Proposed SUPPORT System and SERVICES MANAGEMENT (CORE)

Note to drafters: If a tender data requirement is not applicable to the draft Contract, or is unlikely to assist the evaluation team to select a preferred tender, the heading should be retained and the details below the heading replaced with ‘Not used’ (to maintain cross-references).

Note to tenderers: In this Annex F (TDR F), reference in a DID to the Contractor, another entity or a particular document is to be read as a reference to the tenderer, proposed entity or proposed document.

1. Summary of Proposed Support System (Core)

Note to drafters: If the draft Contract is tendered with a linked Contract (Acquisition), the ‘Solution Description’ and ‘Support Resource’ tender data requirements for the acquisition component of the tender is to be used, and this requirement can be designated as ‘Not used’. Otherwise, insert a page limit in the note to tenderers below, considering the scale and complexity of the draft Contract; draft plans will provide further detail. For example, allow two - five pages per SSCC included in the SOW, and five - ten pages for all other parts of the response.

Note to tenderers: Where appropriate, the summary may cross-refer to draft plans for detail. The recommended maximum number of pages for this proposal is […INSERT NUMBER…] pages.

* 1. Tenderers are to provide a summary of their proposed solution for providing the Services described in the draft SOW (including Detailed Service Descriptions (DSDs)), including:
     + 1. an overview of the organisational structure including for the tenderer, proposed Approved Subcontractors and other relevant entities, their location(s), roles in providing Services, and if those Services apply to specific Products Being Supported;
       2. assumptions, constraints or any other limitations relevant to the scope of the Services;
       3. any global risks relating to the provision and management of the Services, and proposed risk-management strategies (referring to the response to TDR E-5, as applicable);
       4. the interfaces between the tenderer, proposed Subcontractors and Associated Parties, including information flows, data transfers and other communications required to co-ordinate the Services through the maintenance-supply chain / support network;
       5. for each of the Support System Constituent Capabilities (SSCCs) for which Services are required in the draft SOW (ie, [...INSERT: 'Operating Support, Engineering Support, Maintenance Support, Supply Support and Training Support' AS APPLICABLE...]):
       6. a brief description of the scope of each proposed support capability, at each location, if the proposed support capabilities exist or if they require development or expansion, and any specific activities that are excluded;
       7. if any support capabilities are located overseas, describe how they will be accessed and integrated into the Services; and
       8. for each Australian Industry Activity, as set out in draft Attachment F, describe their scope within the SSCC (and refer to the Australian Industry Capability (AIC) response for additional detail);
       9. the significant Support Resources needed for the provision of the Services (including GFF and major items of GFE, as applicable), and describe how these significant Support Resources will be obtained/accessed (other than GFM and GFF, if any); and
       10. the concept of execution, explaining how the proposed solution can meet the level of performance required, as described by rate of effort, Key Performance Indicators (KPIs), and any Other Performance Measures (OPMs) that measure deliverable Services, as defined in the draft Contract.

1. SUPPORT SERVICES MANAGEMENT (Core)

Draft SOW reference: clause 3.2.1

Note to tenderers: The draft SSMP may summarise the content of some other plans that are included as stand-alone plans in the draft Contract; however, in preparing this Annex the Commonwealth may have determined that the summary content within a draft SSMP is sufficient for tender purposes. Note that responses to other TDRs may be relevant to the SSMP for any resultant Contract.

Note to drafters: Table F-1 should be tailored as required (ie, depending on the other draft plans requested). Avoid overlap with other TDRs.

* 1. Tenderers are to provide a draft Support Services Management Plan (SSMP) in accordance with the sections of DID-SSM-SSMP listed in Table F-1.

Table F-1: Tender Response Requirements for the draft SSMP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.3 | 1. Organisation (6.2.3.1 and 6.2.3.2a only) |
| 1. 6.2.8 | 1. Planning and Control (6.2.8.1 only) |
| 1. 6.2.9 | 1. Recurring and Ad Hoc Services (6.2.9.1 and 6.2.9.3 only) |
| 1. 6.2.10 | 1. Performance Measurement (6.2.10.1a and b, and 6.2.10.2a only) |
| 1. 6.2.11 | 1. Risk Management (6.2.11.1 and 6.2.11.2a to 6.2.11.2d only) |
| 1. 6.2.15 | 1. Customer Interface (6.2.15.1 and 6.2.15.3) |
| 1. 6.2.19 | Note to drafters: Delete if Surge Management is not a tender discriminator.   1. Surge Management |
| 1. 6.2.20 | 1. Communications Management (6.2.20.1 and 6.2.20.3 only) |
| 1. 6.2.26 | 1. Technical Data Management (6.2.26.1a and 6.2.26.2 only) |
| 1. 6.3.1 | Note to drafters: Delete this row if Operating Support is not a tender discriminator, or if a draft OSP is required by TDR F-5.   1. Operating Support Management (6.3.1.1b and c only) |
| 1. 6.3.2 | Note to drafters: Delete this row if Engineering Support is not a tender discriminator, or if a draft CEMP is required by TDR F-6.   1. Engineering Management (6.3.2.1c, d, e, h and j only) |
| 1. 6.3.3 | Note to drafters: Delete this row if Maintenance Support is not a tender discriminator, or if a draft MMP is required by TDR F-11.   1. Maintenance Management (6.3.3.1c, d and f only) |
| 1. 6.3.4 | Note to drafters: Delete this row if Supply Support is not a tender discriminator, or if a draft SSP is required by TDR F-12.   1. Supply Management (6.3.4.1c and d only) |
| 1. 6.3.5 | Note to drafters: Delete this row if Training Support is not a tender discriminator, or if a draft TSP is required by TDR F-13.   1. Training Management (6.3.5.1b and c only) |

