Support REQUIREMENTS FOR cOMMONWEALTH aSSETS

Note to drafters: This Annex is to be included if the Contractor will have the responsibility for supporting Contractor Management Commonwealth Assets (CMCA) while in the Contractor’s possession and control. Applicable equipment may include Government Furnished Material (GFM) or other items provided to the Contractor for use or sent to the Contractor for repair. In most cases, this Annex will not identify fittings or equipment in Government Furnished Facilities (GFF); responsibility for these items will be defined in the GFF License, when applicable.

Drafters need to populate Table E-1 with the appropriate details for each column, as described below. Additional tables or notes may be required if there is insufficient space within the table. Drafters will need to ensure that the applicable technical references (eg, user manuals) are either provided (eg, as GFI or GFD) or otherwise readily accessible (eg, online from the manufacturer).

1. Repairable ItemS

The Contractor shall provide support for the Repairable Items (RIs) specified in Table E-1 in accordance with the Contract, including clause 8 of the SOW. The scope of these support functions are identified in the columns included in Table E-1, and further defined in the listed technical references. An explanation of each column is detailed below:

**System Identifier / Part Number.** A unique identifier for the RI, as used in the applicable user and technical manuals.

**Item Nomenclature.** The formal name of the RI, which may refer to a class or category and functional descriptors.

Note to drafters: If the list of technical references for an RI is extensive, consideration should be given to adding a separate table to list all of those references, and then cross-referring to the applicable list, in that other table, from column c.

**Technical References.** The Technical Data (which could be a hard or soft copy user or maintenance manual, or interactive electronic technical publication) that defines the maintenance and other support requirements for the RI.

Note to drafters: Insert a description for the applicable maintenance or other support activity, to be performed by the Contractor, to column d. Drafters may include cross-references to the page or procedure in the technical reference (eg, “all user maintenance described in the user manual” or “monthly safety inspection procedure (page 32)”).

**Maintenance / Support Activity.** The required maintenance or other support activity for which the Contractor has responsibility, as described in the associated technical reference(s) applicable to each RI.

**Recording Requirement.** The Commonwealth’s requirement for the recording of the maintenance or other support activity (eg, maintenance log, calibration register).

Note to drafters: Insert any additional notes that will clarify the Contractor’s or Commonwealth’s responsibilities. For example, there may be an existing maintenance support contract and the Contractor will need to make equipment available for the required maintenance. If the required notes are lengthy, drafters may consider adding the notes after the table and cross-reference from the table (eg, “see note (a)”).

**Notes.** Any further information related to the support activities or to clarify Contractor support responsibilities.

Note to drafters: Where columns in Table E-1 are not applicable to all groups of RIs, shading the non-applicable cells can help to visually clarify that the column is not applicable to that RI.

For clarity, the support to be provided by the Contractor also includes the provision of any applicable energy source (eg, fuel) required for operation of the RI by the Contractor, unless otherwise stated as a Commonwealth responsibility within the Contract.

Table E-: Repairable Items

| System Identifier / Part Number  (a) | Item Nomenclature  (b) | Technical References  (c) | Maintenance / Support Activity  (d) | Recording Requirement  (e) | Notes  (f) |
| --- | --- | --- | --- | --- | --- |
| Support and Test Equipment | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Training Equipment | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Other Repairable Equipment | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

1. SOFTWARE

Note to drafters: This section identifies Software for which the Contractor will have some support responsibilities. For example, this may be Software embedded in S&TE or Training Equipment that has been provided as GFE, and OEM updates are required. Alternatively, it could be a student database for which the Contract is required to maintain back-ups. If such support is not applicable, this section may be deleted and replaced with ‘Not used’.

If there are additional support requirements, not included below, drafters should add these to Table E-2 and, if required, provide an explanation in subclauses below clause 2.1.

Drafters should ensure that the Commonwealth has appropriate ‘rights to sublicense’ the identified Software products, for the applicable Services. Refer to clause 5 of the COC.

Drafters should note that the following clauses are an example only, and that an alternative approach may be developed, provided that it defines a clear scope of Contractor responsibility.

