractors) under the Contract;
- d. required by the Commonwealth or Associated Parties to co-ordinate their activities with the Services and related products, as applicable;
- e. required to enable the Commonwealth to meet its obligations under the Contract, including in relation to the Services (eg, in regards to regulatory compliance, security, safety and Government reporting obligations); and
- f. as otherwise required in accordance with clause 5.9 of the COC.

6.2.1.2 Without limiting clause 6.2.1.1, the TDL shall list individual items of Technical Data and, if a particular item of Technical Data does not exist but will be created in relation to the Services, the TDL shall identify the Technical Data generically (eg, investigation reports, and data items such as the Application for a Deviation).

6.2.2 Detailed Requirements

6.2.2.1 The TDL shall include the following information, as applicable to each item of Technical Data:

- a. the unique item reference number, document number, drawing number or an S1000D Data Management List (DML) control number, as applicable;
- b. the name or title of the item of Technical Data;
- c. the version (eg, existing and not to be modified, draft, update or final) as applicable;
- d. the revision number / DML issue number / amendment status and release / issue date, as applicable;
- e. a brief description of the item of Technical Data (or the amendment to an existing item of Technical Data), including its purpose or use;
- f. the unique product identifier for the system / sub-system / Configuration Item (CI) / end-product (including hardware and Software) or Service to which the Technical Data relates;
- g. the name of the system / sub-system / CI / end-product or Service to which the Technical Data relates;
- h. the source (eg, name of Subcontractor that created or provided it, or GFI or GFD);
- i. if the Commonwealth's rights to the Technical Data, as defined in clause 5 of the COC (eg, Intellectual Property rights) are restricted, a cross-reference to the 'Unique Line Item Description' of the relevant entry in the TDSR Schedule;
- j. if Commonwealth rights to the Technical Data are restricted for reasons other than those defined through clause 5 of the COC (eg, restricted due to Export Approvals), details of or a cross-reference to the applicable licence or agreement (eg, Technical Assistance Agreement);
- k. if the Contractor's rights to use and sublicense an item of Technical Data are restricted (eg, when the item of Technical Data is GFD or GFI), details of or a cross-reference to the applicable Attachment, licence or agreement;
- l. any applicable Australian or foreign security classification;

- m. a Technical Data category (eg, a manual, drawing, Software source code, technical report, Training Materials, etc) appropriate to enable listing and sorting of the TDL data;
- n. when development or update is applicable, the standards to which the item of Technical Data will be, or has been, prepared (eg, a data item description, S1000D™ and DEF(AUST)IPS-5630, or DEF(AUST)5629C);
- o. when applicable, delivery details, including:
 - (i) if the item of Technical Data is to be delivered to the Commonwealth;
 - (ii) details of the recipient, including the location, organisation and position of the recipient;
 - (iii) the quantity to be delivered and the method (eg, use of data repository); and
 - (iv) the proposed or actual delivery date;
- p. the native format of the item of Technical Data and:
 - (i) if digital, the name and file type and, for Technical Data other than Commercial TD, the authoring application, the document / schema / data type definition and translator files (if applicable); or
 - (ii) if not digital, the type of hard copy format (ie, paper, microfilm, aperture card, etc);
- q. if applicable, the Data Item Description (DID) number or S&Q Order number; and
- r. the current or intended end-user(s) (eg, Commonwealth system operator, Contractor, an applicable Subcontractor and/or an Associated Party), including whether or not that end-user is a Subcontractor in Australian or New Zealand.

- 6.2.2.2** The TDL shall enable the items of Technical Data to be listed (filtered) and sorted, including by:
- a. the Services area (ie, Operating Support Services, Engineering Services, Maintenance Services, Supply Services, or Training Services, as applicable);
 - b. the applicable system / sub-system identification, CI or other index number;
 - c. the source of the Technical Data;
 - d. the current or intended end-user(s);
 - e. the recipient of the Technical Data that is delivered or required to be delivered under the Contract (excluding the 'delivery' of GFI and GFD to the Contractor); and
 - f. attributes that identify an item of Technical Data as being included in one or more of the categories identified for clause 6.2.2.1m.