1. Phase in and Ramp Up (optional)

Draft COC reference: clauses 1.5, 1.12 & 1.13

Draft SOW reference: clauses 2.6 & 2.7

Note to drafters: Table F-2 and Table F-3 should be reviewed and tailored as required.

* 1. Tenderers are to provide a draft Phase In Plan in accordance with the sections of DID-SSM-PHIP listed in Table F-2, and explain how sufficient support capabilities would be established to achieve the Operative Date (OD) for any resultant Contract.

Table F-2: Tender Response Requirements for the draft PHIP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.1 | 1. General |
| 1. 6.2.2 | 1. Phase In Organisation (6.2.2.1a and b. only) |
| 1. 6.2.3 | 1. Phase In Overview (6.2.3.1a to c, and g only) |
| 1. 6.2.4 | 1. Detailed Phase In Activities (6.2.4.1, 6.2.4.2, 6.2.4.3a, b, d, h and l only) |

Note to drafters: If the draft Contract does not include Ramp Up or it is unlikely to discriminate between tenders, then the following note, clause and table should be deleted.

Note to tenderers: Refer to Annex B to Attachment B to the draft COC for Ramp Up events.

* 1. Tenderers are to provide a draft Ramp Up Management Plan (RUMP) in accordance with the sections of DID-SSM-RUMP listed in Table F-3, explaining how the Ramp Up of Services from OD to full Service capability and capacity would be implemented for any resultant Contract, including the stages involved.

Table F-3: Tender Response Requirements for the draft RUMP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.1 | 1. General |
| 1. 6.2.2 | 1. Ramp Up Overview |
| 1. 6.2.3 | 1. Ramp Up Management and Organisational Change (6.2.3.2 only) |
| 1. 6.2.4 | 1. Detailed Ramp Up Activities (6.2.4.1, 6.2.4.2, 6.2.4.3a, b, d, f, i and l only) |

1. Required Management Systems (Core)

Draft COC reference: clauses 12.4 and 12.5

Draft SOW reference: clauses 11.1, 12.2 and 12.3

Note to drafters: Amend the following clause if environmental management is not required.

* 1. Tenderers are to provide brief statements to the suitability of their Quality Management System, Environmental Management System and WHS Management System, as applicable, to the requirements of the draft Contract, which may be supported by relevant certifications and accreditations (copies of which may be provided with the tender).

1. OPERATING SUPPORT (OPTIONAL)

Draft SOW reference: clause 4.1

Note to drafters: If Operating Support is not required or unlikely to discriminate between tenders, the following clause and table can be deleted. If required, drafters can request a draft OSP and delete ‘Operating Support Management’ from Table F-1, or request that ‘Operating Support’ be addressed in the draft SSMP (TDR F-2 / Table F-1) and designate TDR F-5 as ‘Not used’. If included, amend Table F-4 as appropriate.

* 1. Tenderers are to provide a draft Operating Support Plan (OSP) in accordance with the sections of DID-OPS-OSP listed in Table F-4.

Table F-4: Tender Response Requirements for the draft OSP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.1 | 1. OSP Outline |
| 1. 6.2.4 | 1. Operating Support Management System (6.2.4.1 only) |
| 1. 6.2.5 | 1. Operating Support Activities |
| 1. 6.2.7 | 1. Skills Acquisition and Retention |

1. coNtractor ENGINEERING MANAGEMENT (OPTIONAL)

Draft SOW reference: clause 5.1

Note to drafters: If Engineering Support is not required or unlikely to discriminate between tenders, the following clause and table can be deleted. If required, drafters can request a draft CEMP and delete ‘Engineering Management’ from Table F-1, or request that ‘Engineering Management’ be addressed in the draft SSMP (TDR F-2 / Table F-1) and designate TDR F-6 as ‘Not used’. If included, amend Table F-5 as appropriate.