The Contractor shall provide support for the Software specified in Table E-2 in accordance with the requirements of the SOW and this Annex. The scope of these support functions are identified in the columns included in Table E-2, and further defined in the listed technical references. An explanation of each column is detailed below:

**Software Function.** A unique identifier for the Software, which may refer to the product that it is hosted on (eg, “operating system for [hardware product]”).

Note to drafters: In specifying the name of a Software product be cautious of identifying version / release numbers unless the Commonwealth would be responsible for providing such an upgrade or another arrangement has been clearly defined. Identifying version numbers may also require additional (and perhaps unnecessary) contract changes to amend Table E-2.

**Nomenclature.** The formal name of the Software product, which may refer to a class or category and functional descriptors.

Note to drafters: If the list of technical references for an RI is extensive, consideration should be given to adding a separate table to list all of those references, and then cross-referring to the applicable list, in that other table, from column c.

**References.** When applicable, Technical Data (eg, standard operating procedures) that identifies support arrangements and/or relevant licensing restrictions.

Note to drafters: The following columns are intended to summarise the support functions to be performed by the Contractor. Wherever possible, the applicable functions should be detailed in the references identified under column c. Drafters may add further columns as appropriate.

**Back-ups.** The Contractor is required to perform business continuity functions, such as user data and system configuration back-ups. When applicable, the required functions are described in the associated references (‘Y’ = yes, ‘N’ or blank = no).

**SW Update.** The Contractor is required to incorporate Software updates (‘C’ = Commonwealth provided, ‘O’ = OEM / vendor provided, ‘N’ = not applicable).

**Notes.** Any further information related to the support activities or to clarify Contractor support responsibilities.

For clarity, the support functions for software required by this clause 2 are in addition, and subordinate, to any security obligations that are required by the COC or SOW.

Table E-2: Software Items requiring Support

| Software Function  (a) | Nomenclature  (b) | References  (c) | Back-ups  (d) | SW Update  (e) | Notes  (f) |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

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 E 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.

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 E‑3.

The Contractor acknowledges that the scope of the Services required for the Facilities identified in Table E‑3 is further defined through the columns included in Table E‑3. 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, base gymnasium, firing range);

Services / Comments: A description of the Services to be provided in respect of the Facility 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 E‑3: Facilities

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

section Four - TECHNICAL DATA

Note to drafters: This section is for use when the Contractor is to provide support to Technical Data. Support may apply to those publications for which the Contractor is the OEM for a Stock Item and/or the incorporation of Commonwealth-approved updates from third-party OEMs into Defence documents, as defined in the SOW. Training materials may also be listed, where these are to be maintained under the Contract. If there is no requirement to support Technical Data, the clauses and table should be deleted and replaced with ‘Not used’.

Drafters should ensure that the Commonwealth has appropriate ‘rights to sublicense’ the identified Technical Data, for the applicable Services. Refer to clause 5 of the COC.

1. Supported Technical Data
   1. Support Requirements

The Contractor shall provide support for the publications specified in Table A-4, including updated versions / editions of the Technical Data, in accordance with the requirements of the SOW and this Annex. The scope of these Services is further defined through the columns included in Table A-4. An explanation of each column is detailed below:

Note to drafters: The publication number may be a catalogue number or based on a functional group hierarchy. Drafters may amend the following description of column (a) to identify the type of numbering system used.

**Reference Number.** The unique identifier for the published item(s) of Technical Data, which may include publication numbers, drawing numbers (including computer-aided design drawings / models) or reference numbers for a set or series of publications or drawings, as applicable.

**Title.** The title of the item of Technical Data.

**Contractor Updates**. The Contractor is responsible for distributing Technical Data updates, which they have developed, into the versions of the Technical Data held by the Commonwealth.

**3rd Party Updates.** The Contractor is responsible for incorporating Technical Data updates that are sourced from third party providers and approved for incorporation by the Commonwealth Representative.

Note to drafters: The drafter may add columns to Table A-4 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, column ‘e’ should be deleted. Refer to the SOW Tailoring Guide for further guidance.

[...TBD BY DRAFTER...].

Note to drafters: Drafters may wish to divide the table into separate tables or use additional headings to separate types of Technical Data into logical groups.

Table A-: Technical Data

| Reference Number  (a) | Title  (b) | Contr. Updates  (c) | 3rd Party Updates  (d) | TBD  (e) |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |