General GUIDANCE FOR ANNEX A, List of PRODUCTS BEING supported

Status: Core

Purpose: To specify the Products Being Supported under the Contract and to cross-refer Services to those Products.

Policy: To be determined.

Guidance: This Annex is used to describe the Products (eg, one or more Mission Systems, elements of the Mission System(s) and Items associated with the Support System) supported under the Contract. The ‘List of Products Being Supported’ is included in the RFT and the Contract, and is critical to defining the scope of work. Drafters need to produce these lists and include sufficient detail to enable the support required to be cross-referenced to the Products within each list (or provide access to suitable alternative lists in an electronic format).

The nature of the support required will depend on the Products Being Supported. For example, for Operating Support, the support may apply to equipment that the Contractor is required to operate; for Engineering Support, equipment that would be subject to engineering investigations if required, Software needing support / updates, or where design-related responsibility is allocated to the Contractor; for Maintenance Support, Repairable Items (RIs); for Supply Support, Items to be supplied to the Commonwealth or Commonwealth items to be held in a warehouse; and for Training Support, the Training Materials to be kept up to date and the Training Equipment requiring support.

Products should be allocated to lists within Annex A based on what they are and how they will be supported and managed. For example, if a simulator and a Software test bed are to be managed like a Mission System (eg, for safety and/or regulatory reasons), then they may be listed as Mission Systems rather than Training Equipment and Support and Test Equipment (S&TE), respectively. Often it is necessary to divide the lists in this Annex into sub-lists, so that the Products can be referred to explicitly from the DSDs. For example, the list of Software could be divided into separate lists of administrative and operational Software, or the Mission System RIs could be divided into hardware and Software if DSD clauses will be tailored in a way that refers to whole tables or lists within tables. Columns may also be added to tables to identify smaller lists of Products requiring different Service requirements. For example, the Engineering Responsibility column is used to identify a subset of the Products within a list for which the Contractor has Engineering Responsibility (with other Products in the table having such support provided by another party). Likewise, columns can be used to identify Software that requires helpdesk support or Software where the Contractor will manage user licenses, noting that some Software Products will fall into one or both lists. DSDs can then require the Contractor to provide Services to particular Products within a table that are ‘annotated’ for particular Contractor responsibilities.

The lists of Products should be based on authoritative sources, such as an Illustrated Parts Breakdown / Catalogue (IPB/IPC), from Configuration Status Account (CSA) records, or other data from the original equipment manufacturer. These source documents may need to be included in the list of referenced documents in draft Annex D to the SOW, and made accessible to tenderers.

If a Product Being Supported is also an Item of Government Furnished Equipment (GFE), the list of GFE at Attachment E must also include the Item.

When the Contractor is given access to Government Furnished Facilities (GFF), the associated support responsibilities are normally documented in the GFF Licence (at Attachment O), and through SOW clause 9. However, this Annex also enables support for Facilities (both GFF and non-GFF) to be added where the Contractor is to provide specialised support that will not be provided by the Defence Security and Estate Group (SEG) , such as calibration Services for a test facility or measurement range.

Drafters should be aware that Annex A does not differentiate between Commonwealth-owned Products and Contractor-owned Products. If visibility of Contractor-owned Products is required, and Contractor-owned Products are listed, drafters can segregate Contractor-owned Products from Commonwealth-owned Products through the use of additional columns or tables.

If the Services for Technical Data and Software Products include the development of changes / updates by the Contractor (ie, not just incorporating changes from a vendor / manufacturer), then any restrictions on the Contractor's ability to use or sublicense the Technical Data and Software should be included within Attachment S, as required by clause 5.6 of the COC.

If there is a list of technical manuals for a single Product, drafters should include the list or series of manuals in Annex D to the SOW, and then add cross-references from the Product within Annex A to the applicable list of manuals in Annex D.

If the draft Contract (Support) is to be released with a draft Contract (Acquisition), drafters may not be able to complete the lists in Annex A (except in general terms) in preparation for the RFT because the details of the Products will not be known until after design and development activities are complete. In this case, drafters need to include provisions to update the lists in Annex A (ie, using a CCP to finalise Annex A prior to the Operative Date). Drafters should refer to the *ASDEFCON Linkages Module (Strategic)* for these provisions and guidance.

Related Clauses/Documents:

SOW clauses 2.1, Scope of Work, and 9, Support Resources.

All Detailed Service Descriptions

*ASDEFCON Linkages Module (Strategic)* template

Optional SOW Clauses:

None

General Guidance for Sections 1, 2 and 3

Purpose: To specify the Mission Systems and other Repairable Items that will be supported.

Guidance: Section 1 identifies the Mission System(s) being supported and those subordinate Products of the Mission System(s) that are excluded from this support (except for remove and replace tasks, if applicable). This approach is intended to avoid the need to list every subordinate Product in a complex Mission System (ie, thousands of components). However, section 2 of this Annex allows the drafter to list all Mission System Repairable Items if this approach is appropriate for the proposed contract-management framework or because information must be provided against each Mission System Repairable Item. Hence, both sections may be used. Alternatively, it may be suitable to include all subordinate Products by listing the Mission System(s) in section 1 (except for those specifically excluded) and not use section 2 at all. Refer to the notes to drafters in those sections.

Section 3 refers to Support System Repairable Items, which are repairable Support System Components and exclude Mission System spares (which are addressed through section 2).

Section 3 is separated from section 2 (and also section 1 if section 2 is ‘not used’) to enable different Service requirements to be applied to each group of Repairable Items. For example, S&TE, as a Repairable Item, may be managed using a different Maintenance management system to the Mission System(s) supported under the same contract.

For Information and Communications Technology (ICT) Systems, additional tables are provided in sections 1 to 3 to enable them to be treated either as a Mission System (eg, a command and control system that is the focus of the Contract) or as part of the Support System (eg, a bespoke trainee management system).

Sections 1 to 3 are for the support of Repairable Items, which can include the use of Non-Repairable Items (eg, the Contractor uses Non-Repairable Items in Maintenance Services). By contrast, section 4 identifies Non-Repairable Items that are provided to support Defence activities (eg, to support in-house maintenance).

Implementing different sets of Service requirements for Mission System Repairable Items versus Support System Repairable Items requires DSD clauses to be tailored to refer to the applicable sections or tables of this Annex. Using the Maintenance management system as an example, the Maintenance management system clause in DSD-MNT-MGT would need to be duplicated with the first clause referring to the Mission System(s) and the Mission System Repairable Items in section 2 of Annex A, identifying the name of the applicable Maintenance management system. The second clause would refer to the Support System Repairable Items (eg, S&TE), in section 3 of Annex A, with the name of the second Maintenance management system inserted.

If Repairable Items of the Mission System(s) and the Support System are managed, supported, and reported upon in the same manner, then DSDs can remain as per the templates by referring to Repairable Items collectively.

Related Clauses/Documents:

Most DSDs when tailored appropriately.

List of PRODUCTS Being supported

section one - MISSION SYSTEM(S)

Note to drafters: Major end-items, such as Mission Systems, are separated from other Repairable Items because the major end-items are treated differently within Defence information management systems. For management reasons, if there is more than one type of Mission System for which Contractor support is required, each should be identified in this section.

Different tables should be used if management requirements are significantly different between types of Mission Systems (eg, between an aircraft, a flight simulator, and an Integration and Test Facility that are all treated as Mission Systems). Additionally, when there are different excluded subordinate Products for each Mission System, a separate set of tables for each Mission System type will provide a clearer definition of scope. Excluded subordinate Products will usually be supported under separate arrangements.

Unless listing subordinate RIs in section 2, with arising rates, etc, drafters should consider how information will be provided to tenderers in relation to the list of subordinate Repairable Items, their / failure rates / maintenance arisings, as well as the skills, effort (ie, work hours) and Non-Repairable Items consumed in the performance of Maintenance.

To assist in developing this section, the following guidance refers to the scenarios in Annex A to the SOW Tailoring Guide:

1. Under Scenario #1, performance measures for each type of Mission System could be availability based (eg, ‘x’ Mission Systems available each day, or for x-days of deployment, or on a 24/7 basis). The Contractor is usually not responsible for Products that they do not manage; hence, identified Mission Systems and excluded subordinate Products should be consistent with the Performance Measures. In this regard, Annex A may be used to exclude subordinate Products from performance-related calculations. Performance measures are specified in draft Attachments P and Q.
2. Under Scenario #2, performance measures for each type of Mission System could be availability based (ie, systems available to Defence) or schedule based (eg, date out of Maintenance to achieve an agreed schedule). As per Scenario #1, the Mission System and excluded Products lists can help to define Performance Measures by identifying those Products that are excluded from calculations.
3. As Scenarios #3 and #4 do not include Mission System responsibilities, the contents of this section of Annex A should be replaced with a single ‘Not used’.
4. Mission System(S)
   1. Mission System #1 Support Requirements

Note to drafters: Insert an explanation of the depths / grades of Maintenance for Mission System #1 to be performed by the Contractor, as it appears in the relevant technical manual (eg, Light, Medium, Heavy; Operational, Intermediate, Depot / Deeper; S1, S2, S3; or as described in a Fleet / Technical Maintenance Plan), providing additional context where appropriate (eg, if the same work is undertaken by Defence and the Contractor depending upon location).

Note: Differences between builds and modification states can create variants of the Mission System identified in Table 1-1. Accordingly, the following clauses and Table 1-1 apply to variants created during the course of the Contract.

The Contractor acknowledges that the following depths / grades of Maintenance, as defined in [...INSERT REFERENCE WHERE THE DEPTH/GRADE OF MAINTENANCE IS DESCRIBED (EG, TECHNICAL MANUAL OR MAINTENANCE PLAN)...], are applicable to the support of Mission System #1 (including variants) identified in Table 1-1:

[...INSERT DEPTH/GRADE OF MAINTENANCE...];

[...INSERT DEPTH/GRADE OF MAINTENANCE...]; and

[...INSERT DEPTH/GRADE OF MAINTENANCE...].