* 1. Tenderers are to provide a draft CEMP in accordance with the sections of DID-ENG-CEMP listed in Table F-5. If the tenderer plans to subcontract significant Engineering Support activities, the draft CEMP should include the integration and monitoring of those Engineering Support Services provided by proposed Subcontractors.

Table F-5: Tender Response Requirements for the draft CEMP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.2 | 1. Introduction |
| 1. 6.2.3 | 1. Engineering Organisation Structure |
| 1. 6.2.4 | 1. Engineering Support Management (6.2.4.1, 6.2.4.2 and 6.2.4.7 only) |
| 1. 6.2.5 | 1. Engineering Information System |
| 1. 6.2.8 | 1. Personnel (6.2.8.1, 6.2.8.2 and 6.2.8.4 (if applicable)) |
| 1. 6.2.9 | 1. Subcontractor and Support Network Management |
| 1. 6.2.10 | 1. Data and Records Management (6.2.11.2 only) |
| 1. 6.3.2 | Note to drafters: Delete this line if including a draft plan (TDR F-9).   1. Software Support (6.3.2.1a.(ii), b and c only) |
| 1. 6.3.3 | Note to drafters: Delete this line if including a draft plan (TDR F-10).   1. In-Service Materiel Safety (System Safety) Program |

1. engineering organisation and System Compliance (optional)

Draft SOW reference: clause 5.4

Note to drafters: This clause is required if tenderers are to demonstrate that their engineering organisation and systems can comply with an ADF regulatory/assurance framework.

* 1. Tenderers are to provide details of any formal recognition of the organisation’s capability to provide Engineering Services relevant to the ADF regulatory/assurance framework identified at clause 5.4 of the draft SOW, including:
     1. recognitions of compliance (eg, authorisation, certification or licence) with regulatory and/or assurance frameworks applicable to the required Engineering Services;
     2. the regulatory/standards organisation (eg, a Defence authority such as the DASA, DTR-A or NMSwAA, or other agency) from which the recognition was issued; and
     3. the applicability of the tenderer’s formally recognised capabilities to the draft SOW.

1. Maintenance organisation and System Compliance (optional)

Draft SOW reference: clause 6.4

Note to drafters: This clause is required if tenderers are to demonstrate that their Maintenance organisations and systems can comply with an ADF regulatory/assurance framework.

* 1. Tenderers are to provide details of any formal recognition of the organisation’s capability to provide Maintenance Services relevant to the ADF regulatory/assurance framework identified at clause 6.4 of the draft SOW, including:
     1. recognitions of compliance (eg, authorisation, certification or licence) with regulatory and/or assurance frameworks applicable to the required Maintenance Services;
     2. the regulatory/standards organisation (eg, a Defence authority such as the DASA, DTR-A or NMSwAA, or other agency), from which the recognition was issued; and
     3. the application of the tenderer’s formally recognised capabilities to the draft SOW.

1. SOFTWARE support (OPTIONAL)

Draft SOW reference: clause 5.1 and DSD-ENG-SW

Note to drafters: If Software support is not required under the draft Contract, or is unlikely to discriminate between tenders, the following clauses can be deleted. If required, drafters can request a draft SWSP and delete ‘Software Support’ from Table F-5 (the draft CEMP) or request that ‘Software Support’ be addressed in the draft CEMP (TDR F-6), even if the draft Contract requires a stand-alone SWSP, and designate TDR F-9 as ‘Not used’. If included, amend the clauses below as appropriate.

* 1. The tenderer is to provide a draft SWSP that addresses the following sections of Appendix B to MIL-HDBK-1467 (where the ‘*Life Cycle Software Engineering Environment User’s Guide*’ is to be read as the ‘Software Support Plan’):
     1. introduction;
     2. applicable documents (including government and non-government documents);
     3. general description (of the Life Cycle Software Engineering Environment);
     4. Software structure;
     5. a summary of the following sections (from the functional operating instructions):
        1. Software performance evaluation;
        2. system and Software generation;
        3. change development and testing; and
        4. Software integration; and
     6. [...INSERT ANY ADDITIONAL REQUIREMENTS FOR TENDER...].
  2. If a tenderer plans to subcontract significant Software support activities, the draft SWSP is to include plans for monitoring Subcontractors and the integration and control of the Software support services provided by those Subcontractors.

1. system safety program (optional)

Draft SOW reference: DSD-ENG-SERV clause 6.2.7

Note to drafters: If a system safety program is not required or unlikely to discriminate between tenders, the following clause and table can be deleted. If required, drafters can request a draft IMSP and delete ‘In-Service Materiel Safety (System Safety) Program’ from Table F-5, or request that ‘In-Service Materiel Safety’ be addressed in the draft CEMP (TDR F-6) and designate TDR F-10 as ‘Not used’. If included, amend Table F-6 as appropriate.

