DATA ITEM DESCRIPTION

1. DID NUMBER: DID-SPTS-SSMP-V3.1
2. TITLE: SUPPORT SERVICES Management PLAN
3. DESCRIPTION and intended use

The Support Services Management Plan (SSMP) is the top-level plan that describes the Contractor's plans and processes for meeting the requirements of the Contract, showing how processes fit together to form an integrated solution for the provision of Services.

The Contractor uses the SSMP, including supporting information (as required), to:

provide direction and guidance to the Contractor’s team (including Subcontractors) responsible for conduct of the work;

define, manage and monitor its program for the provision of Services; and

ensure that those parties (including Subcontractors) who are providing Services understand their respective responsibilities and the processes to be used.

The Commonwealth uses the SSMP to:

gain visibility into the Contractor’s planning and approach to managing the scope of work associated with the Contract;

gain assurance that the Contractor’s plan will enable the requirements of the Contract to be met;

confirm the Commonwealth interfaces with the Contractor’s organisation; and

provide input into the Commonwealth’s planning.

1. INTER-RELATIONSHIPS

The SSMP is the primary plan for the Contract. All other plans related to the Contract fit beneath the umbrella of the SSMP.

1. Applicable Documents

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

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| --- | --- |
| 1. DEFLOGMAN Part 2 Volume 5 Chapter 17 | 1. Stocktaking of Defence Assets and Inventory |
| 1. DSPF | 1. Defence Security Principles Framework |

1. Preparation Instructions
   1. Generic Format and Content

Note: On the basis of the following clauses, the SSMP is not intended to be a lengthy document. Rather, it should include only the essential information to manage this Contract and then refer to other Contractor plans and/or quality procedures (as described below).

The data item shall be provided in the Contractor’s format.

The SSMP shall be a stand-alone document that provides sufficient information to allow the reader to understand how various aspects of the support Services will be managed without referring to other documents. The SSMP should not reference a document, procedure or plan, without providing a reason for the referenced material.

The SSMP shall be the master planning document, integrating, summarising and referencing other plans and schedules required for the provision of the Services.

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

When the Contract has specified delivery of another plan that contains aspects of the required information (eg, a Maintenance Management Plan), the SSMP shall summarise these aspects and refer to the other plan.

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

* 1. Specific Content – Support Services Management
     1. Scope

The SSMP shall summarise the scope of work under the Contract, including the activities to be undertaken by the Contractor and Subcontractors (if any). The summary of scope shall cover both firm-priced Services and potential ad hoc Services, including Survey and Quote (S&Q) Services and Task-Priced Services (as applicable).

* + 1. Organisation

The SSMP shall describe, in respect of the Contract:

the Contractor's organisational structure, showing applicable business units;

the role of each business unit, including any Subcontractors, involved in the provision of Services or specific functions (eg, Maintenance Services, finance); and

the staff positions (ie, points of contact) with Contract and Services responsibilities.

* + 1. Key Persons Management

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

identify the Key Staff Positions in the Contractor’s and Approved Subcontractors’ organisations (eg, positions such as the Support Services Manager, Maintenance Manager and key technical personnel, as applicable to the Services);

include a specification for each Key Staff Position, with details of responsibilities, authorities and the skills required to fill that position;

identify each Key Person and the Key Staff Position that they hold; and

identify the relevant skills and experience of each Key Person.

* + 1. Recurring and Ad Hoc Services – Specific Management Mechanisms

The SSMP shall describe the Contractor’s processes for the management of ad hoc Services, including S&Q Services and Task-Priced Services, and the mechanisms to ensure clean boundaries between Recurring Services and these ad hoc Services. The SSMP shall also describe the visibility into these mechanisms that will be provided to the Commonwealth.

If a Commonwealth-authorised Annual Technical Effort (CAATE) is a requirement of the Contract, the SSMP shall also describe the processes for managing the CAATE to ensure clean boundaries between the CAATE and other Recurring Services, and S&Q Services.