The Contractor shall provide support for the Mission System and the variants of the Mission System identified in Table 1-1, including all subordinate Products, with the exception of those subordinate Products listed under clause 1.2, in accordance with the requirements of the SOW and this Annex.

The Contractor acknowledges that the scope of the Services required for the Mission System and the variants of the Mission System identified in Table 1-1 is further defined through the columns and technical references identified in Table 1-1. An explanation of each column is detailed below:

System Identifier Logistic Control Number (LCN) / Technical Management Code (TMC) / Common Management Code (CMC): A unique identifier for the Product, as used in the applicable technical manuals, configuration data or supply management system;

Product Nomenclature: The name of the Product, which may include Product class/group categories and functional descriptors;

Note to drafters: If the list of technical references is extensive, drafters should develop a table in SOW Annex D and then cross-refer to that table or (table entries) from column c in Table 1-1.

Technical Reference(s): The Technical Data (eg, a hardcopy manual, interactive electronic technical manual, list in Annex D, or information management system) that defines the Maintenance and other support requirements for the Product;

Depth / Grade: The depth / grade of Maintenance for which the Contractor has responsibility, as specified in clause 1.1.1; and

Engineering Responsibility (Eng. Resp.): The Contractor has the Engineering Responsibility required for providing the Engineering Services described in the SOW for this Mission System type (‘Y’ = yes, ‘N’ or blank = no).

Note to drafters: Other columns may be added to Table 1-1, as necessary, with descriptions included above. For example, Help Desk Services for Mission System use and support.

|  |
| --- |
| Option: For when the Contractor will manage the list of Repairable Items and Non‑Repairable Items that comprises the build structure for Mission System #1.  The Contractor further acknowledges that the list of Repairable Items and Non‑Repairable Items required to support Mission System #1 is held and maintained by the Contractor and access by Commonwealth authorised users is to be provided through the Data Management System (DMS) in accordance with clause 2.3 of the SOW. |

Table 1-: Mission System #1 (including variants)

| System Identifier LCN/TMC/CMC | Product Nomenclature | Technical Reference(s) | Depth / Grade | Eng. Resp. Y/N |
| --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. |
|  |  |  |  |  |
|  |  |  |  |  |

* 1. Excluded Subordinate Products for Mission System #1

Note to drafters: Listing the excluded subordinate Products is an alternative to listing all Mission System Products in section 2 Table 2-1 (unless requirements against individual Products, such as Reserve Stockholding Level (RSL) visibility, is required). As all Mission System subordinate Products included, except those listed here, they do not need to be listed again in section 2, unless there is another reason to do so.

The Contractor acknowledges that the Products in Table 1-2 are subordinate to the Mission System (including variants) identified in Table 1-1 but will not be maintained under this Contract (with the exception of remove and replace Maintenance tasks).

Table 1-2: Excluded Subordinate Products for Mission System #1

| Parent Identifier LCN/TMC/CMC | System Identifier LCN/TMC/CMC | Product Nomenclature |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

* 1. Mission System #2

Note: Differences between builds and subsequent modifications can create variants of the Mission System identified in Table 1-3. Accordingly, the following clauses and Table 1-3 apply to variants created during the course of the Contract.

Note to drafters: Select from the following options for the description of Maintenance being specific to Mission System #2 (Option A) or the same as Mission System #1 (Option B).

|  |
| --- |
| Option A: For when the levels of Maintenance are described differently to Mission System #1. Insert the applicable explanation of the depth / grade of Maintenance for Mission System #2 to be performed by the Contractor, as it appears in the relevant technical manual (eg, Light, Medium, Heavy; Operational, Intermediate, Depot / Deeper; R1, R2, R3; or as described in a Technical Maintenance Plan).  The Contractor acknowledges that the following depths/grades of Maintenance, as defined in [...INSERT REFERENCE WHERE THE DEPTH/GRADE OF MAINTENANCE IS DESCRIBED (EG, TECHNICAL MANUAL OR MAINTENANCE PLAN)...], are applicable to the support of Mission System #2 (including variants) identified in Table 1-3:  [...INSERT DEPTH/GRADE OF MAINTENANCE...];  [...INSERT DEPTH/GRADE OF MAINTENANCE...]; and  [...INSERT DEPTH/GRADE OF MAINTENANCE...]. |

|  |
| --- |
| Option B: For when the depths / grades of Maintenance for Mission System #2 are the same as Mission System #1.  The Contractor acknowledges that the depths/grades of Maintenance applicable to the support of Mission System #2 are the same as for Mission System #1, which are specified at clause 1.1.1.  The Contractor shall provide support for the Mission System and variants of the Mission System identified in Table 1-3, including all subordinate Products, with the exception of those subordinate Products listed under clause 1.4, in accordance with the requirements of the SOW and this Annex.  The Contractor acknowledges that the scope of the Services required for the Mission System and variants of the Mission System identified in Table 1-3 is further defined through the columns and technical references identified in Table 1-3. An explanation of each column is detailed at clause 1.1.3. |

|  |
| --- |
| Option: For when the Contractor will manage the list of Repairable Items and Non‑Repairable Items that comprises the build structure for Mission System #2.  The Contractor further acknowledges that the list of Products required to support Mission System #2 is held and maintained by the Contractor and access by Commonwealth authorised users is to be provided through the Data Management System (DMS) in accordance with clause 2.3 of the SOW. |

Note to drafters: If the list of technical references is extensive, consideration should be given to providing the list within Annex D to the SOW and then cross-referring to the applicable clause or table in that annex from within the following table.

Table 1-3: Mission System #2 (including variants)

| System Identifier LCN/TMC/CMC | Product Nomenclature | Technical Reference(s) | Depth / Grade | Eng. Resp. Y/N |
| --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. |
|  |  |  |  |  |
|  |  |  |  |  |

* 1. Excluded Subordinate Products for Mission System #2

Note to drafters: Listing the excluded subordinate Products is an alternative to listing all Mission System Products in section 2 Table 2-1 (unless requirements against individual Products, such as RSL visibility, is required). As all Mission System subordinate Products are included, except those listed here, they do not need to be listed again in section 2.

The Contractor acknowledges that the Products identified in Table 1‑4 are subordinate to the Mission System (including variants) identified in Table 1-3 but will not be maintained under this Contract (with the exception of remove and replace Maintenance tasks).

Table 1‑4: Excluded Subordinate Products for Mission System #2

| Parent Identifier LCN/TMC/CMC | System Identifier LCN/TMC/CMC | Product Nomenclature |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

* 1. Mission System #3

Note to drafters: For situations where one of the primary elements requiring support is an ICT System (eg, Joint Command Support Environment (JCSE)), Mission System #3 enables these types of systems to be appropriately incorporated into the SOW. This approach assumes that support is required at the system level (ie, not support for a loose collection of individual hardware and Software Products). Mission System #3 adapts the previous clauses in this section 1 of SOW Annex A to be appropriately linked to the applicable DSDs, particularly DSD-MNT-SA. If there are no ICT Systems of this nature requiring support under the Contract, then Mission System #3 should be deleted. If the ICT System is used in a supporting / administrative role, and is not supported in the same manner as Mission System(s) #1 and #2, then drafters may find it more effective to include the ICT System under Section 3.

Note to drafters: If an ICT System is the only Mission System requiring support, then the earlier clauses may be deleted and this clause renamed as Mission System #1.

Note: Differences between builds, via subsequent hardware modifications and Software changes, can create variants of the Mission System identified in Table 1-5. Accordingly, the following clauses and Table 1-5 apply to variants created during the course of the Contract.

Note to drafters: The following clauses assume that specific depths/grades of Maintenance will need to be identified for the ICT System and that linking to Mission System #1 (as per the optional approach under Mission System #2) is not appropriate.

The Contractor acknowledges that the following depths/grades of Maintenance, as defined in [...INSERT REFERENCE WHERE THE DEPTH/GRADE OF MAINTENANCE IS DESCRIBED (EG, TECHNICAL MANUAL OR MAINTENANCE PLAN)...], are applicable to the support of Mission System #3 (including variants) identified in Table 1-5:

[...INSERT DEPTH/GRADE OF MAINTENANCE...];

[...INSERT DEPTH/GRADE OF MAINTENANCE...]; and

[...INSERT DEPTH/GRADE OF MAINTENANCE...].

The Contractor shall provide support for the Mission System and variants of the Mission System identified in Table 1-5, including all subordinate hardware and Software Products, with the exception of those subordinate Products listed under clause 1.6, in accordance with the requirements of the SOW and this Annex.

The Contractor acknowledges that the scope of the Services required for the Mission System and variants of the Mission System identified in Table 1-5 is further defined through the columns and technical references identified in Table 1-5. An explanation of each column is detailed below.

System Identifier Logistic Control Number (LCN) / Technical Management Code (TMC) / Common Management Code (CMC): A unique identifier for the Product, as used in the applicable technical manuals, configuration data or supply management system;

Product Nomenclature: The name of the Product, which may include Product class/group categories and functional descriptors;

Note to drafters: If the list of technical references is extensive, drafters should consider developing a table in SOW Annex D and then cross-referring to the applicable table or (table entries) in that Annex from the column in Table 1-5.

Technical Reference(s): The Technical Data (eg, hardcopy manual, interactive electronic technical manual, list in Annex D, or information management system) that defines the Maintenance and other support requirements for the Product;

Depth / grade: The depth / grade of Maintenance for which the Contractor has responsibility, as specified in clause 1.5.1;

Help Desk (HLPDSK): The Contractor is required to provide help desk Services described in the SOW for this Product and its subordinate hardware and Software components (‘Y’ = yes, ‘N’ or blank = no);

Engineering Responsibility (Eng. Resp.): The Contractor has the Engineering Responsibility required for providing the Engineering Services described in the SOW for this Mission System type (‘Y’ = yes, ‘N’ or blank = no);

System Administration (SA): The Contractor is required to provide system administration Services described in the SOW for this product (‘Y’ = yes, ‘N’ or blank = no); and

Note to drafters: Other columns may be added to Table 1-5, as necessary. Each additional column should be explained in this list of subclauses, with the subclause number matching the column number. If not required, the following subclause and column h in Table 1-5 should be deleted.