DATA ITEM DESCRIPTION

Note to drafters: This is a generic template for a DID to describe a stand-alone plan for the management of a specific group of Services described in the SOW. Note that DID-CSER-SMP includes options for sub-plans under clause 6.3. A DID developed using this template may be more suitable than a sub-plan to the SMP when the Services are significant in scale or will be managed by a specific business unit or Subcontractor.

Note that the DID number and right header are updated via the document's 'custom properties'.

1. **DID NUMBER:** DID-CSER-(AMEND THE 'TITLE' PROPERTY TO CHANGE)-V1.1
2. **TITLE:** [...INSERT NAME...] MANAGEMENT PLAN
3. **DESCRIPTION AND INTENDED USE**

Note to drafters: The 'description and intended use' has three clauses: 3.1 to describe what the plan is, 3.2 why the Contractor uses it, and 3.3 why the Commonwealth wants to have access to it. Note that plans may refer out to 'supporting information' (eg, a quality procedure, etc), for additional detail (as noted in SOW clause 3.1). The clauses below need to be developed for the specific application, but they reflect the typical structure used in DIDs for plans.

For brevity in the clauses below "[...PLAN...]" means insert the abbreviation for this plan and "[...SERVICE...]" means insert the name of the related Services.

- 3.1 The [...INSERT FULL NAME...] Management Plan ([...PLAN...]) is the overarching management plan for the performance of the [...SERVICE...] Services, and defines the Contractor's plans and processes for meeting the [...SERVICE...] Services requirements of the Contract.
- 3.2 The Contractor uses the [...PLAN...], including supporting information (as required), to:
 - a. define, manage and monitor the provision of [...SERVICE...] Services required under the Contract;
 - b. ensure that those parties (including Subcontractors) who are providing the [...SERVICE...] Services understand their responsibilities, the processes to be used, and the time-frames involved;
 - c. demonstrate that it has and maintains an organisation with the capability and capacity to meet its [...SERVICE...] Services responsibilities; and
 - d. define the Contractor's expectations for Commonwealth involvement in the provision of [...SERVICE...] Services.
- 3.3 The Commonwealth uses the [...PLAN...] to:
 - a. gain visibility and assurance that the Contractor's planning and management of the scope of [...SERVICE...] Services required by the Contract;
 - b. provide a benchmark for monitoring and assessing the Contractor's performance in relation to the Services; and
 - c. confirm and co-ordinate the Commonwealth interfaces with the Contractor's organisation, and provide input into the Commonwealth's planning.

4. INTER-RELATIONSHIPS

Note to drafters: The 'inter-relationships' clause identifies other Contract documents, mostly data items, with which the plan is closely inter-related. The second clause is required if there are related data items, other than the SMP, and for the reporting requirement for the Services within the CSR – develop the list as required.

- 4.1 The [...PLAN...] is subordinate to the Services Management Plan (SMP).
- 4.2 The [...PLAN...] inter-relates with the following data items, where these data items are required under the Contract:

- a. [...INSERT NAME...] Plan ([...ABBREVIATION...]); and
- b. Contract Status Report (CSR).

5. APPLICABLE DOCUMENTS

Note to drafters: The 'applicable documents' are documents sourced from outside the Contract, such as relevant Defence policies and procedures (eg, Defence Safety Manual), which may need to be provided as GFI. If there are no applicable documents, replace the draft clause with "Nil." The words "to the extent specified herein" means that somewhere in the Specific Content (clause 6.2) there will be a direct reference to the applicable document (or a section within it).

5.1 The following documents form a part of this DID to the extent specified herein:

[...ABBREVIATION...]	[...INSERT DOCUMENT NAME...]
[...ABBREVIATION...]	[...INSERT DOCUMENT NAME...]

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

Note to drafters: This section includes standard clauses and refers to the SOW clause for generic requirements for all data items. Clause 6.1.3 will only be applicable if there is a related plan, other than the SMP, requested under the SOW. Clause 6.1.4 is a common clause for a matrix to demonstrate how each requirement in this DID has been addressed or is not applicable; this allows the Contractor to structure their plan in a different way, if that better suits their business processes.

