DATA ITEM DESCRIPTION

1. DID NUMBER: DID-SSM-SMP-V5.2
2. TITLE: SURGE Management Plan
3. DESCRIPTION and intended use

The Surge Management Plan (SMP) defines the Contractor's (and Subcontractors’) approach to managing the variations in demand patterns that are likely to arise through the Commonwealth enacting the Surge requirements of the Contract, including the likely withdrawal of Members Required in Uniform (MRU), if MRU is required under the Contract.

The Contractor uses the SMP to:

define, manage and monitor its activities:

to establish and retain a Surge capability; and

for meeting the Surge requirements of the Contract; and

ensure that those parties (including Subcontractors) who are undertaking Surge-related activities understand their respective responsibilities, the processes to be used, and the time-frames involved.

The Commonwealth uses the SMP to:

understand how the Contractor proposes to prepare for and meet the Surge requirements of the Contract;

gain assurance that the Contractor’s plans for meeting the Surge requirements will be sound and enable operational requirements to be met;

assist with monitoring the performance of the Contractor under Surge conditions; and

identify and understand the Contractor’s expectations of the Commonwealth with respect to the Surge requirements of the Contract.

1. INTER-RELATIONSHIPS

The SMP is subordinate to the Support Services Management Plan (SSMP).

The SMP inter-relates with the following data items, where these data items are required under the Contract:

Operating Support Plan (OSP);

Contractor Engineering Management Plan (CEMP);

Maintenance Management Plan (MMP);

Supply Support Plan (SSP); and

Training Support Plan (TSP).

1. APPLICABLE DOCUMENTS

The following document forms a part of this DID to the extent specified herein:

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| --- | --- |
| 1. Nil |  |

1. Preparation Instructions
   1. Generic Format and Content

The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled ‘General Requirements for Data Items’.

When the Contract has specified delivery of another data item that contains aspects of the required information, the SMP shall summarise these aspects and refer to the other data item.

The data item shall include a traceability matrix that defines how each specific content requirement, as contained in this DID, is addressed by sections within the data item.

The SMP shall be labelled and handled appropriate to the security classification level advised by the Commonwealth Representative.

* 1. Specific Content
     1. General

The SMP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor’s activities for addressing the Surge requirements of the Contract.

If more than one level of Surge is defined under the Contract, such as differing levels of Exigency or both Exigency and Contingency, the SMP shall detail the specific issues, assumptions, constraints, risks, arrangements, systems, and processes associated with each level.

* + 1. Surge Management Organisation

If different from the management organisation described within the SSMP, the SMP shall describe the Contractor’s and Approved Subcontractors’ organisational arrangements for meeting the Surge requirements of the Contract, including:

the responsibilities of all parties involved in the Contractor’s activities related to Surge, including the identification of the individual within the Contractor’s organisation who will have managerial responsibility and accountability for meeting the Surge requirements of the Contract;

any new or changed organisational units (eg, new locations or additional working shifts);

any new or changed relationships between the organisational units involved, including any changes to the lines of authority; and

the Surge-related responsibilities of the organisational units involved.

* + 1. Surge Management Systems and Processes

The SMP shall describe the Contractor’s strategies, management approach, methodologies, systems and processes to be used when addressing Surge, including:

the major Surge-related activities to be undertaken, including details of:

the scope of each activity;

when each activity is performed with respect to preparing for, sustaining at different levels of effort, or recovering from, a period of Surge; and

the Contractor and Subcontractor organisational units performing each activity;

the integration of Subcontractors into the Contractor’s Surge-related activities where this differs from the ‘normal’ provision of Services;

personnel (in terms of numbers and occupations or trade groups) required by the Contractor and Approved Subcontractors to meet the Surge requirements, including the proposed sources for obtaining any additional personnel that may be required;

arrangements that deal with the withdrawal of MRU from the Contractor’s and/or Subcontractors’ organisations, if MRU is required under the Contract;

the integration of the Surge-related activities with the ‘normal’ provision of Services; and

the expectations of the Contractor with respect to the Commonwealth, including proposed changes to the interfaces and interactions with Commonwealth agencies external to the Commonwealth Representative.

The SMP shall identify those Services and/or activities most likely to be impacted by the variations in demand associated with Surge requirements, and shall identify the options available to the Contractor to prepare for, and generate, any additional required capacity and/or resources. The SMP shall also identify how long the Contractor will be able to sustain the elevated capacity under each option and what criteria will be used to identify both the appropriate initial resourcing option and, if appropriate, the points at which there is a need to transition between options.

Any risks associated with these activities shall be documented in the Risk Register in accordance with the Approved SSMP; however, the SMP shall describe the risk-management strategies and responsibilities associated with any global risks relating to the Surge requirements.

The SMP shall describe the processes and tools that the Contractor will use to monitor and record the Contractor’s performance of Surge-related activities, including changes to the provision of ‘normal’ Services.

* + 1. Reserve Stock

If management of Reserve Stock is required under the Contract, the SMP shall detail the systems, processes and procedures for managing Reserve Stock, including:

the release of Reserve Stock and the identification of those personnel with authority to approve the release of Reserve Stock;

interactions with the Commonwealth for the management of Reserve Stock; and

recovery of Reserve Stockholding Level (RSL) after the period of Surge has ceased.

* + 1. Contingency Maintenance

If Contingency Maintenance (CMAINT) is required under the Contract, the SMP shall detail the Contractor’s proposed CMAINT recovery program to be implemented following a period of Surge.

If support to Battle Damage Repair (BDR) is required under the Contract, the SMP shall detail the systems, processes and procedures that the Contractor will utilise to provide support to BDR, including:

the provision of technical advice to Defence units undertaking BDR;

the provision of BDR Services, if applicable;

the retrospective application of ADF regulatory / assurance framework requirements to evaluate BDR schemes implemented during a period of Surge;

maintaining a record of incorporated repairs; and

the design of subsequent repairs to restore the Mission System (if applicable) and other equipment to their respective certification baselines.

* + 1. Surge Limitations

The SMP shall identify, against each Service requirement in the SOW:

those Services for which the Contractor is able to meet the full scope of the requirements for all Surge levels;

those Services for which the Contractor is unable to meet the requirements for all levels of Surge, because:

Surge requirements are not applicable to those Services; or

the resources needed to meet Surge requirements are constrained by factors outside of the Contractor’s reasonable control (eg, Facilities (including GFF) or GFE constraints); and

those Services for which the Contractor is unable to achieve the full scope of the Surge requirements, but is willing to use its best endeavours towards meeting those requirements.