[...To Be Determined (TBD) by drafter...].

|  |
| --- |
| Option: For when the Contractor will manage the list of hardware and Software Products that comprises the build structure for Mission System #3.  The Contractor further acknowledges that the list of hardware and Software Products required to support Mission System #3 is held and maintained by the Contractor and access by Commonwealth authorised users is to be provided through the Data Management System (DMS) in accordance with clause 2.3 of the SOW. |

Note to drafters: If the list of technical references is extensive, consideration should be given to providing the list within Annex D to the SOW and then cross-referring to the applicable clause or table in that annex from within the following table.

Table 1-5: Mission System #3 (including variants)

| System Identifier LCN/TMC/CMC | Product Nomenclature | Technical Reference(s) | Depth / Grade | HLP-DSK | Eng. Resp. | SA | TBD |
| --- | --- | --- | --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. | f. | g. | h. |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

* 1. Excluded Subordinate Products for Mission System #3

Note to drafters: Listing the excluded subordinate Products is an alternative to listing all Mission System hardware and Software Products in section 2 Table 2-1 (unless RSL visibility is required). As all Mission System subordinate Products are included, except those listed here, they do not need to be listed again in section 2.

The Contractor acknowledges that the Products identified in Table 1‑6 are subordinate to the Mission System (including variants) identified in Table 1-5 but will not be maintained under this Contract (with the exception of remove and replace Maintenance tasks).

Table 1‑6: Excluded Subordinate Products for Mission System #3

| Parent Identifier LCN/TMC/CMC | System Identifier LCN/TMC/CMC | Product Nomenclature |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Note to drafters: Insert additional tables as required to address all Mission Systems.

SEction two - MISSION SYSTEM REPAIRABLE items

Note to drafters: To assist in developing this section, the following guidance refers to the scenarios in Annex A to the SOW Tailoring Guide:

1. Under Scenario #1, where the Contractor is responsible for all support, management of Repairable Items may not need to be specified separately from the Mission System unless specifying RSLs or other item-level requirements is necessary. If not required, the contents of this section may be deleted and replaced with a single ‘Not used’.
2. Under Scenario #2, where support is required for the Mission System and individual Repairable Items, this section could be extensive. Performance measures for support of Repairable Items under this scenario may use a specific measures (eg, demand satisfaction) specified in draft Attachments P and/or Q as applicable, and supported by this section (ie, by identifying which Performance Measures or other factors apply to which Repairable Items). Specification of RSLs may also be required.
3. Under Scenario #3, support is not required to a Mission System and only support to Repairable Items is required. The arrangements here should be similar to Scenario #2.
4. Under Scenario #4, performance management of Repairable Items should be based upon meeting turn-around times, which would normally be specified in the Price and Payment Schedule. Maintaining RSLs is not required under this scenario.

If maintaining RSLs is not a requirement of the Contract, then all RSL-related clauses should be replaced with ‘Not used’ and the ‘RSL’ column deleted from the following table(s).

Note to drafters: This section includes a single table for listing Mission System Repairable Items. If there are differing support management requirements for groups of Repairable Items (eg, Commonwealth-owned and Contractor-owned Mission System spares), drafters should consider including these differing requirements into clause 2.1 below and using additional tables for each group. As these Products could also be GFE, care should be taken to ensure that all lists and support requirements across the draft Contract are consistently defined.

There is no requirement to divide the Mission System Repairable Items along the same lines as Mission Systems in section 1 of this Annex, unless there are differing levels of Maintenance or other management requirements that dictate otherwise (as per the note above). If additional divisions are required to address differing types of Mission System Repairable Items, then these should be inserted after this clause or managed by adding columns to Table 2-1.

Note to drafters: For situations where the proposed Contract (Support) will follow a Contract (Acquisition) or a current support contract, drafters should consider how information will be provided to tenderers in relation to failure rates and arisings for the Repairable Items, as well as the skills, effort and Non-Repairable Items required to perform the necessary Maintenance.

1. Mission System Repairable items
   1. Support Requirements

Note to drafters: An optional note to tenderers is included below for use by drafters when the RFT is for a Contract (Support) following a current support contract period (eg, when the market is being retested) and when the contracting strategy is to use Phase In as a due diligence period. This note to tenderers assumes that the Mission System Repairable Items will not be managed by the Contractor using a Commonwealth Maintenance Management System. Drafters need to amend the Note to insert the applicable file name or make other amendments, as required. If the Note is not required, it should be deleted.

A similar note to tenderers may be used with a combined RFT (ie, for acquisition and support) to explain the mechanism for populating the Annex as the Contract (Acquisition) progresses.

Note to tenderers: The list of Mission System Repairable Items is provided in the accompanying file entitled ‘[…DRAFTER TO INSERT…]’. During Phase In, the tenderer is required to validate this list, populate Table 2-1 below to include the applicable Mission System Repairable Items, raise a CCP to incorporate the revised table into the Contract, and incorporate the list of Mission System Repairable Items into its Maintenance Management System.

Note to drafters: Insert the applicable depths/ grades of Maintenance for Mission System Repairable Items to be performed by the Contractor, as these appear in the relevant technical manual (eg, Light, Medium, Heavy; Operational, Intermediate, Depot / Deeper, etc).

The Contractor acknowledges that the following depths / grades of Maintenance, as defined in [...INSERT REFERENCE WHERE THE DEPTH/GRADE OF MAINTENANCE IS DESCRIBED (EG, TECHNICAL MANUAL OR MAINTENANCE PLAN)...], are applicable to the support of the Mission System Repairable Items identified in Table 2-1:

[...INSERT DEPTH/GRADE OF MAINTENANCE...];

[...INSERT DEPTH/GRADE OF MAINTENANCE...]; and

[...INSERT DEPTH/GRADE OF MAINTENANCE...].

Note to drafters: Select the applicable option, depending upon how the Mission System Repairable Items will be managed. Selecting Option B requires that the applicable information system contains data relevant to the allocation of responsibilities, replacing those otherwise documented via the columns of Table 2-1 (eg, responsibilities for CM, engineering, DSR, RSLs and others as may be required by the Contract). Additionally, if the Mission System Repairable Items are to be managed using a Commonwealth Maintenance Management System or Configuration Management System, then Option B would need to be modified accordingly. If Option B is selected, Table 2-1 will also need to be deleted.

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| Option A: For when the Mission System Repairable Items are to be identified in this section of Annex A.  The Contractor shall provide support for the Mission System Repairable Items identified in Table 2-1, including through the replacement of subordinate Non-Repairable Items, in accordance with the requirements of the SOW and this Annex.  The Contractor acknowledges that the scope of the Services required for the Mission System Repairable Items identified in Table 2-1 is further defined through the columns and technical references identified in Table 2-1. An explanation of each column is detailed below:  Note to drafters: Column a of Table 3‑1 may be formatted as an indentured list where this assists to better understand the product breakdown structure(s).  System Identifier LCN/TMC/CMC: A unique identifier for the Repairable Item, as used in the applicable technical manuals or supply management system;  Product Nomenclature: The name of the Repairable Item, which may include Product class/group categories and functional descriptors;  Note to drafters: If the list of technical references is extensive, consideration should be given to providing this list within Annex D to the SOW and then cross-referring to the applicable clause or table in that annex from within the following table.  Technical References: The Technical Data (eg, a hardcopy manual, interactive electronic technical manual, list in Annex D, or information management system) that defines the Maintenance and other support requirements for the Repairable Item;  Depth / grade: The depth / grade of Maintenance for which the Contractor has responsibility, as used within the associated technical Maintenance plan / reference applicable to each Repairable Item, as described in clause 2.1.1;  Engineering Responsibility (Eng. Resp.): The Contractor has the Engineering Responsibility required for providing the Engineering Services described in the SOW for this Repairable Item (‘Y’ = yes, ‘N’ or blank = no);  Configuration Management (CM) Responsibility: The Contractor is required to provide Configuration Management Services described in the SOW for this Repairable Item (‘Y’ = yes, ‘N’ or blank = no);  Note to drafters: If RSLs are not a requirement for Mission System Repairable Items (eg, in Scenario #4), the RSL column in the table, the following subclause and any associated clauses (eg, in the Supply Support DSDs) should be deleted and replaced with ‘Not used’.  Reserve Stockholding Level (RSL): The quantity of serviceable Repairable Items to be maintained by the Contractor as an RSL (no entry means that an RSL is not applicable to that Repairable Item);  Note to drafters: If DSR, as a KPI, is not divided into priority categories, the following clause should be amended (eg, ‘Identifies that a Product is included in the Performance Measure for DSR (‘Y’ = yes and ‘N’ or blank = not included.’). If DSR is not required, the column may be deleted.  Demand Satisfaction Rate (DSR): Where a Performance Measure for DSR is divided into two or more priority categories, this column identifies the relevant priority category for the Repairable Item (A= [...DRAFTER TO INSERT...], B= [...DRAFTER TO INSERT...], C= [...DRAFTER TO INSERT...] and ‘N’ or blank = not included in DSR calculation). DSR is specified at Attachment P; and  Note to drafters: The drafter may add columns to Table 2-1: Mission System Repairable Items in order to allocate further responsibilities and/or provide additional information to describe the scope of Services required for each Product. Each additional column should be explained in this list of subclauses with the subclause number matching the column number. If not required, column i should be deleted. Refer to the SOW Tailoring Guide for further guidance.  [...To Be Determined (TBD) by drafter...]. |

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| Option B: For when the Contractor will manage the list of Mission System Repairable Items in its Maintenance Management System.  The Contractor shall provide support for the Mission System Repairable Items identified in its Maintenance Management System, including through the replacement of subordinate Non-Repairable Items, in accordance with the requirements of the SOW and this Annex.  Note to drafters: Amend the following list to describe how responsibilities for Services are allocated using the Contractor’s Maintenance Management System. The following list may also be divided up into a Maintenance Management System and a Supply Management System, or between Contractor and Defence systems.  Note to tenderers: The following lists may be further defined, with actual data fields identified from the information management system(s), prior to ED.  The Contractor shall, with respect to the Mission System Repairable Items identified in its Maintenance Management System, provide:  Engineering Services, for all Repairable Items excluding:  [...DRAFTER TO INSERT SUB-SYSTEM CODES TITLES...]; and  [...DRAFTER TO INSERT SUB-SYSTEM CODES TITLES...];  Maintenance Services, for all Repairable Items at the depths / grades, as described in clause 2.1.1;  Supply Services, including procurements and Disposal, for:  [...DRAFTER TO INSERT SUB-SYSTEM CODES TITLES...]; and  [...DRAFTER TO INSERT SUB-SYSTEM CODES TITLES...];  Supply Services, including the maintenance of RSLs for all Repairable Items designated as [...DRAFTER TO INSERT CLASS DESIGNATORS OR OTHER DESCRIPTIONS...]; and  Supply Services, including warehousing and distribution, for all Repairable Items.  The Contractor acknowledges that the list of Mission System Repairable Items is maintained and held by the Contractor and is to be provided to the Commonwealth Representative promptly upon request and in the format requested. |

Table 2-1: Mission System Repairable Items

| System Identifier LCN/TMC/CMC | Product Nomenclature | Technical Reference(s) | Depth/ Grade | Eng. Resp. | CM Resp | RSL | DSR | TBD |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. | f. | g. | h. | i. |
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* 1. Information and Communications Technology System Support Requirements

Note to drafters: For situations where one of the primary elements requiring support is an ICT System (eg, a command and control system); however, elements of that Mission System have differing support Services requirements that need to be specified. For example, within the one ICT System some network hardware may be mandated GFE, required for commonality with other Defence systems, while some Software may be unique and other Software provided as part of a broader corporate licence. Accordingly, some support Services may be defined at a system level while other Services are defined at a sub-system or hardware / Software component level. If there are no ICT Systems of this nature requiring support under the Contract, then the clause should be deleted and replaced with ‘Not used’. For alternative options:

1. if all support can be defined at a system level, drafters should use section 1;
2. if the ICT System has a supporting role, and not treated as a Mission System, drafters may find it more effective to include the ICT System(s) under section 3; or
3. for individual Software Products, rather than ICT Systems, use section 5.

Note to drafters: ICT Systems may be subject to differing Performance Measures to other Mission Systems and other Repairable Items (although this does not have to be the case). Drafters need to ensure that the appropriate sections of the draft Attachments P and/or Q, as applicable, includes any unique Performance Measures required for the ICT System(s).

Note: Differences between builds, via subsequent hardware modifications and Software changes, can create variants of the Mission System identified in Table 2‑2. Accordingly, the following clauses and Table 2‑2 apply to variants created during the course of the Contract.

Note to drafters: Insert the applicable depths/ grades of Maintenance for the ICT System’s hardware to be performed by the Contractor. The description of depth / grade could be ‘reboot and configuration setting only’, ‘removal and replacement’ and ‘full’ or as otherwise described in DSDs. Responsibilities are likely to vary depending on what tasks will be undertaken by the Commonwealth and other Contractors.

The Contractor acknowledges that the following depths/ grades of Maintenance, as defined in [...INSERT REFERENCE WHERE THE DEPTH/GRADE OF MAINTENANCE IS DESCRIBED (EG, TECHNICAL MANUAL OR MAINTENANCE PLAN)...], are applicable to the support of the Information and Communications Technology (ICT) System’s hardware Products identified in Table 2‑2:

[...INSERT DEPTH/GRADE OF MAINTENANCE...];

[...INSERT DEPTH/GRADE OF MAINTENANCE...]; and

[...INSERT DEPTH/GRADE OF MAINTENANCE...].

The Contractor shall provide support for the ICT System and variants of the ICT System identified in Table 2‑2, including subordinate hardware and Software Products and the replacement of subordinate Non-Repairable Items, in accordance with the requirements of the SOW and this Annex.

The Contractor acknowledges that the scope of the Services required for the ICT System and ICT System components identified in Table 2‑2 is further defined through the columns and technical references identified in Table 2‑2. An explanation of each column is detailed below:

System Identifier: A unique identifier for the hardware or Software Products, as used in the applicable technical manuals or system work breakdown structure;

Note to drafters: For Software Products it can be useful to avoid including version and release numbers as this may result in inconsistencies (addressed by the earlier note regarding versions) or regular CCPs to update the table.

Product Nomenclature: The name of the system, or hardware or Software Product, which may include Product class/group categories and functional descriptors;

Note to drafters: If the list of technical references is extensive, consideration should be given to providing this list within Annex D to the SOW and then cross-referring to the applicable clause or table in that Annex from within the following table.

Technical References: The Technical Data (eg, a hardcopy manual, interactive electronic technical manual, list in Annex D, or information management system) that defines the Maintenance and other support requirements for the hardware / Software Product;

Depth / grade: The depth / grade of hardware Maintenance for which the Contractor has responsibility, as described in clause 3.3.1;

Note to drafters: If the Contractor is required to provide different levels of help desk support for different Products, codes ‘Y’ and ‘N’ may be replaced with ‘1, 2, 3’ or other suitable description.

Help Desk (HLPDSK): The Contractor is required to provide help desk Services described in the SOW for this Product and its subordinate hardware and Software components (‘Y’ = yes, ‘N’ or blank = no);

Note to drafters: Engineering responsibility may need to be divided into further columns if different Services are to be provided to different Products. For example, if engineering investigations and Software changes apply to some Software, but only investigations apply to others. Alternatively, additional codes could be used within the same column for the one Product (eg, EI = engineering investigations, SC = Software change, etc). A minimum number of columns / codes should be created based on the Services required.

Engineering Responsibility (Eng. Resp.): The Contractor has the Engineering Responsibility required for providing the Engineering Services described in the SOW for this Product (‘Y’ = yes, ‘N’ or blank = no);

Configuration Management (CM) Responsibility: The Contractor is required to provide Configuration Management Services described in the SOW for this Product (‘Y’ = yes, ‘N’ or blank = no);

Note to drafters: System administration may need to be divided into further columns if different Services are to be provided to different Products. For example, if access administration and licence management apply to some Software Products but not others. Alternatively, additional codes could be used within the same column for the one Product (eg, AA = access administration, LM = licence management, etc). A minimum number of columns / codes should be created based on the Services required.

System Administration (SA): The Contractor is required to provide system administration Services described in the SOW for this Product (‘Y’ = yes, ‘N’ or blank = no);

Quantity (Qty): The quantity of Products Being Supported, either as physical hardware Products or installed Software Products / licences, as applicable; and

Note to drafters: The drafter may add columns to the table in order to allocate further responsibilities and/or provide additional information to describe the scope of Services required for each Product. For example, if the Contractor will be responsible for purchasing and replacing selected hardware on a cyclic basis (eg, every three years) the replacement period could be added. Each additional column should be explained in this list of subclauses with the subclause number matching the column number. If not required, the following subclause and column j in Table 2‑2 should be deleted.

[...To Be Determined (TBD) by drafter...].

Table 2‑2: ICT Systems (including variants)

| System Identifier | Product Nomenclature | Technical Reference(s) | Depth/ Grade | HLP-DSK | Eng. Resp. | CM | SA | Qty | TBD |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. | f. | g. | h. | i. | j. |
|  |  |  |  |  |  |  |  |  |  |
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SEction THREE - support system REPAIRABLE items

Note to drafters: This section is used when Repairable Items that are Support System Components are to be supported by the Contractor. These include Support and Test Equipment (S&TE) and Training Equipment (and their repairable components), and other repairable equipment. This excludes Mission System Repairable Items, which are either identified in section 2 or as subordinate Products to the Mission System(s) in section 1. If not required, this section of Annex A should be deleted and replaced with ‘Not used’.

In tailoring this section, drafters should consider the following issues:

1. Care should be taken if the same Repairable Item is fitted to both a Mission System and a Support System Component (eg, a Product that is both part of the Mission System and a Maintenance test set). In this case, the Product would usually be listed as a Mission System Repairable Item to satisfy the more stringent management requirements. Alternatively, the same Repairable Items may appear in both sections 2 and 3 if they are tracked and managed separately.
2. Under Scenarios #1 to #3, performance management of Support System Repairable Items used by the Commonwealth may be based on some measure of availability (eg, for S&TE and Training Equipment) and/or demand satisfaction or Item availability (eg, for component parts) as well as the possibility of maintaining RSLs. Each type of Performance Measure would need to be specified in draft Attachments P and/or Q, as applicable, with possible reference to this section.
3. Under Scenario #4, performance management of Repairable Items should be based upon meeting turn-around times. Maintaining RSLs is not required under this scenario.

Note to drafters: This section may include both Commonwealth-owned and Contractor-owned Repairable Items that are supported. Contractor-owned Repairable Items would be included in a number of cases (eg, where they are used by the Commonwealth, important for Australian Industrial Capability, controlled items, must be able to be transferred to contractors of subsequent contracts, or if they will become Commonwealth-owned at some time in the future). Consideration should be given to developing separate tables, similar to Table 3‑1, when both Commonwealth-owned and Contractor-owned Repairable Items are involved.

Note to drafters: For situations where the proposed Contract (Support) will either follow from a Contract (Acquisition) (eg, when using a combined RFT) or from a current period of support, drafters should consider how information will be provided to tenderers in relation to failure rates and arisings for the Repairable Items, as well as the skills, effort and Non-Repairable Items required to perform the necessary Maintenance.

1. Support System repairable ITEMs
   1. Support Requirements for Repairable Support and Test Equipment

Note to drafters: This clause only covers Repairable Items of S&TE. Non‑Repairable Items of S&TE (eg, hand tools) should be addressed in section 4 of this annex. If repairable S&TE is not required to be supported under the Contract, this clause should be replaced with ‘Not used’.

Repairable Items of S&TE may be subject to differing management and Performance Measures to Mission System Repairable Items. The support requirements for S&TE are addressed via clause 9.3 of the SOW.

Note to drafters: An optional note to tenderers is included below for use if the proposed Contract follows a current support contract (eg, when the market is being retested) and when the strategy is to use Phase In as a due diligence period. Amend the note to insert the applicable file name. If the note to tenderers is not required, it should be deleted.

A similar note to tenderers may be used with a combined RFT (ie, for acquisition and support) to explain the mechanism for populating the annex as the Contract (Acquisition) progresses.

Note to tenderers: The list of repairable S&TE is provided in the accompanying file entitled ‘[…DRAFTER TO INSERT…]’. During Phase In, the tenderer is required to validate this list, populate Table 3‑1 below to include the applicable S&TE, raise a Contract Change Proposal (CCP) to incorporate the revised table into the Contract, and incorporate the list of S&TE into its Maintenance Management System.

Note to drafters: Insert the applicable depths / grades of Maintenance for the repairable S&TE and their associated Repairable Items (if applicable) to be performed by the Contractor, as these appear in the relevant technical manual (eg, Light, Medium, Heavy; Operational, Intermediate, Depot / Deeper; Calibration, Limited Repair, or as described in a Technical Maintenance Plan).

The Contractor acknowledges that the following depths / grades of Maintenance, as defined in [...INSERT REFERENCE WHERE THE DEPTH/GRADE OF MAINTENANCE IS DESCRIBED (EG, TECHNICAL MANUAL OR MAINTENANCE PLAN)...], are applicable to the support of the repairable S&TE and the associated Repairable Items of the repairable S&TE identified in Table 3‑1:

[...INSERT DEPTH/GRADE OF MAINTENANCE...];

[...INSERT DEPTH/GRADE OF MAINTENANCE...]; and

[...INSERT DEPTH/GRADE OF MAINTENANCE...].

Note to drafters: Select the applicable option, depending upon how the repairable S&TE will be managed. Additionally, if the list of repairable S&TE is to be managed using a Commonwealth information system, then Option B would need to be modified accordingly. If Option B is selected, Table 3‑1 will need to be deleted.

There may be situations where both options are required (eg, when different management regimes are established for Commonwealth-owned and Contractor-owned repairable S&TE), and drafters should select and modify the clauses below accordingly.

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| Option A: For when the repairable S&TE is to be identified in this section of Annex A.  The Contractor shall provide support for the repairable S&TE and associated Repairable Items identified in Table 3‑1, including through the replacement of subordinate Non-Repairable Items, in accordance with the requirements of the SOW and this Annex.  The Contractor acknowledges that the scope of the Services required for the repairable S&TE and associated Repairable Items identified in Table 3‑1 is further defined through the columns and technical references identified in Table 3‑1. An explanation of each column is detailed below:  System Identifier LCN/TMC/CMC: A unique identifier for the Repairable Item, as used in the applicable technical manuals or supply management system;  Item Nomenclature: The name of the Repairable Item, which may include Item class/group categories and functional descriptors;  Note to drafters: If the list of technical references is extensive, consideration should be given to providing this list within Annex D to the SOW and then cross-referring to the applicable clause or table in that annex from within the following table.  Technical References: The Technical Data (eg, a hardcopy manual, interactive electronic technical manual, list in Annex D, or information management system) that defines the Maintenance and other support requirements for the Repairable Item;  Depth / grade: The depth / grade of Maintenance for which the Contractor has responsibility, as used within the associated technical Maintenance plan / reference applicable to each Repairable Item, as described in clause 3.1.1;  Engineering Responsibility: The Contractor has the Engineering Responsibility required for providing the Engineering Services described in the SOW for this Repairable Item (‘Y’ = yes, ‘N’ or blank = no);  Configuration Management (CM) Responsibility: The Contractor is required to provide Configuration Management Services described in the SOW for this Repairable Item (‘Y’ = yes, ‘N’ or blank = no);  Note to drafters: If RSLs are not a requirement for repairable S&TE, the RSL column g in Table 3‑1 and any associated S&TE RSL clauses should be deleted and replaced with ‘Not used’.  Reserve Stockholding Level (RSL): The quantity of serviceable Repairable Items to be maintained by the Contractor as an RSL (no entry means that an RSL is not applicable to that Repairable Item);  Note to drafters: There are likely to be centrally-managed support arrangements for common items of repairable S&TE that the Contractor will be required to use (eg, ADF Calibration Laboratories for calibration and limited repair services). If this is not the case, delete the subclause below and column h from Table 3‑1.  Calibration (CAL): Calibration for this Repairable Item will be provided as GFS (‘Y’ = yes, ‘N’ = no); and  Note to drafters: The drafter may add columns to Table 3‑1 in order to allocate further responsibilities and/or provide additional information to describe the scope of Services required for each Repairable Item. Each additional column should be explained in this list of subclauses with the subclause number matching the column number. If not required, column i in Table 3‑1 should be deleted.  [...To Be Determined (TBD) by drafter...]. |

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| Option B: For when the Contractor will manage the list of repairable S&TE and associated Repairable Items in its Maintenance Management System.  The Contractor shall provide support for the repairable S&TE and associated Repairable Items identified in its Maintenance Management System, including through the replacement of subordinate Non-Repairable Items, in accordance with the requirements of the SOW and this Annex.  Note to drafters: Drafters are to amend the following list as necessary. For a more extensive range of optional clauses, refer to the example clause for Mission System Repairable Items.  Note to tenderers: The following lists may be further defined, with actual data fields identified from the information management system(s), prior to ED.  The Contractor shall, with respect to the repairable S&TE and associated Repairable Items identified in its Maintenance Management System, provide:  Maintenance Services, for all Repairable Items at the depths / grades, as described in clause 3.1.1; and  Supply Services, including inventory management, and warehousing and distribution only.  The Contractor acknowledges that the list of repairable S&TE and associated Repairable Items is maintained and held by the Contractor and is to be provided to the Commonwealth Representative promptly upon request and in the format requested. |

Table 3‑1: Repairable S&TE

| System Identifier LCN/TMC/CMC | Item Nomenclature | Technical Reference(s) | Depth / grade | Eng. Resp. | CM Resp | RSL | CAL | TBD |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. | f. | g. | h. | i. |
|  |  |  |  |  |  |  |  |  |
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* 1. Support Requirements for Repairable Training Equipment

Note to drafters: This clause covers Repairable Items of Training Equipment. Non‑Repairable Items of Training Equipment should be addressed in section 4 of this annex. If repairable Training Equipment is not required to be supported under the Contract, this clause should be replaced with ‘Not used’.

Repairable Items of Training Equipment may be subject to differing management and Performance Measures to Mission System Repairable Items. The support requirements for Training Equipment are addressed via clause 9.4 of the SOW.

Note to drafters: Insert the depths/ grades of Maintenance for the repairable Training Equipment and their associated Repairable Items (if applicable) to be performed by the Contractor, as these appear in the relevant technical manual (eg, Light, Medium, Heavy; Operational, Intermediate, Depot / Deeper; Calibration, Limited Repair, or as described in a Technical Maintenance Plan).

The Contractor acknowledges that the following depths / grades of Maintenance, as defined in [...INSERT REFERENCE WHERE THE DEPTH/GRADE OF MAINTENANCE IS DESCRIBED (EG, TECHNICAL MANUAL OR MAINTENANCE PLAN)...], are applicable to the support of the repairable Training Equipment and the associated Repairable Items of the repairable Training Equipment identified in Table 3‑2:

[...INSERT DEPTH/GRADE OF MAINTENANCE...];

[...INSERT DEPTH/GRADE OF MAINTENANCE...]; and

[...INSERT DEPTH/GRADE OF MAINTENANCE...].

Note to drafters: Refer to the optional clauses under clause 3.1 if alternative management arrangements (eg, use of Contractor Maintenance Management Systems) are required for repairable Training Equipment and associated Repairable Items.

The Contractor shall provide support for the repairable Training Equipment and associated Repairable Items identified in Table 3‑2, including through the replacement of subordinate Non-Repairable Items, in accordance with the requirements of the SOW and this Annex.

The Contractor acknowledges that the scope of the Services required for the repairable Training Equipment and associated Repairable Items identified in Table 3‑2 is further defined through the columns and technical references identified in Table 3‑2. An explanation of each column is detailed below:

System Identifier LCN/TMC/CMC: A unique identifier for the Repairable Item, as used in the applicable technical manuals or supply management system;

Item Nomenclature: The name of the Repairable Item, which may include Item class/group categories and functional descriptors;

Note to drafters: If the list of technical references is extensive, consideration should be given to providing this list within Annex D to the SOW and then cross-referring to the applicable clause or table in that annex from within the following table.

Technical References: The Technical Data (eg, a hardcopy manual, interactive electronic technical manual, list in Annex D, or information management system) that defines the Maintenance and other support requirements for the Repairable Item;

Depth / grade: The depth / grade of Maintenance for which the Contractor has responsibility, as used within the associated technical Maintenance plan / reference applicable to each Repairable Item, as described in clause 3.2.1;

Engineering Responsibility: The Contractor has the Engineering Responsibility required for providing the Engineering Services described in the SOW for this Repairable Item (‘Y’ = yes, ‘N’ or blank = no);

Configuration Management (CM) Responsibility: The Contractor is required to provide Configuration Management Services described in the SOW for this Repairable Item (‘Y’ = yes, ‘N’ or blank = no);

Note to drafters: If RSLs are not a requirement for repairable Training Equipment, the RSL column g in Table 3‑2 and any associated Training Equipment RSL clauses should be deleted and replaced with ‘Not used’.

Reserve Stockholding Level (RSL): The quantity of serviceable items of repairable Training Equipment to be maintained by the Contractor as an RSL (no entry means that an RSL is not applicable to that Repairable Item); and

Note to drafters: The drafter may add columns to the table in order to allocate further responsibilities and/or provide additional information to describe the scope of Services required for each Repairable Item. Each additional column should be explained in this list of subclauses with the subclause number matching the column number. If not required, the following subclause and column h in Table 3‑2 should be deleted.

[...To Be Determined (TBD) by drafter...].

Table 3‑2: Repairable Training Equipment

| System Identifier LCN/TMC/CMC | Item Nomenclature | Technical Reference(s) | Depth / grade | Eng. Resp. | CM Resp | RSL | TBD |
| --- | --- | --- | --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. | f. | g. | h. |
|  |  |  |  |  |  |  |  |
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* 1. Support Requirements for Information and Communications Technology Systems

Note to drafters: This section would include ICT System(s), comprising hardware and Software Products, used to support Mission Systems identified in Section 1 or 2 (ie, an ICT System that is not managed the same way as Mission System(s) supported under the Contract). If the ICT System is to be managed as a Mission System then it should be identified in Sections 1 and/or 2 of this Annex. If the Contractor will be responsible for individual Software Products, rather than an ICT System, drafters should consider using Section 5. If there are no ICT Systems required to be supported under the Contract, this clause should be replaced with ‘Not used’.

Note to drafters: ICT Systems may be subject to differing management and Performance Measures to Mission Systems and other Repairable Items. Drafters need to ensure that the draft Attachments P and/or Q, as applicable, include any unique Performance Measures required.

Note: Differences between builds, via subsequent hardware modifications and Software changes, can create variants of the Mission System identified in Table 3‑3. Accordingly, the following clauses and Table 3‑3 apply to variants created during the course of the Contract.

Note to drafters: Insert the applicable depths / grades of Maintenance for the ICT System’s hardware to be performed by the Contractor. The description of depth / grade could be ‘reboot and configuration setting only’, ‘removal and replacement’ and ‘full’ or as otherwise described in DSDs. Responsibilities are likely to vary depending on what tasks will be undertaken by the Commonwealth and other Contractors.

The Contractor acknowledges that the following depths/ grades of Maintenance, as defined in [...INSERT REFERENCE WHERE THE DEPTH/GRADE OF MAINTENANCE IS DESCRIBED (EG, TECHNICAL MANUAL OR MAINTENANCE PLAN)...], are applicable to the support of the Information and Communications Technology (ICT) System’s hardware Items identified in Table 3‑3:

[...INSERT DEPTH/GRADE OF MAINTENANCE...];

[...INSERT DEPTH/GRADE OF MAINTENANCE...]; and

[...INSERT DEPTH/GRADE OF MAINTENANCE...].

The Contractor shall provide support for the ICT System and variants of the ICT System identified in Table 3‑3, including subordinate hardware and Software Products and the replacement of subordinate Non-Repairable Items, in accordance with the requirements of the SOW and this Annex.

The Contractor acknowledges that the scope of the Services required for the ICT System components identified in Table 3‑3 is further defined through the columns and technical references identified in Table 3‑3. An explanation of each column is detailed below:

System Identifier: A unique identifier for the hardware or Software Product, as used in the applicable technical manuals or system work breakdown structure;

Note to drafters: For Software Products it can be useful to avoid including version and release numbers as this may result in inconsistencies (hence the need for the above note regarding versions) or regular CCPs to update the table.

Item Nomenclature: The name of the system, or hardware or Software Product, which may include Item class/group categories and functional descriptors;

Note to drafters: If the list of technical references is extensive, consideration should be given to providing this list within Annex D to the SOW and then cross-referring to the applicable clause or table in that annex from within the following table.

Technical References: The Technical Data (eg, a hardcopy manual, interactive electronic technical manual, list in Annex D, or information management system) that defines the Maintenance and other support requirements for the hardware / Software Product;

Depth / grade: The depth / grade of hardware Maintenance for which the Contractor has responsibility, as described in clause 3.3.1;

Note to drafters: Where a Contractor is required to provide different levels of help desk support for different Items, the codes ‘Y’ and ‘N’ should be replaced with ‘1, 2, 3’ or other description, as appropriate.

Help Desk (HLPDSK): The Contractor is required to provide help desk Services described in the SOW for this Item and its subordinate hardware and Software components (‘Y’ = yes, ‘N’ or blank = no);

Note to drafters: Engineering responsibility may need to be divided into further columns if different Services are to be provided to different Items. For example, if engineering investigations and Software changes apply to some Software, but only investigations apply to others, then different requirements must be specified. Alternatively, additional codes could be used within the same column for the one Item (eg, EI = engineering investigations, SC = Software change, etc). A minimum number of columns / codes should be created based on the Services required.

Engineering Responsibility (Eng. Resp.): The Contractor has the Engineering Responsibility required for providing the Engineering Services described in the SOW for this Item (‘Y’ = yes, ‘N’ or blank = no);

Configuration Management (CM) Responsibility: The Contractor is required to provide Configuration Management Services described in the SOW for this Item (‘Y’ = yes, ‘N’ or blank = no);

Note to drafters: System administration may need to be divided into further columns if different Services are to be provided to different Items. For example, if access administration and licence management apply to some Software Products but not others. Alternatively, additional codes could be used within the same column for the one Item (eg, AA = access administration, LM = licence management, etc). A minimum number of columns / codes should be created based on the Services required.

System Administration (SA): The Contractor is required to provide system administration Services described in the SOW for this Item (‘Y’ = yes, ‘N’ or blank = no);

Quantity (Qty): The quantity of Items supported, either as physical hardware Items or Software licences, as applicable; and

Note to drafters: The drafter may add columns to the table in order to allocate further responsibilities and/or provide additional information to describe the scope of Services required for each Item. For example, if the Contractor will be responsible for purchasing and replacing selected hardware on a cyclic basis (eg, every three years) a column for replacement periods could be added. Each additional column should be explained in this list of subclauses with the subclause number matching the column number. If not required, the following subclause and column j in Table 3‑3 should be deleted.

[...To Be Determined (TBD) by drafter...].

Table 3‑3: ICT Systems (including variants)

| System Identifier | Item Nomenclature | Technical Reference(s) | Depth / grade | HLP-DSK | Eng. Resp. | CM | SA | Qty | TBD |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. | f. | g. | h. | i. | j. |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

* 1. Support Requirements for other Repairable Items

Note to drafters: This clause can be used to include any other repairable equipment not defined by other clauses within section 3 of Annex A (eg, individual Items of computer equipment). If no other repairable items required, this clause should be replaced with ‘Not used’.

Other repairable equipment Items may be subject to differing management and Performance Measures. Drafters need to ensure that draft Attachments P and/or Q, as applicable, include any unique Performance Measures required.

Note to drafters: Insert the applicable depths / grades of Maintenance for other repairable equipment, to be performed by the Contractor, as these appear in the relevant technical manual (eg, Light, Medium, Heavy; Operational, Intermediate, Depot / Deeper; Calibration, Limited Repair, or as described in a Technical Maintenance Plan).

The Contractor acknowledges that the following depths/ grades of Maintenance, as defined in [...INSERT REFERENCE WHERE THE DEPTH/GRADE OF MAINTENANCE IS DESCRIBED (EG, TECHNICAL MANUAL OR MAINTENANCE PLAN)...], are applicable to the support of the other repairable equipment and the associated Repairable Items of the other equipment identified in Table 3‑4:

[...INSERT DEPTH/GRADE OF MAINTENANCE...];

[...INSERT DEPTH/GRADE OF MAINTENANCE...]; and

[...INSERT DEPTH/GRADE OF MAINTENANCE...].

Note to drafters: Refer to the optional clauses under clause 3.1 if alternative management arrangements are required for other repairable equipment and associated Repairable Items.

The Contractor shall provide support for the other repairable equipment and associated Repairable Items identified in Table 3‑4, including through the replacement of subordinate Non-Repairable Items, in accordance with the requirements of the SOW and this Annex.

The Contractor acknowledges that the scope of the Services required for the other repairable equipment and associated Repairable Items identified in Table 3‑4 is further defined through the columns and technical references identified in Table 3‑3. An explanation of each column is detailed below:

System Identifier LCN/TMC/CMC: A unique identifier for the Repairable Item, as used in the applicable technical manuals or supply management system;

Item Nomenclature: The name of the Repairable Item, which may include Item class/group categories and functional descriptors;

Note to drafters: If the list of technical references is extensive, consideration should be given to providing this list within Annex D to the SOW and then cross-referring to the applicable clause or table in that annex from within the following table.

Technical References: The Technical Data (eg, a hardcopy manual, interactive electronic technical manual, list in Annex D, or information management system) that defines the Maintenance and other support requirements for the Repairable Item;

Depth / grade: The depth / grade of Maintenance for which the Contractor has responsibility, as used within the associated technical Maintenance plan / reference applicable to each Repairable Item, as described in clause 3.4.1;

Engineering Responsibility (Eng. Resp.): The Contractor has the Engineering Responsibility required for providing the Engineering Services described in the SOW for this Repairable Item (‘Y’ = yes, ‘N’ or blank = no);

Configuration Management (CM) Responsibility: The Contractor is required to provide Configuration Management Services described in the SOW for this Repairable Item (‘Y’ = yes, ‘N’ or blank = no);

Note to drafters: If RSLs are not a requirement for the other repairable equipment, the RSL column g in Table 3‑3 and any associated RSL clauses for other repairable equipment should be deleted and replaced with ‘Not used’.

Reserve Stockholding Level (RSL): The quantity of serviceable Repairable Items to be maintained by the Contractor as an RSL (no entry means that an RSL is not applicable to that Repairable Item); and

Note to drafters: The drafter may add columns to the table in order to allocate further responsibilities and/or provide additional information to describe the scope of Services required for each Repairable Item. Each additional column should be explained in this list of subclauses with the subclause number matching the column number. If not required, the following subclause and column h in Table 3‑3 should be deleted.

[...To Be Determined (TBD) by drafter...].