- 6.1.1 The data item shall be provided in the Contractor's format while complying with the content and preparation instructions contained in clause 2.3 of the Statement of Work.
- 6.1.2 If the Contractor has internal plans and procedures, which are accessible to the Commonwealth Representative and which contain aspects of the required information, the [...PLAN...] shall summarise these aspects and refer to the other plan or procedure.
- 6.1.3 If the Contract has specified delivery of another plan that contains aspects of the required information, the [...PLAN...] shall summarise these aspects and refer to the other plan.

6.2 Specific Content

Note to drafters: Clause 6.2 details the specific, individual content requirements to be addressed in the Contractor's plan. Like typical management plans, it should:

- a. describe the overall scope;
- b. identify the organisations performing the work;
- c. identify the managers with important responsibilities for the Services;
- d. describe how work is assigned, and then co-ordinated and monitored;
- e. describe how processes are defined and controlled;
- f. describe the interfaces with the Commonwealth; and
- g. describe related reporting and review requirements.

DIDs should follow conventions of good practice. A DID defines requirements for a data item, the DID itself should not include obligations on the Contractor that should be in the COC or SOW. For example, this DID refers to the content of a plan (eg, "The [X] Plan shall describe ..."); it should not include directions to the Contractor (ie, do not state "The Contractor shall ..."). The SOW needs to include a clause for the Contractor to implement the Approved plan; this SOW

clause creates the “Contractor shall ...” requirement and also includes the plan as a formal part of the Contract.

The following draft clauses are not intended to be restrictive. They may be deleted, amended or added to as appropriate.

6.2.1 Scope

6.2.1.1 The [...PLAN...] shall include a summary of the scope of work to be undertaken to provide the [...SERVICE...] Services. The summary shall be sufficient to inform the reader of the range and nature of the Services, the Subcontractors involved, geographic locations, other relevant factors, covering both firm-priced and potential Ad Hoc Services (if applicable).

6.2.2 Organisation

6.2.2.1 The [...PLAN...] shall describe, in respect of the Contract:

- a. the Contractor's organisational structure, identifying applicable business units; and
- b. the role of each business unit, including Subcontractors, involved in the provision of Services or specific functions (eg, human resources).

6.2.2.2 The [...PLAN...] shall:

- a. identify the managers with responsibilities for the performance of the Services, including the titles and contact details for management positions, which may include:
 - (i) the senior manager;
 - (ii) managers for specific functional responsibilities, geographic regions, etc; and
 - (iii) supervisors with work certification responsibilities, and

Note to drafters: If the Contract will not have Key Persons, delete the following sub-clause.

- b. identify any Key Staff Positions in the Contractor's and Subcontractors' organisations that are applicable to the management and/or the performance of the Services.

6.2.3 [...SERVICE...] Services Management

6.2.3.1 The [...PLAN...] shall describe, for the [...SERVICE...] Services, how:

- a. work activities are planned, allocated, scheduled and controlled;
- b. work activities and outcomes are recorded and reported; and
- c. if applicable, how performance measures (other than any KPIs in Attachment B, which are addressed in the SMP) will be measured, recorded and reported.

Note to drafters: Amend the following clause as per the reviews applicable to these Services.

6.2.3.2 The [...PLAN...] shall detail the arrangements for addressing [...SERVICE...] issues at the review meetings required under the Contract, including the [...SERVICE...] Reviews and Contract Performance Reviews.

Note to drafters: Progress Reports are working-level reports for an individual Service, used to report, generally, on a weekly or monthly basis (as scheduled in the SOW). The Contractor defines the required content of the report in this plan, to address the nature of the Service (as described in the SOW), and which is Approved by the Commonwealth as part of the plan. If applicable, the requirement to deliver Progress Reports will need to be included in the relevant Services clause of the SOW (eg, clause 4 or 5, NOT clause 3, Service Management).

6.2.3.3 If [...SERVICE...] Progress Reports are required by the Contract, the content requirements for these reports shall be described in an annex to the [...PLAN...].

Note to drafters: Regarding ‘other means’ refer to clause 6.1.2 above. ‘Other means’ may include providing on-line access to quality procedures or referring to documents already included as annexes to the SMP.

6.2.3.4 Except where provided to the Commonwealth Representative through other means, the [...PLAN...] shall include, as annexes, all associated plans, procedures and instructions that are required to describe the management and provision of [...SERVICE...] Services.

6.2.4 [...SERVICE...] Services Activities

6.2.4.1 The [...PLAN...] shall, for each [...SERVICE...] Service to be provided under the Contract, include:

- a. the title of the Service;
- b. an overview of the specific activities to be undertaken to provide the Service; and
- c. the organisation(s) responsible for conducting the specific activities.

6.2.5 Customer Interface

6.2.5.1 The [...PLAN...] shall describe the interfaces between the Commonwealth and the Contractor required to undertake and to manage the Services.

6.2.5.2 The [...PLAN...] shall describe the Contractor's expectations with respect to Commonwealth resources (including, if applicable, Government Furnish Material) needed to enable the Contractor to meet its obligations under the Contract, including types and quantities of resources, and where these requirements will be detailed.

6.2.6 Personnel

6.2.6.1 The [...PLAN...] shall include, or refer to, position profiles for the Contractor's [...SERVICE...] personnel (for individuals and teams, as applicable), including details of:

- a. the duties to be undertaken;
- b. licences, training qualifications or other required endorsements, as applicable;
- c. required experience, if applicable; and
- d. required competency assessments and/or other selection criteria, if applicable.

6.2.6.2 In addition to the requirements of clause 6.2.6.1, position profiles for the managers identified in response to clause 6.2.2.2, shall include details of:

- a. the authority and related responsibilities to be held by a person in that position; and
- b. formal qualifications and any other selection criteria needed for performing the role.

6.2.6.3 The [...PLAN...] shall describe the Contractor's process for managing Services during an extended absence of personnel filling the positions identified in response to clause 6.2.6.2.

Note to drafters: Clause 6.2.6.4 is only required where a formal system is required to manage the appointment of personnel to positions of responsibility (eg, authority for making key decisions regarding the safety of personnel or the security of systems and data).

6.2.6.4 When applicable, the [...PLAN...] shall detail how staff positions with relevant authorities are managed, including by identifying the authorised personnel and responsibilities in an 'Appointments Register'. The Appointments Register shall contain:

- a. identification details of the appointee;
- b. the appointment and related position profile (from clauses 6.2.6.1 and 6.2.6.2);
- c. the date of authorisation; and
- d. the date authorisation was relinquished, if applicable.

6.2.6.5 The [...PLAN...] shall describe the Contractor's approach to ensuring that sufficient numbers of competent personnel remain available for the performance of the Services under the Contract (including applicable recruitment and training processes).

6.2.7 [...INSERT SERVICES...] Management System

6.2.7.1 The [...PLAN...] shall describe the information system used for managing and recording [...SERVICE...] activities, including reference to associated documentation describing its use.

6.2.7.2 If the Contractor is provided with access to a Commonwealth information system the [...PLAN...] shall describe the arrangements for the Contractor's work activities, in performing the [...SERVICE...] Services, to be entered and reported via that system.

6.2.7.3 If the Contractor is not provided with access to a Commonwealth information system the [...PLAN...] shall describe the arrangements for the Contractor's data, for the work undertaken to perform the [...SERVICE...] Services, to be transferred to the Commonwealth and/or reported (including progress reporting in accordance with the response to clause 6.2.3.3).

6.2.8 Technical Data and Documentation

6.2.8.1 The [...PLAN...] shall, in an annex or by reference, include a list of all required Technical Data including regulations, specifications, standards, manuals, safe-work method statements and other reference documentation, required to enable the [...SERVICE...] Services to be performed.

6.2.8.2 The [...PLAN...] shall describe the Contractor's processes to review and ensure the currency of the documents identified in response to clause 6.2.8.1, including methods to identify and ensure the use of authorised versions of those documents.

6.2.8.3 The [...PLAN...] shall describe the requirements for updating, processing and, if applicable transcribing to the [...INSERT SERVICES...] Management System described under clause 6.2.7, registers, logs, completion certificates or other lists used in the recording of the [...SERVICE...] Services.