List of PRODUCTS beING supported

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Section ONE – Repairable Items

Note to drafters: This section is for Repairable Items (RIs) that are to be supported by the Contractor. These include individual items of equipment or components of complex Mission Systems, Support and Test Equipment, Training Equipment, and other repairable equipment (and the repairable components of each). Non‑repairable equipment (eg, hand tools) should be included in the following section of this annex relating to Non‑RIs.

If not required (ie, the Contract does not include the Maintenance of Repairable Items), this section of Annex A should be deleted and replaced with ‘Not Used’.

1. Support Requirements

The Contractor shall provide support Services for the Repairable Items (RIs) specified in Table A-1 in accordance with the SOW. The scope of these Services is further defined through the columns and technical references included in Table A-1. An explanation of each column is detailed below:

**System Identifier LCN/TMC/CMC.** A unique identifier for the RI, as used in the applicable technical manuals or supply management system.

**Item Nomenclature.** The name of the RI, which may include RI class / group categories and functional descriptors.

Note to drafters: If the list of technical references in Table A-1 is extensive, consideration should be given to providing a separate table and then cross-referring to the applicable groups of entries in that other table from within Table A-1.

**Technical References.** The Technical Data (which could be a hardcopy Maintenance manual, interactive electronic technical manual or information management system) that defines the Maintenance and other support requirements for the RI.

**Depth/Grade of Maint.** The depth/grade of Maintenance for which the Contractor has responsibility, as used in the associated technical maintenance plan / reference applicable to each RI:

Note to drafters: Insert an abbreviation/code and description for the applicable depths/ grades of Maintenance for the associated RIs (eg, Light, Medium, Heavy; Operational, Intermediate, Depot/ Deeper; or as described in a Technical Maintenance Plan). The applicable depths/ grades to be performed by the Contractor are to be added to column d.

‘O’ - Operational / Organisational Maintenance undertaken in or near the environment in which the RI or parent system is operated;

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

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

‘All’ – all of the above.

**Engineering Responsibility.** The Contractor is required to provide Engineering Services described in the SOW for this RI (‘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 RI (‘Y’ = yes, ‘N’ or blank = no).

**Calibration.** The RI has a requirement for calibration that is assigned to the Contractor (‘Y’ = yes, ‘N’ or blank = no).

Note to drafters: RSLs are not applicable when turn-around times are used. If maintaining RSLs is not required, then RSL-related clauses should be replaced with ‘Not used’ and the ‘RSL’ column deleted from Table A-1.

**Reserve Stockholding Level (RSL).** The quantity of serviceable RIs to be held by the Contractor as an RSL (no entry means that an RSL is not applicable to that RI).

Note to drafters: The following is an example of a performance measure or set performance level is assigned to a group of RIs (but not all RIs). Refer to the SOW Tailoring Guide and Performance Based Contracting Guide for guidance. If not applicable, the definition and column should be deleted.

**Demand Satisfaction Rate (DSR).** Identifies if the RI is to be included in the group where performance measurement is based on DSR (‘Y’ = yes, ‘N’ or blank = no).

Note to drafters: The drafter may add columns to Table A-1 in order to provide additional information to describe the Services required for each RI. Each additional column should be explained in a subclause under this clause 1.1. If not required, column ‘j’ should be deleted. Refer to the SOW Tailoring Guide for guidance regarding groups and columns.

[...TO BE DETERMINED (TBD) BY DRAFTER...].

Note to drafters: There may be existing support arrangements for items of Support and Test Equipment that the Contractor will be required to use (eg, a common support contract for calibration services). If so, drafters may consider adding columns to Table A-1, and expanding this description clause, to link these support arrangements to individual RIs.

Where columns in Table A-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.

Table A-1: Repairable Items

| System Identifier LCN/TMC/CMC  (a) | Item Nomenclature  (b) | Technical Reference(s)  (c) | Depth/ Grade of Maint.  (d) | Eng. Resp (Y/N)  (e) | CM Resp (Y/N)  (f) | Calib (Y/N)  (g) | RSL  (h) | DSR  (i) | TBD / not used  (j) |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Repairable Items of Primary Equipment / Components | | | | | | | | | |
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| Support and Test Equipment | | | | | | | | | |
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| Training Equipment | | | | | | | | | |
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| Other Repairable Equipment | | | | | | | | | |
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section Two - non-repairable items

Note to drafters: This section is for Non-RIs that the Contractor is to provide to Defence units to enable them to undertake operational and Maintenance activities – it does not include Non-RIs that the Contractor uses to perform Maintenance, even though they could be the same items. If not required, this section of Annex A should be deleted and replaced with ‘Not used’.