* + 1. Performance Measurement

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

undertake the identification, collection, recording, analysis and validation of data in relation to the performance measures;

use performance data to determine if Contract performance requirements are being achieved and to identify where, if applicable, performance is to be improved; and

report performance measurement results, and any related calculations, to the Commonwealth.

* + 1. Risk Management

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

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

* + 1. Customer Interface

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

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

* + 1. Quality Management

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

* + 1. Security Management

Subject to clause 6.1.5, the SSMP shall describe the processes to be applied by the Contractor to satisfy the requirements of the DSPF in relation to the requirements of the Contract and the Products Being Supported.

* + 1. Communications Strategy (Reports and Reviews)

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

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

* + 1. Government Furnished Material

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

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

* + 1. Problematic Substances and Problematic Sources

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

identification details, which for a Problematic Substance are sufficient to identify the relevant Safety Data Sheet in the Australian *ChemAlert* database;

locations where the Problematic Substances and Problematic Sources are held;

for any Problematic Substances to be delivered to or held on Commonwealth Premises, the maximum quantities or volume (as applicable) to be held at each location;

for Problematic Sources, the applicable ARPANSA source licence number;

the Approved purpose(s) for use;

if applicable, reference to the Work Health and Safety (WHS) Management System (WHSMS), or otherwise, where risk assessments and mitigation procedures (eg, safe-work method statements) are detailed; and

Approval details, including the Commonwealth Representative or their delegate’s details, the date of Approval, related documents (eg, Approved Applications for Deviation and notices) and any conditional requirements placed on the Approval.

* + 1. Health, Safety and Environmental Management

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

The SSMP shall describe how WHS matters applicable to Contract work and Contract workplace(s) are managed, including:

within the Contractor’s organisation, the names, positions and WHS responsibilities of all persons whose positions or roles involve specific WHS responsibilities;

the arrangements in place or proposed to be put in place between the Contractor, Subcontractors, the Commonwealth and other Commonwealth contractors, as applicable, for consultation, co-operation and the co-ordination of activities in relation to compliance with their duties under applicable WHS Legislation at the workplace(s) at which the work under the Contract is being, or will be, carried out;

the arrangements for recording and reporting WHS incidents (including Notifiable Incidents);

any site-specific WHS rules, and the arrangements for ensuring that all persons at the workplace are informed of these rules;

processes for managing WHS risks, including processes for hazard identification, risk assessment, risk elimination, risk minimisation control measures and reporting; and

how WHS-related compliance and performance will be monitored, recorded and reported.

The SSMP shall describe the WHSMS to be used by the Contractor to satisfy the requirements of clause 11.3 of the SOW.

If environmental management is a requirement of the Contract, the SSMP shall describe the applicable environmental issue(s) and how these will be addressed by the Contractor.

* + 1. Technical Data Management

The SSMP shall describe the processes to be applied by the Contractor to satisfy the Technical Data requirements of the Contract, including:

the processes for developing and updating Technical Data (if applicable); and

the management of the technical information library (if applicable).

The SSMP shall describe any special data delivery systems developed for the Services (eg, to enable the Contractor to transfer Maintenance data to Commonwealth systems).

* + 1. Commonwealth Assets Stocktaking Plan

The SSMP shall contain a Commonwealth Assets Stocktaking Plan (CASP), which shall describe the stocktaking and other assurance checks to be performed by the Contractor for inventory and stock control of Contractor Managed Commonwealth Assets (CMCA), including:

the processes and tools for:

the accounting for, and the control, handling, preservation, protection and maintenance of, CMCA;

undertaking stocktakes, other assurance checks, and reporting for CMCA;

the frequency of stocktakes and assurance checks for the different types of CMCA and the applicable stocktaking regime detailed in DEFLOGMAN Part 2 Volume 5 Chapter 17; and

the Contractor’s process for the investigation of stock discrepancies.

The CASP shall identify the Assets Register(s) used by the Contractor for recording the CMCA. The Assets Register(s) shall be separate from the CASP due to the dynamic nature of their content.

Without limiting the content of the CASP, the Assets Register(s) shall identify:

all CMCA applicable to each Asset Register;

the locations or accounts to be counted, or otherwise measured, during stocktakes and other assurance checks; and

the proposed start and finish dates of stocktakes and other assurance checks.

* + 1. Australian Industry Capability Management

If the Contract requires an Australian Industry Capability (AIC) Schedule at Attachment K, the SSMP shall describe how the AIC program will be conducted and managed, including:

to ensure that the work identified in the AIC Schedule is performed by Australian Industry;

how the achievement of the AIC Schedule will be measured and reported (through CSRs), including the achievement of Australian Contract Expenditure (ACE); and

if Australian Industry Activities (AIAs) are included in Attachment K, by summarising the processes required to implement and maintain those AIC activities that contribute to an AIA, including where those activities are undertaken by Subcontractors.

* 1. Specific Content – Service Delivery
     1. Operating Support Management

If Operating Support Services are a requirement of the Contract, the SSMP shall describe (as applicable) the:

scope of Operating Support Services;

organisations and processes used for the provision of Operating Support Services; and

management of Operating Support Services, including the identification of any Operating Support-related information-management systems to be employed.

* + 1. Engineering Management

If Engineering Services are a requirement of the Contract, the SSMP shall describe (as applicable) the:

scope of Engineering Services;

organisation and processes used for the provision of Engineering Services;

achievement and maintenance of any ADF regulatory / assurance framework requirements identified in the Contract, including a description of the Engineering Management System to be employed;

management of Engineering Services, including:

the identification of any engineering-related information-management systems to be employed; and

the systems and processes for managing the CAATE, including the process to manage the authorised CAATE-task hours for each applicable task;

standards to be applied for undertaking Engineering Services (eg, in relation to configuration management, systems engineering and software support);

interfaces between the Contractor’s Engineering Support systems and processes and the Commonwealth’s Engineering Support systems and processes;

the systems and processes to be used to achieve the Configuration Management (CM) requirements, including in relation to:

Configuration Identification;

Configuration Control;

Configuration Status Accounting;

Configuration Audits; and

Baseline management;

the engineering change management systems and processes to be used, including:

how engineering change decisions are made and managed, including the relationships between decision-making and the significance of an engineering change (eg, Major Change and Minor Change);

the application of the Contractor’s risk-management processes to engineering changes, including in relation to judgements of significance; and

the systems engineering systems and processes to be employed;

conduct of engineering investigations; and

management of safety in relation to the Products being supported, components and documented support processes (eg, Maintenance procedures).

* + 1. Maintenance Management

If Maintenance Services are a requirement of the Contract, then subject to clause 6.1.5, the SSMP shall describe (as applicable) the:

scope of Maintenance Services;

organisations and processes used for the provision of Maintenance Services for the Products being supported;

achievement and maintenance of any ADF regulatory / assurance framework requirements identified in the Contract, including a description of the Maintenance Management System to be employed;

management of Maintenance Services, including the identification of any Maintenance-related information-management systems to be employed; and

interfaces between the Contractor’s Maintenance Support systems and processes and the Commonwealth’s Maintenance Support systems and processes.

* + 1. Supply Management

If Supply Services are a requirement of the Contract, the SSMP shall describe (as applicable) the:

scope of Supply Services;

organisations and processes used for the provision of Supply Services;

management of Supply Services, including the identification of any Supply-related information-management systems to be employed; and

interfaces between the Contractor’s Supply Support systems and processes and the Commonwealth’s Supply Support systems and processes.

* + 1. Training Management

If Training Services are a requirement of the Contract, the SSMP shall describe (as applicable):

the scope of Training Services, including training and assessment programs;

the organisations and processes used for the provision of Training Services;

how the Training schedule will be managed, including where courses are scheduled or the lead times for on-demand Training courses; and

the Training Equipment required and operational standard.