Table 3‑4: Other Repairable Equipment

| System Identifier LCN/TMC/CMC | Item Nomenclature | Technical Reference(s) | Depth / grade | Eng. Resp. | CM Resp | RSL | TBD |
| --- | --- | --- | --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. | f. | g. | h. |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

section four - non-repairable items

1. Non‑Repairable Items

Note to drafters: To assist in developing this section, the following guidance refers to the scenarios in Annex A to the SOW Tailoring Guide:

1. Under Scenario #1, where the Contractor is responsible for all support, management of Non‑Repairable Items is unlikely to need to be separately specified from the Mission System (and Repairable Item requirements), unless visibility of RSLs is deemed necessary to ensure that preparedness requirements can be met. Alternatively, there may be a requirement to have certain Non‑Repairable Items subject to Order Response Times (ie, delivery within an agreed time-frame). If not required, this section of Annex A should be deleted and replaced with ‘Not used’.
2. Under Scenario #2, performance management for the majority of Non‑Repairable Items should be based on some measure of demand satisfaction as well as maintaining RSLs, both of which need to be specified in draft Attachments P and/or Q, as applicable. Nevertheless, there may be a requirement to have certain Non‑Repairable Items subject to Order Response Times (ie, delivery within an agreed time-frame). If this latter situation is not required, however, clause 4.2 should be deleted and replaced with ‘Not used’.
3. Under Scenario #3, the arrangements here should be similar to Scenario #2.
4. Under Scenario #4, performance management of Non‑Repairable Items should be based upon meeting Order Response Times (ie, delivery within an agreed time-frame), which would normally be specified in the Price and Payment Schedule. Maintaining RSLs is also not required under this scenario and, therefore, clause 4.1 should be deleted and replaced with ‘Not used’.

Note to drafters: If maintaining RSLs is not a requirement of the Contract, then all RSL-related clauses and the ‘RSL’ column in Table 4‑1 should be deleted.

Drafters may wish to consider a parallel structure to sections 2 and 3 of this annex to separately identify those Non‑Repairable Items that are applicable to the Mission System(s), Mission System Repairable Items, repairable S&TE, repairable Training Equipment and Other Repairable Items.

Drafters should consider the different Supply Services to be provided by the Contractor involving Non-Repairable Items and any related need to divide the Non-Repairable Items into further lists or to add additional explanatory columns. For example, if the Contractor will be required to hold local stock levels drawn from Commonwealth sources and procured by the Contractor through DSD-SUP-SERV or DSD-SUP-PROC, then separate tables or a column to flag procurement responsibilities may be used. Also note that, where the Non-Repairable Items are drawn from Commonwealth sources, Performance Measures may differ or these Non-Repairable Items may be excluded from the Performance Measures.

If reasonably regular updates to the Non‑Repairable Items List are likely to be required (eg, six monthly) and the list is large, drafters should consider including the requirements for these updates as a CDRL Line Item to ensure that the Contract remains consistent with the actual work. If all of the Non‑Repairable Items are being managed through a Defence ICT system, the data item for this deliverable may simply be able to be a standard report from that system.

Note to drafters: An optional note to tenderers is included below for use if the proposed Contract follows a current support contract (eg, when the market is being retested) and when the strategy is to use Phase In as a due diligence period. Amend the note to insert the applicable file name. If the Note is not required, it should be deleted.

A similar note to tenderers may be used with a combined RFT (ie, for acquisition and support) to explain the mechanism for populating the annex as the Contract (Acquisition) progresses.

Note to tenderers: The list of Non‑Repairable Items applicable to the Contract is provided in the accompanying file entitled ‘[…DRAFTER TO INSERT…]’. During Phase In, the tenderer is required to validate this list and incorporate the list of Non‑Repairable Items into its Contractor Supply Management System in accordance with DSD-SUP-SERV.

* 1. Non‑Repairable Items Subject to Demand Satisfaction Performance Measures

Note to drafters: The Non‑Repairable Items managed under this clause would be managed very similarly to Repairable Items that are also subject to demand satisfaction Performance Measures (although the required measurements and specific values may be different).

The Contractor shall provide the Non‑Repairable Items identified in Table 4‑1 in accordance with the requirements of the SOW and this Annex.

The Contractor acknowledges that the scope of the Services required for the Non‑Repairable Items identified in Table 4‑1 is further defined through the columns identified in Table 4‑1. An explanation of each column is detailed below:

Item Identifier LCN/TMC/CMC: A unique identifier for the Non‑Repairable Item, as used in the applicable technical manuals or supply management system;

Item Nomenclature: The name of the Non‑Repairable Item, which may include Item class/group categories and functional descriptors;

NSN: The 13-digit identifier used in NATO and allied cataloguing systems for the Non‑Repairable Item;

Note to drafters: If RSLs are not a requirement for the Items, the RSL column d in Table 4‑1 and any associated RSL clauses should be deleted and replaced with ‘Not used’.

RSL: The quantity of Non‑Repairable Items to be held by the Contractor as an RSL (no entry means that an RSL is not applicable to that Item);

DSR: Where a Performance Measure for DSR is divided into two or more priority categories, this column identifies the relevant priority category for the Non‑Repairable Item (A= [...DRAFTER TO INSERT...], B= [...DRAFTER TO INSERT...] and C= [...DRAFTER TO INSERT...]); and

Note to drafters: Additional columns may be added to Table 4‑1 if required to allocate further responsibilities and/or provide additional information to describe the scope of Services. For example, if Engineering Responsibility is applicable to the Non‑Repairable Items (eg, for investigating defects, etc). Each additional column should be explained in this list of subclauses with the subclause number matching the column number. If not required, the following subclause and column f in Table 4‑1 should be deleted.

[...To Be Determined (TBD) by drafter...].

Table 4‑1: Non‑Repairable Items Subject to Demand Satisfaction Performance Measures

| Item Identifier LCN/TMC/CMC | Item Nomenclature | NSN | RSL | DSR | TBD |
| --- | --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. | f. |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

* 1. Non‑Repairable Items Subject to Order Response Time Performance Measures

Note to drafters: In using this clause, drafters should consider the mechanisms for obtaining the Order Response Time information and subsequently placing it in the Contract. It is likely that tenderers will be initially required to provide this information as part of their tender responses, and regular updates will be required throughout the Term as the list of Non‑Repairable Items changes and/ or the Order Response Times change. Potentially, there may be some opportunity to manage these Non‑Repairable Items directly through a Commonwealth information system, and drafters should investigate this possibility. Alternatively, drafters may simply append a list obtained directly from the Contractor Supply Management System (refer DSD-SUP-SERV), which could be incorporated onto the Contract at regular intervals (eg, six monthly) through Contract amendment. Notwithstanding, drafters should consider whether the Order Response Time information might be better placed in the Price and Payment Schedule at Attachment B.

The Contractor shall provide the Non‑Repairable Items identified in Table 4‑2 in accordance with the requirements of the SOW and this Annex.

The Contractor acknowledges that the scope of the Services required for the Non‑Repairable Items identified in Table 4‑2 is further defined through the columns identified in Table 4‑2. An explanation of each column is detailed below:

Item Identifier Part No./LCN (or TMC/CMC): A unique identifier for the Non‑Repairable Item, as used in the applicable technical manuals or supply management system;

Item Nomenclature: The name of the Non‑Repairable Item, which may include Item class/group categories and functional descriptors;

NSN: The 13-digit identifier used in NATO and allied cataloguing systems for the Non‑Repairable Item;

Note to drafters: If RSLs are not a requirement for the Items, the RSL column d and any associated RSL clauses should be deleted and replaced with ‘Not used’.

Order Response Time: Identifies if the Non‑Repairable Item is to be provided to Defence within stated Order Response Times. The three sub-entries are:

Unit of Measure / Unit of Issue (UOM/UOI) for the Non‑Repairable Item (eg, kg, lt, ea, 8-pack);

Quantities for orders placed by Defence units (eg, Defence units usually order ’4’ (or multiples of) of the UOM/UOI per order); and

The Response Time required (ie, the time taken from Defence placing the order with the Contractor until the time when the order is delivered by the Contractor to the required Defence location); and

Note to drafters: Additional columns may be added to Table 4‑2 if required to allocate further responsibilities and/or provide additional information to describe the scope of Services. Each additional column should be explained in this list of subclauses with the subclause number matching the column number. If not required, the following subclause and column e in Table 4‑2 should be deleted.

[...To Be Determined (TBD) by drafter...].

Table 4‑2: Non‑Repairable Items Subject to Order Response Time Performance Measures

| Item Identifier  (Part No./ LCN) | Item Nomenclature | NSN | Order Response Time | | | TBD |
| --- | --- | --- | --- | --- | --- | --- |
| UOM/ UOI | Order Qty | Res. Time |
| 1. a. | 1. b. | 1. c. | 1. d. | | | 1. e. |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

section five - SOFTWARE ProductS

1. SOFTWARE Products

Note to drafters: This section is to include Software Products that the Contractor is to support, such as Software resident within the Mission System, Support System Components, or administrative Software applications. Embedded Software may be included in other sections of this Annex, as a component of a Mission System or RI. If Software is included in other sections of this Annex, drafters may copy applicable columns and column details to those sections. If there are no Software Products to be supported (or they are identified in other sections), this section should be replaced with ‘Not used’.

If there are different support requirements for different Software Products, drafters should include these requirements into clause 5.1 below - refer to Sections 1, 2 and 3 for examples. It is implicit that the Contractor would have Engineering Responsibility for the Software Products identified here. Nevertheless, if there are limitations on this Engineering Responsibility (eg, the Contractor only incorporates third-party updates of some Software), define these limitations by adding columns to Table 5‑1 to ensure that the Engineering Support DSDs operate as intended.

Restrictions on Contractor rights to use and sublicense Software and its subordinate components, as per applicable licences, are to be coordinated in Attachment S, as required by clause 5.6 of the COC.

* 1. Support Requirements for Software

The Contractor shall provide support for the Software identified in Table 5‑1 in accordance with the requirements of the SOW and this Annex.