If additional requirements applying to Non-RIs are not included below, drafters should add these to Table A-2 and provide the explanation in subclauses below clause 2.1.1 (eg, if the Contractor is to obtain stock through MILIS, then a column to identify the applicable items may be used). Refer to the SOW Tailoring Guide for further explanation.

Table A-2 includes example performance measures: Order Response Time and Demand Satisfaction Rate (DSR). Refer to the SOW Tailoring Guide and Performance Based Contracting Guide for guidance.

1. Non‑Repairable Items LIST
   1. Non‑Repairable Items used in Services

The Contractor shall provide the Non‑Repairable Items specified in Table A-2 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-2. An explanation of each column is detailed below:

**System Identifier LCN/TMC/CMC.** A unique identifier for the Non‑RI, as used in the applicable technical manuals or supply management system.

**Item Nomenclature.** The name of the Non‑RI, which may include Non‑RI class / group categories and functional descriptors.

**NATO Stock Number (NSN).** The 13-digit identifier used in NATO and allied cataloguing systems and which may be used for Non‑RIs ordered by Defence.

**Engineering Responsibility.** The Contractor is required to provide Engineering Services described in the SOW (eg, defect reporting, if required) for this Non‑RI (‘Y’ = yes, ‘N’ or blank = no).

**Reserve Stockholding Level (RSL).** The quantity of serviceable Non‑RIs to be held by the Contractor as an RSL (no entry means that an RSL is not applicable).

Note to drafters: If different DSRs apply to different Non‑RIs, replace the ‘Y’ in the following clause with group letters ‘A’, ‘B’, etc, that can be referenced from other Attachments.

**DSR.** Identifies if the Non‑RI is to be included in the group where performance measurement is based on DSR (‘Y’ = yes, ‘N’ or blank = no).

**Order Response Time.** Identifies if the Non‑RI 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‑RI (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);

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

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

Table A-: Non‑Repairable Items

| Item Identifier LCN/Part No.  (a) | Item Nomenclature  (b) | NSN  (c) | Eng. Resp. (Y/N)  (d) | RSL  (e) | DSR (Y/N)  (f) | Order Response (g) | | | TBD  (h) |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| UOM / UOI | Order Qty | Resp. Time |
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section Three - SOFTWARE ITEMS

1. SOFTWARE

Note to drafters: This section identifies software for which support is required, such as Software within RIs or specialist information systems requiring support. If Software support is not applicable, this section of Annex A should be deleted and replaced with ‘Not used’.

Note to drafters: Support for Software may include a number of Services if defined in the SOW; examples are included in the SOW Tailoring Guide. A Software Product may have different Service requirements assigned to it by populating the columns in Table A-3. Alternatively, drafters may add Software to Section 1 of this annex (Repairable Items) if that better describes the Service requirements of the Contract.

Note to drafters: If there are additional support requirements for the Software, not included below, drafters should include these into Table A-3 and provide an explanation in subclauses below clause 3.1.1. Refer to the SOW Tailoring Guide for further explanation.

* 1. Support Requirements

The Contractor shall provide support for the Software specified in Table A-3 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-3. An explanation of each column is detailed below:

**Identifier LCN/TMC/CMC.** A unique identifier for the Software Product, or the hardware Product that it is hosted on.

**Item Nomenclature.** The name of the Software Product, which may include class / group categories and functional descriptors.

**NATO Stock Number (NSN).** 13-digit identifier used in NATO and allied cataloguing systems.

**Engineering Responsibility.** The Contractor is required to provide Engineering Services described in the SOW (eg, defect investigations) for this Software Product (‘Y’ = yes, ‘N’ or blank = no).

**SW Update.** The Contractor is required to provide Software updates to Defence (eg, may be part of regular upgrade program or to incorporate third party updates) in accordance with the SOW (‘Y’ = yes, ‘N’ or blank = no).

**Help Desk.** The Contractor is required to provide Help Desk support for Defence, in accordance with the SOW, for this software (‘Y’ = yes, ‘N’ or blank = no).

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

Table A-: Software Items

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

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) |
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