* 1. The tenderer is to provide a draft IMSP in accordance with the sections of DID-ENG-IMSP listed in Table F-6. If the tenderer plans to subcontract significant Materiel Safety-related activities, the draft IMSP should include the integration and monitoring of those Materiel Safety Services provided by proposed Subcontractors.

Table F-6: Tender Response Requirements for the draft IMSP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.2 | 1. Applicable Documents (only documents not listed in the draft Contract) |
| 1. 6.2.4 | 1. System Safety Organisation and Roles |
| 1. 6.2.5 | 1. System Safety Program Integration |
| 1. 6.2.6 | 1. System Safety Program Activities (6.2.6.1, 6.2.6.3 and 6.2.6.4 only) |

1. maintenance management (OPTIONAL)

Draft SOW reference: clause 6.1

Note to drafters: If Maintenance Support is not required or unlikely to discriminate between tenders, the following clause and table can be deleted. If required, drafters can request a draft MMP and delete ‘Maintenance Management’ from Table F-1, or request that ‘Maintenance Management’ be addressed in the draft SSMP (TDR F-2 / Table F-1) and designate TDR F-11 as ‘Not used’. If included, amend Table F-7 as appropriate.

* 1. The tenderer is to provide a draft MMP in accordance with the sections of DID-MNT-MMP listed in Table F-7. If the tenderer plans to subcontract significant Maintenance activities, the draft MMP should include the integration and monitoring of those Maintenance Services provided by proposed Subcontractors.

Table F-7: Tender Response Requirements for the draft MMP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.2 | 1. Introduction |
| 1. 6.2.3 | 1. Maintenance Organisation Structure |
| 1. 6.2.4 | 1. Maintenance Support Management (6.2.4.1 and 6.2.4.2 only) |
| 1. 6.2.5 | 1. Maintenance Management System (6.2.5.1 and 6.2.5.4 only) |
| 1. 6.2.6 | 1. Maintenance Activities |
| 1. 6.2.7 | 1. Personnel (6.2.7.1 to 6.2.7.3 and 6.2.7.5 only) |
| 1. 6.2.9 | 1. Subcontractor and Support Network Management |
| 1. 6.2.10 | 1. Maintenance Technical Data and Documentation (6.2.10.1 only, summarising (rather than listing) the Technical Data when referring draft SOW Annex D) |

1. Supply Support (OPTIONAL)

Draft SOW reference: clause 7.1

Note to drafters: If Supply Support is not required or unlikely to discriminate between tenders, the following clause and table can be deleted. If required, drafters can request a draft SSP and delete ‘Supply Management’ from Table F-1, or request that ‘Supply Management’ be addressed in the draft SSMP (TDR F-2 / Table F-1) and designate TDR F-12 as ‘Not used’. If included, amend Table F-8 as appropriate.

* 1. The tenderer is to provide a draft SSP in accordance with the sections DID-SUP-SSP listed in Table F-8. If the tenderer plans to subcontract significant Supply Support activities, the draft SSP should include the integration and monitoring of those Supply Support Services provided by proposed Subcontractors.

Table F-8: Tender Response Requirements for the draft SSP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.1 | 1. SSP Outline |
| 1. 6.2.2 | 1. Supply Support Organisation |
| 1. 6.2.3 | 1. Supply Support Management (6.2.3.1 and 6.2.3.2 only) |
| 1. 6.2.4 | 1. Supply Management System (6.2.4.1 and 6.2.4.2 only) |
| 1. 6.2.6 | 1. Subcontractor Management |

1. Training Support (OPTIONAL)

Draft SOW reference: clause 8.1

Note to drafters: If Training Support is not required or unlikely to discriminate between tenders, the following clause and table can be deleted. If required, drafters can request a draft TSP and delete ‘Training Management’ from Table F-1, or request that ‘Training Management’ be addressed in the draft SSMP (TDR F-2 / Table F-1) and designate TDR F-13 as ‘Not used’. If included, amend Table F-9 as appropriate.

* 1. The tenderer is to provide a draft TSP in accordance with the sections of DID-TNG-TSP listed in Table F-9. If the tenderer plans to subcontract significant Training Support activities, the draft TSP should include the integration and monitoring of those Training Support Services provided by proposed Subcontractors

Table F-9: Tender Response Requirements for the draft TSP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.1 | 1. General |
| 1. 6.2.2 | 1. Training Support Organisation |
| 1. 6.2.3 | 1. Training Support Management (6.2.3.1, 6.2.3.2, and 6.2.3.4 (if applicable)) |
| 1. 6.2.4 | 1. Training Management System (6.2.4.1 and 6.2.4.2 only) |
| 1. 6.2.6 | 1. Subcontractor Management |
| 1. 6.2.7 | 1. Training Staff Qualifications and Experience (6.2.7.1 only) |