The Contractor acknowledges that the scope of the Services required for the Software identified in Table 5‑1 is further defined through the columns in Table 5‑1. An explanation of each column is detailed below:

Identifier LCN/TMC/CMC: A unique identifier for the Software Product, or the hardware that the embedded Software is hosted on;

Item Nomenclature: The name of the item / Software application, which may include Item class / group categories and functional descriptors;

NSN: If applicable, the 13-digit identifier used in NATO and allied cataloguing systems;

Engineering Responsibility: The Contractor has the Engineering Responsibility for providing the Engineering Services described in the SOW (eg, defect investigations) for this Item (‘Y’ = yes, ‘N’ or blank = no);

SW Update: The Contractor is required to develop and provide Software Updates to Defence as part of the Services (‘Y’ = yes, ‘N’ or blank = no);

Help Desk: The Contractor is required to provide help desk Services for the authorised users of this Software (‘Y’ = yes, ‘N’ or blank = no); and

Note to drafters: Add columns to Table 5‑1 to allocate responsibilities and describe the scope of Services (eg, subscription Services or data management Services). Each additional column should be explained in this list of subclauses. If not required, the following subclause and column g in Table 5‑1 should be deleted.

[...To Be Determined (TBD) by drafter...].

Table 5‑1: Software Products

| Identifier LCN/TMC/CMC | Item Nomenclature | NSN | Eng. Resp. | SW Update | Help Desk | TBD |
| --- | --- | --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. | f. | g. |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

section six - TECHNICAL DATA

Note to drafters: General support for Technical Data is addressed by clause 9.2 of the SOW. Specific support requirements may be described in DSDs (eg, Training Materials supported as a Training Support Service). Restrictions on Contractor rights to use and sublicense Technical Data Products are to be coordinated in Attachment S, as required by clause 5.6 of the COC.

An optional note to tenderers (below) is for use by drafters when the RFT is for a Contract (Support) that follows an existing support contract, and when the contracting strategy is to use Phase In as a due diligence period. If used, drafters need to insert the applicable file name. If not required, the note should be deleted.

A similar note to tenderers may be included for a combined RFT (ie, for both acquisition and support) to explain how this section will be updated to list Technical Data developed under the Contract (Acquisition). Refer to the ASDEFCON Linkages Module (Strategic) for guidance.

Note to tenderers: The list of Technical Data requiring support is provided in the accompanying file entitled ‘[…DRAFTER TO INSERT…]’. During Phase In under any resultant Contract, the Contractor is required to validate this list and incorporate the list into its Technical Data management system.

1. Technical Data
   1. Support Requirements for Publications

Note to drafters: This clause would include any publications that the Contractor will be required to support, with additional details such as publications for which the Contractor is to act as the sponsor. If there are no publications to be supported, this clause should be replaced with ’Not used’. Note that publications used as Training Materials are listed under clause 6.3.

This clause may be simplified by identifying publications to be supported within Annex D to the SOW – refer to the notes to drafters in Annex D.

Drafters should select either Option A or Option B, depending upon how the publications will be managed. Typically, Option B would be selected if the list of publications is large, but only if the responsibilities (eg, for update or sponsorship) applicable to the Contract can be defined within a Contractor’s Technical Data management system, as required by (optional) clause 9.2 of the SOW. If Option B is selected, then Table 6‑1 should be deleted.

|  |
| --- |
| Option A: For when the publications will be identified in this section of Annex A.  The Contractor shall provide support for the publications identified in Table 6‑1 in accordance with the requirements of the SOW and this Annex.  The Contractor acknowledges that the scope of the Services required for the publications identified in Table 6‑1 is further defined through the columns identified in Table 6‑1. An explanation of each column is detailed below:  Document Number or series: A unique identifying number for the publication (or series of publications), which may be based on functional group codes for the system and publication type;  Title: The title of the publication (or series);  Update Service: The Contractor’s responsibilities include a publications update Service in accordance with SOW clause 9.2 (‘Y’ = yes, ‘N’ or blank = no);  Publication Sponsorship: The Contractor’s responsibilities include acting as the sponsor for these publications in accordance with SOW clause 9.2 (‘Y’ = yes, ‘N’ or blank = no);  Library: The Contractor’s responsibilities include maintaining the publication as part of a library in accordance with SOW clause 9.2 (‘Y’ = yes, ‘N’ or blank = no); and  Note to drafters: The drafter may add columns to Table 6‑1 in order to allocate further responsibilities and/or provide additional information to describe the scope of Services required for each Item. Each additional column should be explained in this list of subclauses with the subclause number matching the column number. If not required, the following subclause and column e in Table 6‑1 should be deleted.  [...To Be Determined (TBD) by drafter...]. |

Table 6‑1: Publications

| Document Number or series | Title | Update Service | Publication Sponsorship | Library | TBD |
| --- | --- | --- | --- | --- | --- |
| a. | b. | c. | d. | e. | f. |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

|  |
| --- |
| Option B: For when the Contractor will manage the list of publications.  The Contractor shall provide support for the publications identified as Products Being Supported in the Contractor’s Technical Data management system, in accordance with clause 9.2.7 of the SOW.  The Contractor acknowledges that the list of applicable publications is held and maintained by the Contractor and that access by Commonwealth authorised users is to be provided through the Data Management System (DMS), in accordance with clause 2.3 of the SOW. |

* 1. Support Requirements for Engineering Drawings

Note to drafters: This section would include any engineering drawings for which the Contractor is required to provide support under the Contract. If there are no engineering drawings required to be supported under the Contract or these requirements are adequately covered under the Configuration Management processes, this clause should be replaced with ‘Not used’.

Drafters should select either Option A or Option B, depending upon how the engineering drawings will be managed. Typically, Option B would be selected if the list of engineering drawings is large. If Option B is selected, then Table 6‑2 should be deleted.

|  |
| --- |
| Option A: For when the engineering drawings will be identified in this section of Annex A.  The Contractor shall provide support for the engineering drawings identified in Table 6‑2 in accordance with the requirements of the SOW and this Annex.  The Contractor acknowledges that the scope of the Services required for the publications identified in Table 6‑2 is further defined through the columns identified in Table 6‑2. An explanation of each column is detailed below:  Drawing Number / Set: A unique identifying number for the drawing or drawing set; and  Title: The title of the drawing or drawing set. |

|  |
| --- |
| Option B: For when the Contractor will manage the list of engineering drawings.  The Contractor shall provide support for the engineering drawings identified in the Contractor’s Technical Data management system in accordance with clause 9.2 of the SOW.  The Contractor acknowledges that the list of engineering drawings is held and maintained by the Contractor and access by Commonwealth authorised users is to be provided through the DMS in accordance with clause 2.3 of the SOW. |

Table 6‑2: Engineering Drawings

| Drawing Number / Set | Title |
| --- | --- |
| a. | b. |
|  |  |
|  |  |

* 1. Support Requirements for Training Materials

Note to drafters: This section would include any Training Materials for which the Contractor will be required to support under the Contract. If there are no Training Materials required to be supported under the Contract, this clause should be replaced with ‘Not used’.

The Contractor shall provide support for the Training Materials identified in Table 6‑3 in accordance with the requirements of the SOW and this Annex.

The Contractor acknowledges that the scope of the Services required for the Training Materials identified in Table 6‑3 is further defined through the columns identified in Table 6‑3. An explanation of each column is detailed below:

Course Identifier: An identifying unit code or number for a Defence or nationally recognised training program or individual module, or other;

Item Type: An abbreviation for the type of Training Material that the Item is classified as, which includes:

Note to drafters: Amend the following list of types of Training Materials for use in the Table 6‑3.

Learning Management Package (LMP);

Training Requirements Specification (TRS);

Unit of Competency (UC) description;

Training and Assessment Strategy (TAS);

participant workbook (PW);

exercise materials (EM); and

examination / assessment materials (EX);

Document Number: A unique identifying number for the document; and

Item Name and Details: The name or title of the Item of Training Materials and, optionally, other details such as version numbers or excluded components (eg, LMP XYZ, excluding section 1).

Where a LMP is identified in column b of the Table 6‑3, the Contractor shall provide support for all of the LMP, unless explicitly excluded in column d.

Table 6‑3: Training Materials

| Course Identifier | Item Type | Document Number | Item Name and Details |
| --- | --- | --- | --- |
| a. | b. | c. | d. |
|  |  |  |  |
|  |  |  |  |

* 1. Support Requirements for other Technical Data

Note to drafters: This section may include any other Technical Data to be supported under the Contract. Drafters should amend the following table to meet the specific support requirements for this Technical Data, and define each column of the table in a similar manner to the preceding clauses. If not required this clause and table should be replaced with ‘Not used’.

The Contractor shall provide support for the Technical Data identified in Table 6‑4 in accordance with the requirements of the SOW and this Annex.

Table 6‑4: Other Technical Data

| Technical Data Reference Number | Title |
| --- | --- |
|  |  |
|  |  |

section seven - FACILITIES

1. FACILITIES

Note to drafters: This section is used to define any specialised support for GFF that the Contractor is required to provide and may only be required if that specialised support is not available, or not cost effective, for SEG and their contractors to provide. Drafters need to liaise with SEG to determine if such a requirement exists. If all Facilities support requirements are addressed through the GFF Licence, then this section of Annex A should be replaced with ‘Not used’. If required, drafters need to ensure that additional supplementary information (eg, facilities plans, authorised work procedures, etc) are made available to the Contractor.

* 1. Specialised Support Requirements for Facilities

In addition to the general care and maintenance obligations described in the applicable GFF Licence(s), the Contractor shall provide specialised support Services for the Facilities described in Table 7‑1.

The Contractor acknowledges that the scope of the Services required for the Facilities identified in Table 7‑1 is further defined through the columns included in Table 7‑1. An explanation of each column is detailed below:

Building / Facility Number: Building or facility number as designated by Defence Security and Estate Group;

Known As: The common name for the building / Facility (eg, battery shop, firing range);

Services / Comments: A description of the Services to be provided in respect of the Facility(ies) and/or specific embedded equipment within the Facility; and

References: Cross-reference to the applicable technical manuals / work description (eg, the calibration procedure for a test and measurement range).

Table 7‑1: Facilities

| Building/ Facility Number | Known As | Services / Comments | References |
| --- | --- | --- | --- |
| a. | b. | c. | d. |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |