

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-ENG-AEOA-V5.2**
- 2. TITLE: APPLICATION FOR ENGINEERING ORGANISATION APPROVAL**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Application for Engineering Organisation Approval (AEOA) is a formal submission by the Contractor, to the Commonwealth, to demonstrate that it has the means to perform engineering activities that comply with specified ADF regulatory / assurance framework requirements.
 - 3.2** The Contractor uses the AEOA to seek formal recognition of its engineering organisation by submitting evidence that the Contractor:
 - a. can, and will, sustain an engineering organisation that complies with the specified ADF regulatory / assurance framework requirements, to the extent that they apply to the engineering activities required under the Contract; and
 - b. will undertake the required engineering activities to approved standards, using competent and authorised individuals, who are acting as members of the complying engineering organisation.
 - 3.3** The Commonwealth uses the AEOA, to assess the Contractor's capability and readiness to apply the specified ADF regulatory / assurance framework requirements to the engineering activities required under the Contract.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The AEOA inter-relates with the following data items, where these data items are required under the Contract:
 - a. Contractor Engineering Management Plan (CEMP);
 - b. Systems Engineering Management Plan (SEMP); and
 - c. Configuration Management Plan (CMP).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form a part of this DID to the extent specified herein:

AAP 8000.011	Defence Aviation Safety Regulations (DASR)
ANP3411-0101	Naval Materiel Assurance Publication
LMSM	Land Materiel Safety Manual
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.1.2** When the Contract has specified delivery of other data items that contains aspects of the required information, the AEOA shall summarise these aspects and refer to the other data items.
 - 6.1.3** 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.
 - 6.1.4** All documents provided as part of the AEOA shall be controlled documents.

6.2 Specific Content

6.2.1 Aerospace - Application for Design / Production Organisation Approval

6.2.1.1 Where the Contractor is required to comply with the DASR, as applicable to the scope of work under the Contract, the AEOA shall include:

- a. for design activities, a completed *DASR Form 80 - Application for Military Design Organisation Approval*, supported by a *Design Organisation Exposition (DOE)* addressing the requirements of DASR 21.A.243; and/or
- b. for production activities, a completed *DASR Form 50 - Application for DASR 21 Production Organisation Approval*, supported by a *Production Organisation Exposition (POE)* addressing the requirements of DASR 21.A.143.

6.2.1.2 In meeting the requirements of clause 6.2.1.1 the AEOA shall, except where provided to the Commonwealth by other means, include the CEMP, SEMP and CMP, as applicable, and all other plans, procedures, and other documents referenced in the DOE and/or POE, as applicable.

6.2.2 Land - Application to demonstrate compliance with the LMSM

6.2.2.1 Where the Contractor is required to show compliance with the LMSM, as applicable to the scope of work under the Contract, the AEOA shall:

- a. be released under the authority of the Contractor's Senior Design Engineer for the program;
- b. provide objective quality evidence to demonstrate that the Contractor possesses the engineering management systems, competent people, processes, data and other resources required to provide engineering management and design services consistent with applicable LMSM requirements identified in the Contract;
- c. except where provided to the Commonwealth by other means, include the CEMP, SEMP and CMP, as applicable, and all other plans, procedures and related documents containing the objective quality evidence required by clause 6.2.2.1b; and
- d. include a compliance matrix, showing how the Contractor's engineering management system complies with LMSM requirements applicable to the engineering activities under the Contract.

6.2.3 Maritime – Application to demonstrate compliance with the Naval Materiel Assurance Publication

6.2.3.1 Where the Contractor is required to comply with the *Naval Materiel Assurance Publication*, as applicable to the scope of work under the Contract, the AEOA shall:

- a. be released under the authority of the Contractor's Senior Design Engineer for the program;
- b. provide objective quality evidence to demonstrate that the Contractor possesses the engineering management systems, competent people, processes, data and other resources required to provide engineering management and design services in accordance with *Naval Materiel Assurance Publication* requirements (refer to ANP3411-0101 Chapter 6, paragraphs 6.24 and 6.28);
- c. except where provided to the Commonwealth by other means, include the CEMP, SEMP and CMP, as applicable, and all other plans, procedures and related documents containing the objective quality evidence required by clause 6.2.3.1b; and
- d. include a compliance matrix showing how the Contractor's engineering management system complies with *Naval Materiel Assurance Publication* requirements applicable to the engineering activities under the Contract.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-ENG-CEMP-V5.2**
- 2. TITLE: CONTRACTOR ENGINEERING MANAGEMENT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Contractor Engineering Management Plan (CEMP¹) describes the Contractor's plans and procedures for the management of a fully integrated engineering program to deliver Engineering Services in accordance with the Contract. The CEMP provides the roadmap to the Contractor's organisational structure, responsibilities, procedures, processes and resources that it applies to the conduct and management of the Engineering Support effort under the Contract.
 - 3.2** The Contractor uses the CEMP, including or supplemented by subordinate plans, to:
 - a. define, manage and monitor the Engineering Support program for the Contract;
 - b. ensure that those parties (including Subcontractors) who are providing Engineering Services understand their respective responsibilities, the processes to be used, and the time-frames involved;
 - c. demonstrate that it has and maintains an organisation with the capability and capacity to meet its Engineering Support responsibilities under the Contract including, when applicable, the ability to comply with the relevant ADF regulatory / assurance framework requirements; and
 - d. define the Contractor's expectations for Commonwealth involvement in the provision of Engineering Services.
 - 3.3** The Commonwealth uses the CEMP to:
 - a. gain visibility and assurance that the Contractor's Engineering Services will meet the requirements of the Contract including, when applicable, the ability to comply with ADF regulatory / assurance framework requirements;
 - b. provide a basis for monitoring and assessing the Contractor's performance in relation to the Engineering Support requirements of the Contract; and
 - c. confirm and coordinate Commonwealth interfaces with the Contractor's Engineering Support organisation and provide input into the Commonwealth's planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The CEMP is subordinate to the Support Services Management Plan (SSMP).
 - 4.2** The CEMP is the highest-level plan for Engineering Support activities. All other Engineering Support plans are subordinate to, and fit beneath the umbrella of, the CEMP.
 - 4.3** The CEMP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Application for Engineering Organisation Approval (AEOA);
 - b. Configuration Management Plan (CMP);
 - c. In-Service Materiel Safety Plan (IMSP);
 - d. Software Support Plan (SWSP);
 - e. Innovations / Efficiencies Implementation Plan (IEIP);
 - f. Systems Engineering Management Plan (SEMP);
 - g. Software Management Plan (SWMP);

¹ 'CEMP' is a generic name used for the governing plan for Engineering under ASDEFCON contracts. Different ADF regulatory / assurance frameworks may have a different name for the equivalent Commonwealth document.

- h. Maintenance Management Plan (MMP);
- i. Supply Support Plan (SSP);
- j. Technical Data Management Plan (TDMP) / Technical Data Plan (TDP);
- k. Quality Plan (QP); and
- l. Combined Services Summary Report (CSSR).

5. APPLICABLE DOCUMENTS

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

AAP 8000.011	Defence Aviation Safety Regulations (DASR)
ANP3411-0101	Naval Maritime Assurance Publication
LMSM	Land Materiel Safety Manual

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

- 6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
- 6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the CEMP shall summarise these aspects and refer to the other data item.
- 6.1.3 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.
- 6.1.4 Where the Contract requires that Engineering Services comply with an ADF regulatory / assurance framework, the CEMP 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 and the related requirements in the ADF regulatory / assurance framework publication, as listed in the Applicable Documents and in the SOW ('Engineering Organisation and System Compliance').

6.2 Specific Content

Note: Guidance for Engineering management plans may be included within the Applicable Documents and the publications listed in the SOW clause for 'Engineering Organisation and System Compliance'. This guidance is generally written for the Commonwealth and needs to be read in the context of the Contractor's responsibilities that are to be described in the CEMP. If there is doubt as to whether particular requirements in those documents apply to the CEMP, then guidance should be sought from the Commonwealth Representative.

6.2.1 Authorisation and Sponsorship

- 6.2.1.1 The CEMP shall include a statement of authorisation by the Contractor's Executive Authority or Accountable Manager for the Contract.
- 6.2.1.2 The CEMP shall include a statement of sponsorship by the Senior Engineering Manager (SEM), which refers to the SEM's responsibility for ensuring compliance of the Engineering system with the CEMP.

6.2.2 Introduction

- 6.2.2.1 The CEMP introduction shall summarise the purpose of the CEMP, its relationship with other Contract plans, its review and update cycle, and the types of Engineering Services to be provided. Specifically, the introductory section of the CEMP shall:
 - a. describe the scope of the engineering roles of the Contractor's organisation, as applicable to the Engineering Services required under the Contract;
 - b. describe the ADF regulatory / assurance framework and, if applicable and identified in the SOW, the Defence organisation's EMP (or Technical Integrity Management Directive, if applicable) being complied with;

- c. outline the management strategy for the provision of Engineering Services, including goals and objectives, as applicable; and
- d. provide an overview of the relationships between the Contractor and other external agencies, including Commonwealth entities and Approved Subcontractors.

6.2.3 Engineering Organisation Structure

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include requirements for specific management appointments and authorised engineering roles, which should be addressed in response to the following requirements.

6.2.3.1 The CEMP shall describe the Contractor's and Approved Subcontractors' organisational arrangements for meeting the Engineering Support requirements of the Contract, including:

- a. the Contractor's and Approved Subcontractors' organisations and management structures, showing how the Engineering Support organisational and managerial arrangements integrate into the higher-level management structures and organisations;
- b. the interrelationships and lines of authority between all parties involved in the Contractor's Engineering Support activities;
- c. the responsibilities of all parties involved in the Contractor's Engineering Support activities, including the identification of the individual within the Contractor's organisation who will have managerial responsibility and accountability for meeting the Engineering Support requirements of the Contract; and
- d. an organisational chart, or equivalent, showing the associated management hierarchy and the partitioning of Engineering Support responsibilities between the various organisations.

6.2.3.2 The CEMP shall identify the positions or types of positions to be filled by personnel delegated with engineering / technical authority for the design and/or control of the supported Products.

6.2.4 Engineering Support Management

6.2.4.1 If Engineering Services are provided by more than one organisation, functional area, or location, the CEMP shall describe the approach used to partition work activities between the organisations, functional areas and locations.

6.2.4.2 The CEMP shall describe:

- a. how resources are allocated to each Engineering Support organisation or work activity;
- b. how work activities are planned, scheduled, and controlled;
- c. how Engineering Support activities and outcomes are recorded and reported; and
- d. any Engineering-related Performance Measures, other than the KPIs and OPMs specified in the Contract, and how the Contractor uses these to measure and assess the effectiveness and the efficiency of the Engineering Support system and/or the provision of the required Engineering Services.

6.2.4.3 The CEMP shall detail the arrangements for conducting Engineering Support Performance Reviews (ESPRs) or for addressing Engineering Support issues at the Combined Services Performance Reviews (CSPRs) (as applicable to the Contract).

6.2.4.4 The CEMP shall include references to the specific plans, procedures, instructions and other documents, either physical or as part of a Quality Management System (QMS), used to describe the management of the Contractor's Engineering Support activities.

6.2.4.5 Except where otherwise provided to the Commonwealth Representative through other means, the CEMP shall include, as annexes to the CEMP, all associated plans, processes, procedures, and instructions that are required for the management and provision of the Contractor's Engineering Support activities.

6.2.4.6 The CEMP shall describe how engineering decisions are recorded, reviewed and managed to provide traceability and authority to engineering decisions.

6.2.5 Engineering Information System

6.2.5.1 The CEMP shall describe the Engineering Information System (EIS) for managing the conduct of Engineering Support activities, including reference to major components of the system, and all associated documentation describing use, process flows, interfaces, and quality controls related to the Engineering Support activities.

6.2.6 Engineering Activities

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for managing and recording specific engineering activities (eg, for accountable decisions), which should be addressed in response to the following requirements.

6.2.6.1 The CEMP shall describe the scope of engineering activities to be, or being, undertaken in the provision of Engineering Services, including:

- a. a summary of the range of Products managed or supported by the Contractor;
- b. the type of technologies supported, including any specific technologies that present a higher level of technical risk;
- c. the scope and boundaries of design control, Configuration Item management, technical investigation, and other engineering activities performed under the Contract, identifying where the type and level of Engineering Services varies with the differing Products Being Supported;
- d. reference to the maintenance of the applicable design / certification baseline or type certificate(s), as applicable; and
- e. reference to regulations, standards, policies, and significant Quality procedures applicable to the engineering activities.

6.2.7 Related Certifications

6.2.7.1 The CEMP shall include the Certification details of the Contractor's QMS (eg, Certification to ISO 9001 or equivalent).

6.2.7.2 Where the Contract requires compliance with the DASR, the CEMP shall describe any current or previous engineering or design certifications issued by the Defence Aviation Safety Authority, other National Military Airworthiness Authorities, and any other regulatory authorities (eg, civil authorities), for work that is applicable to the Engineering Services.

6.2.8 Personnel

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for the appointment and/or authorisation of engineering personnel, which should be addressed in response to the following requirements.

6.2.8.1 The CEMP shall detail how engineering / technical authority is managed which may include a description or reference to, the Contractor's register of position profiles for each position (or type of position) for which engineering / technical authority is required to be held by an incumbent, as identified in the organisational structure, including:

- a. the type of engineering / technical authority required to be held by an incumbent;
- b. source of authorisation requirement (eg, legislation, regulation or policy details);
- c. the necessary formal qualifications, associated training, and required experience to be held by an incumbent, including any registrations or other endorsements required;
- d. the duties to be undertaken; and
- e. the required competency assessments and/or selection criteria for the position, as applicable.

6.2.8.2 The CEMP shall describe the Contractor's processes for managing activities requiring engineering / technical authority during the extended absence of personnel holding positions that require engineering / technical authority.

6.2.8.3 The CEMP shall describe the Contractor's register of positions and individual personnel holding an engineering or technical authority (eg, an 'EA Register' or 'TA Register'). The register shall identify:

- a. past and all current persons delegated engineering/technical authority, including the dates when authorisations were granted and ceased;
- b. qualifications, training and experience of persons delegated engineering/technical authority;
- c. alternate persons assigned to act during the extended absence of persons holding positions that require engineering/technical authority; and
- d. the position profiles, as required in clause 6.2.8.1, associated with each position and person delegated engineering/technical authority.

6.2.8.4 The CEMP shall describe the Contractor's approach for the professional development and continuity of persons holding positions that require engineering/technical authority.

6.2.9 Subcontractor and Support Network Management

6.2.9.1 The CEMP shall describe how Engineering Support tasks performed by Subcontractors will be allocated and integrated into the Engineering Support activities performed by the Contractor.

6.2.9.2 The CEMP shall describe how all Engineering Support work conducted by Subcontractors will be monitored and managed to ensure that the required Engineering Services are achieved.

6.2.9.3 The CEMP shall identify the technical / design support network of organisations, including subcontractors and other companies, which provide technical advice for engineering activities.

6.2.10 Data and Records Management

Note: *ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for engineering data and documentation, which should be addressed in response to the following requirements.*

6.2.10.1 The CEMP shall, including by reference to the Technical Data List, list the specifications, type design and configuration data, drawings, engineering and safety standards, regulations, procedures, manuals, instructions, and other data required to enable Engineering Services to be performed.

6.2.10.2 The CEMP shall describe the Contractor's processes and management arrangements used to ensure that Technical Data for Engineering Support activities is authoritative, accurate, appropriate, complete and accessible, including:

- a. identifying the types of Technical Data used (eg, design manuals, design standards, technical references, specifications, engineering reports, drawings and records);
- b. presenting, as a diagram, the hierarchy of plans, procedures and instructions;
- c. identifying the scope of certification and design-type Technical Data managed by the Contractor, as required by the Contract, with reference to the governing plan for CM under the Contract (eg, CMP) to define associated management arrangements;
- d. describing the process for integrating Subcontractor Technical Data;
- e. identifying the responsible personnel (by position) and describe the methods used for maintaining control of document status;
- f. describing the performance of audits of engineering Technical Data; and
- g. describing how the Technical Data is:
 - (i) made accessible to authorised Commonwealth, Contractor, and Subcontractor personnel;
 - (ii) controlled to ensure that only current versions / issues of Technical Data are used; and
 - (iii) assessed for suitability and applicability; and
- h. describing how proposed changes are reviewed by authorised personnel prior to use or delivery to the Commonwealth, as required by the Contract.

- 6.2.10.3** The CEMP shall describe, or cross-refer, to the arrangements under the Contract to ensure access to Technical Data that is subject to IP-related restrictions, export controls or any other applicable restriction.
- 6.2.11 Technical Investigations**
- 6.2.11.1** The CEMP shall describe the process to manage technical investigations in accordance with the Contract.
- 6.2.12 Equipment Restrictions Register**
- 6.2.12.1** The CEMP shall describe the use of the equipment restrictions register to record details for restrictions placed on the use and/or maintenance of supported Products, including equipment identification, description and period of the restriction, and reference to the notifying document.
- 6.2.13 Facilities and Equipment**
- 6.2.13.1** The CEMP shall identify the Facilities and significant Support and Test Equipment (including Software) required to perform the engineering activities required by the Contract.
- 6.2.14 Concessions for Non-Conformance**
- 6.2.14.1** If prepared to accord with the land or maritime ADF regulatory / assurance framework, the CEMP shall describe the procedures for seeking and recording concessions, from the Commonwealth Representative, for temporary non-conformances with the applicable ADF regulatory / assurance framework and/or the Approved CEMP.
- 6.2.15 Audit Requirements**
- 6.2.15.1** The CEMP shall describe the procedures for preparation, conduct and reporting of internal and external audits, including the audit of Approved Subcontractors, in accordance with the applicable ADF regulatory / assurance framework.
- 6.2.16 Engineering Change Management**
- 6.2.16.1** If engineering change management Services are required under the Contract, the CEMP shall describe the strategy, management, methodology, processes and tools to be used by the Contractor to ensure that the engineering change management requirements of the Contract are satisfied, including:
- a. how engineering change decisions are made and managed, including the relationships between decision-making and the significance of an engineering change;
 - b. the application of the Contractor's risk-management processes to engineering changes, including in relation to judgements of significance; and
 - c. the systems engineering systems and processes to be employed.
- 6.2.17 Additional ADF Regulatory / Assurance Framework Requirements**
- 6.2.17.1** Notwithstanding the requirements above, the CEMP shall address additional requirements for an EMP, as applicable to the Contractor, as defined by the applicable ADF regulatory / assurance framework document(s).
- 6.2.17.2** If the Contract requires Engineering Services to be provided in accordance with the DASR, the CEMP shall address the DASR-specific planning and management requirements within the relevant sections of the CEMP. The Contract may specify Engineering Services to be provided in accordance with the DASR to support:
- a. a Defence Continuing Airworthiness Management Organisation;
 - b. the discharge of Military Type Certificate Holder obligations; and
 - c. a specified Delegate of the Safety Authority.

6.3 Specific Content – Engineering Subprogram Plans

6.3.1 Configuration Management

Note: *ADF regulatory / assurance framework publications and standards, as specified in the SOW (including DSDs), may include specific requirements for Configuration Management, which should be addressed in the response to the following requirements.*

6.3.1.1 If Configuration Management (CM) Services are required under the Contract, the CEMP shall describe the strategy, management, methodology, processes and tools to be used by the Contractor to ensure that the CM requirements of the Contract are satisfied, including (as applicable):

- a. Configuration Identification;
- b. Configuration Control;
- c. Configuration Status Accounting;
- d. Configuration Audits;
- e. Baseline management; and
- f. any related plans and instructions to be used in the performance of CM, including, if applicable, reference to Commonwealth plans and instructions.

6.3.2 Software Support

6.3.2.1 If Software support Services are required under the Contract, the CEMP shall describe the strategy, management, methodology, processes and tools to be used by the Contractor to provide Software support Services, including (as applicable):

- a. a description of the Software Products Being Supported, including:
 - (i) the scope of the Software Products Being Supported; and
 - (ii) the Intellectual Property rights and other rights required to use, distribute and modify the applicable Software Products;
- b. a description of the Software support environment, including:
 - (i) host and target computer systems;
 - (ii) Software tools and other system components; and
 - (iii) interfaces with Commonwealth hardware and Software systems;
- c. a description of the operation of the Software support environment, including tools, processes and methodologies for:
 - (i) Software generation / compilation;
 - (ii) Software change development and testing;
 - (iii) Software integration;
 - (iv) managing and updating data libraries; and
 - (v) maintaining system access and security controls; and
- d. details of the required coordination activities involving Associated Parties.

6.3.3 In-Service Materiel Safety (System Safety) Program

6.3.3.1 If a system safety engineering program is required under the Contract, the CEMP shall describe the strategy, management, methodology, processes and tools to be used by the Contractor in performing the In-Service Materiel Safety (system safety) program activities of the Contract, including (as applicable):

- a. a description of the range of Products for which Materiel Safety will be managed;
- b. identification of the Materiel Safety certification baseline(s) and other Materiel Safety-related data that the Contractor manages and/or contributes to;

- c. a description of how the program is integrated with other activities under the Contract, including activities associated with the design, development, implementation, delivery, and V&V of a Major Change; and
- d. a summary of the required coordination activities involving Associated Parties.

6.3.4 Technology Evolution / Technology Insertion

6.3.4.1 The CEMP shall describe the strategy, management, methodology, processes and tools to be used by the Contractor to address any requirements for technology evolution and/or technology insertion under the Contract (including under the Capability Innovations and Efficiencies (CIE) Program), including (as applicable):

- a. cross-references to the IEIP or other relevant plan, where applicable;
- b. a description of the management arrangements for undertaking these activities;
- c. the identification the change drivers that could apply to the Products Being Supported, including:
 - (i) evolution of technology;
 - (ii) changes to threats;
 - (iii) changes to user needs;
 - (iv) changes to external systems and interfaces including, if applicable, changes to host systems (ie, the Materiel Systems, platforms or information technology networks for which the system being analysed is a component);
 - (v) Supportability considerations (eg, Obsolescence and reliability growth); and
 - (vi) Mission System enhancements or upgrades, including those planned by the Contractor or component element suppliers;
- d. the identification the candidate elements for change based on an assessment of the potential areas of the Products Being Supported that may change over the LOT due to the change drivers identified in response to clause 6.3.4.1c;
- e. a description of the Contractor's strategies for:
 - (i) ensuring that that the set of change drivers is kept current (eg, in relation to new or evolving technologies, threats and user needs);
 - (ii) addressing the change drivers as they apply to the identified candidate elements;
 - (iii) addressing Obsolescence (eg, the specific Obsolescence management strategies that will be employed, cross-referring to the Approved SSP where appropriate);
 - (iv) undertaking studies and providing business cases to the Commonwealth when an identified change or change driver warrants consideration by the Commonwealth (eg, to enhance the Capability or to address Obsolescence); and
 - (v) addressing the associated Total Cost of Ownership (TCO) considerations;
- f. a description of the associated methodologies, processes and tools to implement the identified strategies (eg, use of technology roadmaps); and
- g. a summary of the required coordination activities involving Associated Parties.

6.3.5 Research and Development

6.3.5.1 If a research and development (R&D) program is required under the Contract, the CEMP shall describe the strategy, management, methodology, processes and tools to be used by the Contractor in performing the R&D program activities of the Contract, including (as applicable):

- a. a description of the arrangements for managing and undertaking the R&D program, including in relation to:

- (i) Approved Subcontractors; and
- (ii) third parties, such as Defence Science and Technology Group (DSTG), Commonwealth Scientific and Industrial Research Organisation (CSIRO), state governments, academia and other Commonwealth agencies;
- b. a description of the methodology to be used by the Contractor and Approved Subcontractors to assist with the identification of potential R&D opportunities (eg, targeted collaborative activities with particular R&D stakeholders);
- c. a description of the general approach to specifying, managing and undertaking R&D opportunities, including:
 - (i) the expected involvement of the Commonwealth;
 - (ii) the specific plans and reports that will be developed, including any such requirements defined in the SOW;
 - (iii) the criteria to be used for determining whether or not an R&D opportunity should be progressed through to production and fielding; and
 - (iv) success or failure criteria linked to key decision points associated with either the developmental programs for the relevant Products Being Supported or the R&D opportunity itself, such as potential requirements for additional funding, transitioning to production, or off-ramps.

6.3.6 Contractor Standing Capability

6.3.6.1 Not used.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-ENG-CMP-V5.2**
- 2. TITLE: CONFIGURATION MANAGEMENT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Configuration Management (CM) Plan (CMP) is the overarching plan for the management and implementation of CM Services. The CMP defines the Contractor's methodologies, systems and processes for meeting the CM requirements of the Contract. The CMP includes the definition of CM activities for all hardware, Software and data (including all data items) associated with the Contract.
 - 3.2** The Contractor uses the CMP to:
 - a. define, manage and monitor the CM program for the Contract;
 - b. ensure that those parties (including Subcontractors) who are providing CM Services understand their respective responsibilities, the processes to be used, and the time-frames involved; and
 - c. define the Contractor's expectations for Commonwealth involvement in the provision of CM Services.
 - 3.3** The Commonwealth uses the CMP to:
 - a. gain visibility into the Contractor's planning for meeting the CM requirements of the Contract;
 - b. gain assurance that the Contractor's CM Services will meet the requirements of the Contract;
 - c. provide a basis for monitoring and assessing the Contractor's performance in relation to the CM requirements of the Contract;
 - d. confirm and coordinate Commonwealth interfaces with the Contractor's CM program; and
 - e. provide input into the Commonwealth's planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The CMP is subordinate to the following data items, where these data items are required under the Contract:
 - a. Support Services Management Plan (SSMP); and
 - b. Contractor Engineering Management Plan (CEMP).
 - 4.2** If an Application for Engineering Organisation Approval is to be delivered under the Contract, the CMP is generally required as supporting information for that application.
 - 4.3** The CMP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Maintenance Management Plan (MMP);
 - b. Supply Support Plan (SSP);
 - c. Training Support Plan (TSP);
 - d. Software Support Plan (SWSP);
 - e. Data Management System (DMS) Concept of Operation Document (DMS COD);
 - f. Technical Data Management Plan (TDMP);
 - g. Technical Data List (TDL); and

- h. plans Approved for an engineering change program, including the Systems Engineering Management Plan (SEMP) and Software Management Plan (SWMP).

5. APPLICABLE DOCUMENTS

Note: *The documents applicable to the provision of CM Services are defined in the SOW, including DSDs (eg, DSD-ENG-CM).*

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

ANP3412-4004 *Naval Materiel Configuration Management*

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the CMP shall summarise these aspects and refer to the other data item.

6.1.3 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.

6.2 Specific Content

6.2.1 General

6.2.1.1 The CMP shall describe the methodology, processes, systems, tools and activities for the provision of CM Services in a manner that demonstrates how the requirements of the applicable CM documents, as identified in the Contract, are satisfied.

6.2.2 Configuration Management Organisation

6.2.2.1 The CMP shall describe the organisational arrangements for managing and providing CM Services, including:

- a. the functional structure of the Contractor's and Approved Subcontractors' CM organisations;
- b. other positions, within the Contractor's organisational structure, of staff holding CM responsibilities;
- c. the lines of authority within the CM organisation and between the CM organisation, engineering and other elements of the Contractor's management organisation; and
- d. the responsibilities and authority of participating groups, organisations and individuals involved in CM, including their role in Configuration Control Boards (CCBs).

6.2.3 Configuration Management Integration

6.2.3.1 The CMP shall describe:

- a. the integration of CM functions with other Contract activities;
- b. the Commonwealth's involvement and responsibilities in the Contractor's CM processes, including the Commonwealth's involvement in CCBs;
- c. the Contractor's involvement in the Commonwealth's CCBs; and
- d. the integration of Approved Subcontractors' activities with the Contractor's activities to achieve the CM requirements of the Contract.

6.2.4 Configuration Management Phasing

Note: *The Commonwealth acknowledges that some of the requirements in the following clause may not be able to be addressed in detail because the nature and scope of some CM-related activities, such as the development of a Major Change, will only be known and applicable for each particular Major Change. For these types of activities, the CMP shall provide a generic*

description of the associated CM activities (eg, the Allocated Baseline is typically struck after successful completion of the Detailed Design Review).

6.2.4.1 The CMP shall describe and graphically portray the sequence of events, including associated milestones, for implementing CM in phase with major Contract milestones and events, including in relation to future, yet-to-be defined activities, such as the development of a Major Change. Events shall include:

- a. the release and submission of configuration documentation in relation to Contract events and the Contractor's generic design-and-development phases and program of activities;
- b. the establishment of internal developmental configuration and contractual Baselines;
- c. the implementation of Configuration Control;
- d. the establishment and conduct of CCBs;
- e. the management of the Configuration Status Accounting (CSA) system; and
- f. the conduct of Configuration Audits.

6.2.5 Data Management

6.2.5.1 Data Management System

6.2.5.1.1 The CMP shall describe the methodology and processes for maintaining CM of all data delivered to the Commonwealth through the DMS and all Commonwealth responses and data provided to the Contractor and subsequently made available through the DMS (eg, Commonwealth comments on a data item).

6.2.5.2 Document Management

6.2.5.2.1 The CMP shall define the processes and procedures to be used for the CM of all documents and documentation required for the conduct of the Contract, including both formal deliverables and internal Contractor and Subcontractor documentation.

6.2.5.3 Drawing Management

6.2.5.3.1 The CMP shall define the process and procedures to be used for the CM of all engineering drawings and shall include, as a minimum:

- a. identification of the engineering drawing practices standard used both by the Contractor and Subcontractors;
- b. a statement of any need for deviation from the content of this standard during the program;
- c. a statement of any limitations on delivery to, or use by, the Commonwealth Representative of drawings prepared or maintained under the Contract; and
- d. an overview of the drawing management system, including:
 - (i) a description of any information system tools used (eg, a drawing management database) to support the drawing management system; and
 - (ii) a definition of the drawing procedures to be used.

6.2.6 Configuration Identification

6.2.6.1 Matching Documents to the Configuration Baseline

6.2.6.1.1 If the Contractor is required by the Contract to uniquely identify all documents that disclose the performance, functional and physical attributes of supported Products, the CMP shall define the processes and procedures for so doing.

6.2.6.2 Configuration Identification for Changes to the Approved Baseline(s)

6.2.6.2.1 If Services to identify and document required changes to the Approved Configuration Baseline(s) are included in the Contract, the CMP shall define the Configuration Identification procedures for:

- a. the selection of Configuration Items (CIs), consistent with the detail contained in the Configuration Baselines that are maintained under the Contract;

- b. the assignment and the physical application of configuration identifiers to Major Changes and Minor Changes, Configuration Baseline documentation, drawings, hardware and Software, as applicable; and
- c. the control of documentation and repositories containing elements of internal developmental Configuration Baselines.

6.2.6.3 Engineering Release

6.2.6.3.1 The CMP shall define the procedures for issuing approved configuration documentation, and amendments to this documentation, to functional activities within the Contractor's organisation.

6.2.7 Configuration Control

6.2.7.1 The CMP shall define and detail the functions, membership, responsibilities, and authority of the CCBs planned for the Contract.

6.2.7.2 The CMP shall define the procedures, including Commonwealth involvement, and associated documentation for processing the following:

- a. the classification of changes, and the level of authority for change approval / concurrence;
- b. Engineering Change Proposals (ECPs) and Software Change Proposals (SWCPs);
- c. Major Changes;
- d. Minor Changes; and
- e. applications for Deviations (for variances).

6.2.8 Configuration Status Accounting

6.2.8.1 The CMP shall define the processes and procedures for CSA, including:

- a. methods for collecting, recording, processing and maintaining the data required to provide the status of accounting information through reports and / or access to a CSA system;
- b. a complete description of the CSA system with respect to the areas related to:
 - (i) the identification of the currently approved configuration documentation and configuration identifiers associated with each CI;
 - (ii) the status of proposed Major Changes and Minor Changes from initiation to implementation;
 - (iii) the results of Configuration Audits, and the status and disposition of discrepancies;
 - (iv) the status of applications for Deviations (for variances);
 - (v) the ability to trace changes from the Baseline documentation of each CI; and
 - (vi) the effectiveness and installation status of configuration changes to all CIs at all locations; and
- c. identification and description of the reports available from the CSA system and their frequency of reporting and distribution.

6.2.8.2 The CMP shall describe the standards, processes, and timeframes for the electronic exchange of CM data, including the coordination with the Commonwealth or a third party, as applicable, that is either receiving or providing the CM data.

6.2.9 Configuration Audits

6.2.9.1 The CMP shall describe the Contractor's approach to meeting the requirements for Functional Configuration Audits (FCAs) and Physical Configuration Audits (PCAs), including:

- a. the method for conducting FCAs and PCAs in a manner that achieves the objectives for these audits, as described by the Contract, including the use of audit checklists and associated entry/exit criteria;

- b. plans, procedures, documentation, and schedules for the Configuration Audits; and
- c. format for reporting results of in-process Configuration Audits.

6.2.10 Subcontractor Control

6.2.10.1 The CMP shall define the methods used to ensure that Approved Subcontractors comply with the CM requirements of the Contract.

6.2.11 Configuration Baselines

6.2.11.1 Where the Services include Baseline management, the CMP shall describe the management of Configuration Baselines that have been assigned to the Contractor to maintain, including schedule, organisational responsibilities, and maintenance.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-ENG-DWGS-V5.2**
- 2. TITLE: ENGINEERING DRAWINGS**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** In this DID, Engineering Drawings refers to technical drawings and data sets for physical design data (eg, 3D models and computer-aided design data) that represent the Products, as specified in the SOW including in Annex A to the SOW. Engineering Drawings provide the 'production' and 'as fitted' drawings and data sets for the system(s) and equipment managed under the Contract.
 - 3.2** The Contractor uses the Engineering Drawings:
 - a. as part of the definition of the Product Baseline(s) for the system(s) and equipment; and
 - b. to assist with the Maintenance and support of the system(s) and equipment throughout the Term.
 - 3.3** The Commonwealth uses the Engineering Drawings to:
 - a. confirm the current state of the system(s) and equipment;
 - b. accurately define the interfaces to external systems; and
 - c. enable the system(s) and equipment to be maintained and supported over their respective Lives-Of-Type.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The management and updating of Engineering Drawings is defined in the governing plan for Configuration Management (CM) (eg, CM Plan (CMP) or Contractor Engineering Management Plan (CEMP)).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form a part of this DID to the extent specified herein:
 DEF(AUST)CMTD-5085C *Engineering Design Data for Defence Materiel*
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.2 Specific Content**

 - 6.2.1 General**
 - 6.2.1.1** Unless otherwise specified in the SOW or an S&Q Order, the Engineering Drawings shall consist of Level 2 drawings as defined by DEF(AUST)CMTD-5085C (as applicable to the type of Engineering Drawing).
 - 6.2.1.2** All Engineering Drawings, drawing lists and other design records shall be prepared, amended and managed in accordance with the requirements of DEF(AUST)CMTD-5085C (or equivalent specification as Approved by the Commonwealth Representative) and the Approved governing plan for CM (eg, CMP or CEMP).
 - 6.2.1.3** Unless otherwise specified in the SOW or an S&Q Order, all Engineering Drawings shall be delivered in the following formats:
 - a. for all new drawings / data sets, as defined in the Approved TDMP; and

- b. for all amended drawings / data sets, in the same format(s) as the original drawings / data sets.

6.2.2 Drawing Index

- 6.2.2.1 Unless otherwise specified in the SOW or an S&Q Order, all new or amended Engineering Drawings shall be accompanied by an updated drawing index, containing the following data elements and delivered in ASCII delimited text with column names in the first row:

Field Description	Importance
Drawing or Document Number	Essential
Manufacturer's Code	Essential
Drawing or Document Title	Essential
Drawing or Document Type	Essential
Drawing Size	Essential for aperture card format
Number of Sheets	Essential
Sheet Number	Essential
Revision or Issue Letter or Number	Essential
Revision or Issue Date	Essential
Frame Number	Essential if drawing sheets consist of multiple images
Number of Frames	Essential if drawing sheets consist of multiple images
Next Higher Assembly or Used On	Essential
Image File Name	Essential for electronic data
Image File Format	Essential for electronic data
Volume Name	Essential if images stored over multiple optical storage disk or tapes, etc.
Security Classification	Essential

6.2.3 Interpretation Document

- 6.2.3.1 An interpretation document shall be provided for each Contractor and Subcontractor drawing system. The interpretation document shall include:

- a. information to facilitate interpretation of the drawing and part number structure including standards used; and
- b. an explanation of symbology pertaining to notes, revision markers and effectivity annotations.

6.2.4 Associated Lists

- 6.2.4.1 Unless otherwise specified in the SOW or an S&Q Order, associated lists shall be provided in electronic format and prepared in accordance with *DEF(AUST)CMTD-5085C* (as applicable).

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-ENG-IMSP-V5.2**
- 2. TITLE: IN-SERVICE MATERIEL SAFETY PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The In-Service Materiel Safety Plan (IMSP) describes the Contractor's system-safety management and engineering program, undertaken to ensure that the Materiel Safety of applicable Products is maintained.
 - 3.2** The Contractor uses the IMSP to:
 - a. define, manage and monitor the system-safety program for the Contract;
 - b. ensure that those parties (including Subcontractors) who are involved in the system-safety program understand their respective responsibilities;
 - c. demonstrate that it has the capability and capacity to meet its Materiel Safety responsibilities, particularly in relation to the ADF regulatory / assurance framework applicable to the Contract; and
 - d. define the Contractor's relationship with, and expectations for, Commonwealth involvement in the management of Materiel Safety.
 - 3.3** The Commonwealth uses the IMSP to:
 - a. gain visibility into the Contractor's approach to ensuring Materiel Safety;
 - b. gain assurance that the Contractor's system-safety program will meet the Materiel Safety requirements of the Contract, including ADF regulatory / assurance framework-specific requirements;
 - c. plan the integration of the Contractor's system-safety program activities with the Commonwealth's system-safety program; and
 - d. provide input into the Commonwealth's system-safety program planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The IMSP is subordinate to the Contractor Engineering Management Plan (CEMP).
 - 4.2** The IMSP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Configuration Management Plan (CMP);
 - b. System Safety Program Plan(s) for Major Changes;
 - c. Safety Case Report (SCR);
 - d. Materiel Safety Assessment (MSA);
 - e. Health and Safety Management Plan (HSMP);and
 - f. Safety Data Sheets (SDSs).
 - 4.3** Where the Contract follows a Contract (Acquisition), the IMSP will inter-relate with the Contract (Acquisition) System Safety Program Plan.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The documents identified under clause 6.2.7 of DSD-ENG-SERV apply to this DID.
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the IMSP shall summarise these aspects and refer to the other data item.

6.1.3 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.

6.2 Specific Content

6.2.1 In-Service System Safety Program Scope and Objectives

6.2.1.1 The IMSP shall outline the system-safety program, including:

- a. the scope of the system-safety program, including the Products for which Materiel Safety will be addressed under the Contract;
- b. the system-safety objectives and role to be undertaken by the Contractor; and
- c. significant organisational relationships, particularly where the Commonwealth or another party has a lead responsibility for maintaining Materiel Safety.

6.2.2 Applicable Documents

6.2.2.1 The IMSP shall list the system-safety program references identified in the SOW (including DSD-ENG-SERV), and any other regulations, standards and relevant references to be used by the Contractor.

6.2.3 Materiel Safety Certification

Note: *As part of the system certification baseline, the Materiel Safety certification basis may be managed by Defence or an Associated Party, with input from the Contractor.*

6.2.3.1 The IMSP shall, for the applicable Products Being Supported, identify the:

- a. original and current Materiel Safety certification basis;
- b. current Materiel Safety documentation baseline; and
- c. the party responsible for managing the certification basis, if not the Contractor.

6.2.4 System Safety Organisation and Roles

6.2.4.1 The IMSP shall describe the organisations and the roles of the organisations involved with the system-safety program, including:

- a. within the Contractor's organisation;
- b. Subcontractors; and
- c. Associated Parties, including Defence agencies, regulatory authorities and original equipment manufacturers, as applicable.

6.2.4.2 The IMSP shall identify the qualifications and training required by persons filling the Key Staff Positions for the system-safety program within the Contractor's organisation.

6.2.5 System Safety Program Integration

6.2.5.1 The IMSP shall describe how system-safety program information will be communicated and coordinated with Subcontractors and Associated Parties, through SOW clause 3.6.

6.2.5.2 Where the Contractor does not have system-level safety responsibilities, the IMSP shall describe how the Contractor's and Subcontractors' inputs will be coordinated with the Associated Party that has system-level Materiel Safety responsibilities.

6.2.6 System Safety Program Activities

6.2.6.1 The IMSP shall describe how applicable standards and other documents, referred to under clause 6.2.2, will be adapted to the Contractor's system-safety program (eg, the tailored application of MIL-STD-882E tasks).

6.2.6.2 Where the Materiel Safety management system (ie, containing Materiel Safety baseline documentation, hazard logs, other documentation and tools) is managed by Defence or an Associated Party, the IMSP shall describe how the Contractor, and Subcontractors when applicable, will access that system.

- 6.2.6.3** The IMSP shall describe the analyses applicable to the Contractor's ongoing system-safety program, including:
- hazard risk analyses, including criteria for the judgement of significance and basis for the allocation of a hazard risk index;
 - Software safety assurance;
 - hazard mitigation and acceptance processes; and
 - internal and external review processes.
- 6.2.6.4** The IMSP shall describe how the ongoing system-safety program will be integrated with other Services, when required under the Contract including:
- Defect and other engineering investigations;
 - the development and review of Deviations;
 - parts substitution evaluations;
 - Major Changes and Minor Changes;
 - support for safety-critical Software; and
 - reliability monitoring.
- 6.2.6.5** Where the Services includes the development of Major Changes and Minor Changes, including Software changes if applicable, the IMSP shall describe:
- the integration of system-safety program activities within the engineering change process, including Configuration Control Boards, system-safety working groups, and review board activities;
 - the requirements and resources for performing hazard analyses, including:
 - hazard identification;
 - the inclusion of changes in system operational role, configuration and environment, where applicable;
 - the analysis of failure modes, including reasonable human errors and susceptibility to environmental factors and other external events;
 - the contribution of both hardware and Software, where applicable;
 - integration with human factors engineering and analysis activities;
 - consideration of independent, dependent and simultaneous hazard events;
 - the risk acceptance framework; and
 - the assignment of a hazard risk index; and
 - additionally, for Major Changes, the:
 - system-safety program planning requirements for individual Major Changes;
 - hazard analysis process, including the requirements of clause 6.2.6.5 and all additional techniques and tools to be used; and
 - hazard mitigation, verification and evaluation processes.
- Note: Engineering changes that are judged as being significant to Materiel Safety (as identified by the preliminary hazard analysis) will be classed as a Major Change.**
- 6.2.6.6** The IMSP shall describe how the Contractor will update Materiel Safety baseline documentation, including the safety case report(s) / MSA(s) and hazard log(s), applicable to the Products Being Supported.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-MNT-AMOA-V5.2**
- 2. TITLE: APPLICATION FOR MAINTENANCE ORGANISATION APPROVAL**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Application for Maintenance Organisation Approval (AMOA) is a formal submission by the Contractor, to the Commonwealth, to demonstrate that it has the means to perform Maintenance activities that comply with specified ADF regulatory / assurance framework requirements.
 - 3.2** The Contractor uses the AMOA to seek formal recognition of its Maintenance organisation by submitting evidence that the Contractor:
 - a. can, and will, sustain a Maintenance organisation that complies with the specified ADF regulatory / assurance framework requirements, to the extent that they apply to the Maintenance activities required under the Contract; and
 - b. will undertake the required Maintenance activities to approved standards, using competent and authorised individuals, who are acting as members of the complying Maintenance organisation.
 - 3.3** The Commonwealth uses the AMOA, to assess the Contractor's capability and readiness to apply the specified ADF regulatory / assurance framework requirements to the Maintenance activities required under the Contract.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The AMOA inter-relates with the following data items, where these data items are required under the Contract:
 - a. Maintenance Management Plan (MMP); and
 - b. Configuration Management Plan (CMP).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of the DID to the extent specified herein:

AAP 8000.011	Defence Aviation Safety Regulations (DASR)
ANP3411-0101	Naval Materiel Assurance Publication
LMSM	Land Materiel Safety Manual
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.1.2** When the Contract has specified delivery of other data items that contains aspects of the required information, the AMOA shall summarise these aspects and refer to the other data items.
 - 6.1.3** 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.
 - 6.1.4** All documents provided as part of the AMOA shall be controlled documents.
 - 6.2 Specific Content**

 - 6.2.1 Aerospace - Application for Maintenance Organisation Approval**
 - 6.2.1.1** Where the Contractor is required to comply with the DASR, as applicable to the scope of work under the Contract, the AMOA shall include:

- a. a completed DASR Form 2 – ‘Application for DASR 145 and DASR M Subpart G Approval’, for the DASR 145 requirements (only); and
- b. a *Maintenance Organisation Exposition* (MOE), addressing the requirements of DASR 145.A.70.

6.2.1.2 In meeting the requirements of clause 6.2.1.1, the AMOA shall, except where provided to the Commonwealth by other means, include the MMP and all plans, procedures, and other documents referenced in the MOE.

6.2.2 Land - Application to demonstrate compliance with the LMSM

6.2.2.1 Where the Contractor is required to show compliance with the LMSM, as applicable to the scope of work under the Contract, the AMOA shall:

- a. be released under the authority of the Contractor’s Senior Maintenance Manager for the program;
- b. provide objective quality evidence to demonstrate that the Contractor possesses the Maintenance management systems, competent people, processes, data and other resources required to provide Maintenance Services consistent with the applicable LMSM requirements identified in the Contract;
- c. except where provided to the Commonwealth by other means, include the MMP and CMP, as applicable, and all other plans, procedures, and related documents containing the objective quality evidence required by clause 6.2.2.1b; and
- d. include a compliance matrix showing how the Contractor’s Maintenance management system complies with LMSM requirements applicable to the Maintenance activities under the Contract.

6.2.3 Maritime - Application to demonstrate compliance with Naval Materiel Assurance Publication

6.2.3.1 Where the Contractor is required to comply with the *Naval Materiel Assurance Publication*, as applicable to the scope of work under the Contract, the AMOA shall:

- a. be released under the authority of the Contractor’s Senior Maintenance Manager for the program;
- b. provide objective quality evidence to demonstrate that the Contractor possesses the Maintenance management systems, competent people, processes, data and other resources required to provide Maintenance Services in accordance with *Naval Materiel Assurance Publication* requirements;
- c. except where provided to the Commonwealth Representative by other means, include the MMP and CMP, as applicable, and all other plans, procedures and related documents containing the objective quality evidence required by clause 6.2.3.1b; and
- d. include a compliance matrix showing how the Contractor’s Maintenance management system complies with *Naval Materiel Assurance Publication* requirements applicable to the Maintenance activities under the Contract.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-MNT-MMP-V5.2**
- 2. TITLE: MAINTENANCE MANAGEMENT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Maintenance Management Plan (MMP¹) is the overarching plan for the management and performance of Maintenance Services, and defines the Contractor's plans, methodologies and processes for meeting the Maintenance requirements of the Contract.
 - 3.2** The Contractor uses the MMP to:
 - a. define, manage and monitor the Maintenance Support program for the Contract;
 - b. ensure that those parties (including Subcontractors) who are providing Maintenance Services understand their respective responsibilities, the processes to be used, and the time-frames involved;
 - c. demonstrate that it has and maintains an organisation with the capability and capacity to meet its Maintenance Support responsibilities under the Contract including, when applicable, the ability to comply with the relevant ADF regulatory / assurance framework requirements; and
 - d. define the Contractor's expectations for Commonwealth involvement in the provision of Maintenance Services.
 - 3.3** The Commonwealth uses the MMP to:
 - a. gain visibility and assurance that the Contractor's Maintenance Services will meet the requirements of the Contract including, when applicable, the ability to comply with ADF regulatory / assurance framework requirements;
 - b. provide a benchmark for monitoring and assessing the Contractor's performance in relation to Maintenance Support requirements; and
 - c. confirm and coordinate Commonwealth interfaces with the Contractor's Maintenance Support organisation and provide input into the Commonwealth's planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The MMP is subordinate to the Support Services Management Plan (SSMP).
 - 4.2** The MMP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Application for Maintenance Organisation Approval (AMOA);
 - b. Surge Management Plan (SMP);
 - c. Contractor Engineering Management Plan (CEMP);
 - d. Configuration Management Plan (CMP);
 - e. Supply Support Plan (SSP);
 - f. Support Performance Measurement Plan (SPMP);
 - g. Technical Data Management Plan (TDMP);
 - h. Technical Data Plan (TDP);
 - i. Quality Plan (QP);
 - j. Health and Safety Management Plan (HSMP);

¹ 'MMP' is a generic name used for the governing plan for Maintenance under ASDEFCON contracts. Different ADF regulatory / assurance frameworks may have a different name for the equivalent Commonwealth plan.

- k. Environmental Management Plan (ENVMP);
- l. Combined Services Summary Report (CSSR); and
- m. Support Services Verification Matrix (SSVM).

5. APPLICABLE DOCUMENTS

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

AAP 8000.011	<i>Defence Aviation Safety Regulations (DASR)</i>
ANP3411-0101	<i>Naval Maritime Assurance Publication</i>
LMSM	<i>Land Materiel Safety Manual</i>
DEFLOGMAN Part 3	<i>Electronic Supply Chain Manual (ESCM)</i>

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

- 6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
- 6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the MMP shall summarise these aspects and refer to the other data item.
- 6.1.3 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.
- 6.1.4 Where the Contract requires that Maintenance Services comply with an ADF regulatory / assurance framework, the MMP include a traceability matrix that defines how each specific content requirement, as contained in this DID, is addressed by sections within the data item and the related requirements in the ADF regulatory / assurance framework publication, as listed in the Applicable Documents and in the SOW ('Maintenance Organisation and System Compliance').

6.2 Specific Content

Note: Guidance for Maintenance management plans may be included within the Applicable Documents and the publications listed in the SOW clause for 'Maintenance Organisation and System Compliance'. This guidance is generally written for the Commonwealth and needs to be read in the context of the Contractor's responsibilities that are to be described in the MMP. If there is doubt as to whether particular requirements in those documents apply to the Contractor's MMP, then guidance should be sought from the Commonwealth Representative.

6.2.1 Authorisation and Sponsorship

- 6.2.1.1 The MMP shall include a statement of authorisation by the Contractor's Executive Authority or Accountable Manager for the Contract.
- 6.2.1.2 The MMP shall include a statement of sponsorship by the Senior Maintenance Manager (SMM), which refers to the SMM's responsibility for ensuring compliance of the Contractor's Maintenance systems and activities with the MMP.
- 6.2.1.3 The MMP shall identify the sponsor of the Maintenance component of the QMS, if that person is not the SMM.

6.2.2 Introduction

- 6.2.2.1 The MMP introduction shall summarise the purpose and contents of the MMP, including its review and update cycle, relationship with other plans, and the types of Maintenance Services to be provided.

6.2.3 Maintenance Organisation Structure

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include requirements for specific management appointments and authorised Maintenance roles, which should be addressed in response to the following requirements.

- 6.2.3.1** The MMP shall describe the Contractor's and Approved Subcontractors' organisational arrangements for meeting the Maintenance Support requirements of the Contract, including:
- a. the Contractor's and Approved Subcontractors' organisations and management structures, showing how the Maintenance Support organisational and managerial arrangements integrate into the higher-level management structures and organisations;
 - b. the interrelationships and lines of authority between all parties involved in the Contractor's Maintenance Support activities;
 - c. the responsibilities of all parties involved in the Contractor's Maintenance Support activities, including the titles and points of contact for management positions, which may include:
 - (i) the SMM;
 - (ii) Maintenance managers;
 - (iii) Quality manager(s); and
 - (iv) technical integrity supervisors (or equivalent);
 - d. titles of supervisory positions; and
 - e. an organisational chart, or equivalent, showing the associated management hierarchy and the partitioning of Maintenance Support responsibilities between the various organisations.

6.2.4 Maintenance Support Management

6.2.4.1 If Maintenance Services are provided by more than one organisation, functional area, or location, the MMP shall describe the approach used to partition work activities between the organisations, functional areas and locations.

6.2.4.2 The MMP shall describe:

- a. how resources are allocated to each Maintenance Support organisation or work activity, including how Government Furnished Material (GFM) will be allocated when GFM is provided under the Contract;
- b. how work activities are planned, scheduled, and controlled;
- c. how Maintenance Support activities and outcomes are recorded and reported; and
- d. any Maintenance-related Performance Measures, other than the KPIs and OPMs specified in the Contract, and how the Contractor uses these to measure and assess the effectiveness and the efficiency of the Maintenance Support system and/or the provision of the required Maintenance Services.

6.2.4.3 The MMP shall detail the arrangements for conducting Maintenance Support Performance Reviews (MSPRs) and for addressing Maintenance Support issues at the Combined Services Performance Review (CSPRs) (as applicable to the Contract).

6.2.4.4 If Maintenance Progress Reports are required under the Contract, the content requirements for these reports shall be included in an annex to the MMP.

6.2.4.5 If Maintenance Progress Reviews are required under the Contract, the MMP shall detail the arrangements for the conduct of these reviews.

6.2.5 Maintenance Management System

6.2.5.1 The MMP shall describe the Maintenance Management System (eg, MILIS, Defence ERP System, CAMM2, AMPS) for managing the conduct of Maintenance Support activities,

including reference to major components of the system, and all associated documentation describing use, process flows, interfaces, and quality controls related to the Maintenance Support activities.

6.2.5.2 The MMP shall include, as annexes to the MMP, all associated plans, processes, procedures, and instructions that are required for the management and provision of Maintenance Services.

6.2.5.3 If the Contractor is provided with on-line access to a Commonwealth Maintenance Management System, the MMP shall describe how the details of Maintenance actions will be reported via the Commonwealth Maintenance Management System.

6.2.5.4 If the Contractor is not provided with on-line access to a Commonwealth Maintenance Management System, the MMP shall describe how the details of Maintenance actions will be reported to the Commonwealth Representative.

6.2.6 Maintenance Activities

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for managing and recording specific Maintenance activities (eg, requiring independent inspection / certification, or release to Defence users), which should be addressed in response to the following requirements.

6.2.6.1 The MMP shall, for each Maintenance Service to be provided under the Contract, include:

- a. the title of the Service;
- b. an overview of the specific activities to be undertaken to provide the Service;
- c. the organisation(s) responsible for conducting the specific activities, including their location(s) and Facilities; and
- d. details of interfaces between the Contractor and the Commonwealth for the specific activities.

6.2.6.2 If applicable to the Maintenance Services under the Contract, the MMP shall identify the capabilities for conducting Maintenance Services away from their usual locations (ie, in support of deployed Maintenance activities).

6.2.7 Personnel

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for the appointment and/or authorisation of Maintenance personnel, which should be addressed in response to the following requirements.

6.2.7.1 The MMP shall include, or refer to, position profiles for the Contractor's Maintenance staff, including individual appointments and generic position profiles for authorised trade-persons, that include details of:

- a. trade licences, qualifications or other required endorsements, as applicable;
- b. duties to be undertaken;
- c. required training and experience; and
- d. required competency assessments and/or selection criteria.

6.2.7.2 In addition to the requirements of clause 6.2.7.1, position profiles for the positions of SMM, Maintenance managers, quality manager, technical supervisor, independent inspectors, or equivalent positions identified within the organisational structure shall include details of:

- a. the Maintenance/technical authority and related responsibilities to be held by a person in that position;
- b. necessary formal qualifications; and
- c. additional selection criteria, if applicable.

6.2.7.3 The MMP shall describe the Contractor's process for managing Maintenance of the supported Products, including conformance to the applicable Product Baselines and control

processes (from a Maintenance management perspective), during the extended absence of personnel holding positions identified in response to clause 6.2.7.2.

6.2.7.4 The MMP shall describe the assignment of technical authority and how it is managed, which may include, or refer to, the Contractor's register of positions and individual personnel, pursuant to clauses 6.2.7.1 and 6.2.7.2, that are authorised to undertake responsibilities for ensuring the integrity of the supported Products (an '**Appointments Register**'). The Appointments Register shall contain:

- a. identification of the appointee;
- b. related appointment / position profile;
- c. the date of authorisation; and
- d. the date authorisation was relinquished, if applicable.

6.2.7.5 The MMP shall describe the Contractor's approach for training Maintenance personnel and for ensuring that the technical competencies of individuals are maintained.

6.2.7.6 The MMP shall describe the Contractor's process for managing and recording the assignment of staff to Maintenance activities, consistent with the registration / authorisations / licences of their position profiles.

6.2.7.7 If personnel providing Maintenance Services are to be licenced or registered under legislation or in accordance with an ADF regulatory / assurance framework (eg, aircraft Maintenance in compliance with DASR 66), the MMP shall describe the Contractor's approach to:

- a. ensuring that applicable personnel hold the appropriate licence(s); and
- b. maintaining a system that enables on-going compliance with the applicable legislation and/or ADF regulatory / assurance framework.

6.2.8 Non-Technical Maintenance

6.2.8.1 If Contractor personnel have Maintenance responsibilities for 'non-technical' maintenance (eg, inspections of the Mission System by an operator before operation), the MMP shall detail the scope of Maintenance tasks (as authorised by the SMM), the management of those activities, and any associated training requirements.

6.2.9 Subcontractor and Support Network Management

6.2.9.1 The MMP shall describe how Maintenance Support tasks performed by Subcontractors will be allocated and integrated into the Maintenance Support activities performed by the Contractor.

6.2.9.2 The MMP shall describe how all Maintenance Support work conducted by Subcontractors will be monitored and managed to ensure that the required Maintenance Services are achieved.

6.2.9.3 The MMP shall identify the support network of organisations, including subcontractors and other companies, which provide technical advice for Maintenance activities.

6.2.10 Maintenance Technical Data and Documentation

Note: *ADF regulatory / assurance framework publications, as specified in the SOW, and the ESCM, may include specific requirements for Maintenance data and documentation, which should be addressed in response to the following requirements.*

6.2.10.1 The MMP shall include, as an annex or by reference, a list of all required technical / materiel maintenance plans, Maintenance manuals, repair specifications, safety standards, regulations and other reference documentation required to enable Maintenance Services to be performed.

6.2.10.2 The MMP shall describe the Contractor's management processes to review and ensure currency and configuration control of Maintenance documents pursuant to clause 6.2.10.1.

6.2.10.3 The MMP shall describe the purpose of and the requirements for updating, processing and transcribing, in part or whole, to the Maintenance Management System (if applicable) the following Maintenance documents for recording Maintenance:

- a. Maintenance requests;
- b. equipment Maintenance logs/logbooks;
- c. inspection registers;
- d. certificates of completion / release to service, post-Maintenance certification (or equivalent) and test results; and
- e. any other non-computer-based logs, registers or lists used in the recording of Maintenance activities,

as applicable to the Products being maintained under the Contract.

6.2.11 Defects and Maintenance Investigations

6.2.11.1 The MMP shall describe the process for recording, investigating and reporting Defects identified during Maintenance Services or referred to the Contractor from operators or Commonwealth Maintenance activities, as applicable.

6.2.12 Deviations and Non-Standard Repairs

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for the management of Deviations / variances and non-standard repairs, which should be addressed in response to the following requirements.

6.2.12.1 If the Contract includes the requirement to seek Approval for Deviations (including variances) from standard repairs or for Non-Standard Repairs, the MMP shall describe the procedures for:

- a. requests for engineering advice and the associated Approval or non-Approval of Deviations and Non-Standard Repairs;
- b. maintaining records of Maintenance actions where each Deviation or Non-Standard Repairs has been applied; and
- c. periodic review of Deviations and Non-Standard Repairs, undertaken to manage and program the restoration of Products to a standard state of repair or configuration.

6.2.13 Supply Interface

6.2.13.1 If the Contractor is required to provide Supply Services under the Contract, and/or the Contractor is required to interface with Commonwealth Supply Support organisations, the MMP shall describe the interface between the Supply Support and Maintenance Support systems.

6.2.13.2 If the Contractor is required to provide Supply Services for aeronautical product, the MMP shall describe the specific management procedures to ensure the supply traceability, product conformance and serviceability of aeronautical products.

6.2.14 Condition Monitoring and Reporting

6.2.14.1 If condition monitoring and reporting is required under the Contract, either directly or required through the technical references in SOW Annex A, the MMP shall describe the process for condition monitoring and reporting to meet the Commonwealth's requirements.

6.2.15 Cannibalisation

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for the approval and management of Cannibalisation, which should be addressed in response to the following requirements.

6.2.15.1 If the Cannibalisation of serviceable RIs is permitted under the Contract, the MMP shall describe the Cannibalisation approval process and applicable procedures.

6.2.16 Surge

6.2.16.1 If Surge is required under the Contract, the MMP shall describe how the Contractor intends to provide Maintenance Services during periods of Surge, including:

- a. the Contractor's expectations and/or assumptions with respect to the variations in Maintenance Services during periods of Surge;
- b. the ability of the Contractor to meet Surge requirements for Maintenance Services within available resources;
- c. the point or level in increased effort when additional resources will be required;
- d. the details of the changes required to areas affected, such as organisation, training, resources and management systems; and
- e. any constraints that affect the ability of the Contractor to meet the Surge requirements for Maintenance Services.

6.2.17 Maintenance Safety

6.2.17.1 The MMP shall describe how the Contractor will ensure that the Work Health and Safety (WHS) requirements applicable to the Contract will be satisfied for WHS matters related to Maintenance Activities.

6.2.18 Environmental Protection

6.2.18.1 The MMP shall describe how the Contractor will ensure that the environmental protection requirements applicable to the Contract will be satisfied for environmental protection matters related to Maintenance Activities.

6.2.19 Government Furnished Services

6.2.19.1 If the Contract includes Maintenance Support provided as GFS, the MMP shall describe:

- a. the nature and scope of the GFS;
- b. the interfaces between the Commonwealth and the Contractor with respect to the GFS; and
- c. the mechanisms that the Contractor will employ to minimise any adverse effects that a shortfall in the GFS may have on the Contractor's ability to meet Maintenance Support requirements.

6.2.20 Additional ADF Regulatory / Assurance Framework Requirements

6.2.20.1 Notwithstanding the requirements above, the MMP shall address additional requirements defined by the ADF regulatory / assurance framework publication(s), as applicable to the scope of Maintenance required under the Contract.

6.2.20.2 If the Contract requires Maintenance Services to be provided in accordance with the DASR, to support a Defence Continuing Airworthiness Management Organisation, the MMP shall address DASR-specific planning and management requirements within the relevant sections of the MMP.

DATA ITEM DESCRIPTION

1. **DID NUMBER: DID-OPS-OSP-V5.2**
2. **TITLE: OPERATING SUPPORT PLAN**
3. **DESCRIPTION AND INTENDED USE**
 - 3.1 The Operating Support Plan (OSP) is the overarching plan for the management of Operating Support Services. The OSP describes the Contractor's plans, methodologies and processes for meeting the Operating Support requirements of the Contract.
 - 3.2 The Contractor uses the OSP to:
 - a. define, manage and monitor the Operating Support Services for the Contract;
 - b. ensure that those parties (including Subcontractors) who are providing Operating Support Services understand their respective responsibilities, the processes to be used, and the time-frames involved; and
 - c. define the Contractor's expectations for Commonwealth involvement in the provision of Operating Support Services.
 - 3.3 The Commonwealth uses the OSP to:
 - a. gain visibility into the Contractor's planning for meeting the Operating Support requirements of the Contract;
 - b. gain assurance that the Contractor's Operating Support Services will meet the requirements of the Contract;
 - c. provide a basis for monitoring and assessing the Contractor's performance in relation to the Operating Support requirements of the Contract;
 - d. confirm and coordinate Commonwealth interfaces with the Contractor's Operating Support organisation; and
 - e. provide input into the Commonwealth's planning.
4. **INTER-RELATIONSHIPS**
 - 4.1 The OSP is subordinate to the Support Services Management Plan (SSMP).
 - 4.2 The OSP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Quality Plan (QP);
 - b. Surge Management Plan (SMP);
 - c. Support Services Master Schedule (SSMS); and
 - d. Combined Services Summary Report (CSSR).
5. **APPLICABLE DOCUMENTS**
 - 5.1 The following documents form a part of this DID to the extent specified herein:

Nil
6. **PREPARATION INSTRUCTIONS**
 - 6.1 **Generic Format and Content**

 - 6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the OSP shall summarise these aspects and refer to the other data item.

6.1.3 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.

6.2 Specific Content

6.2.1 OSP Outline

6.2.1.1 The OSP outline shall provide a summary of:

- a. the purpose and contents of the OSP, including its relationship with other plans; and
- b. the role of the Contractor and Approved Subcontractors in relation to the required Operating Support Services.

6.2.2 Operating Support Organisation

6.2.2.1 Unless included in the SSMP with an equivalent level of detail, the OSP shall describe the Contractor's organisational arrangements for meeting the Operating Support requirements of the Contract, including:

- a. the Contractor's and Approved Subcontractors' organisations and management structures, showing how the Operating Support organisational and managerial arrangements integrate into the higher-level management structures and organisations;
- b. the interrelationships and lines of authority between all parties involved in the Contractor's Operating Support activities;
- c. the responsibilities of all parties involved in the Contractor's Operating Support activities, including the identification of the individual within the Contractor's organisation who has managerial responsibility and accountability for meeting the Operating Support requirements of the Contract; and
- d. an organisational chart, or equivalent, showing the associated management hierarchy and the partitioning of Operating Support responsibilities between the various organisations.

6.2.3 Operating Support Management

6.2.3.1 If Operating Support Services are provided by more than one organisation, functional area, or location, the OSP shall describe the approach used to partition and manage work activities between the various organisations, functional areas, and locations.

6.2.3.2 The OSP shall describe:

- a. how resources are allocated to each Operating Support activity to ensure that the Operating Support Services are provided to meet the requirements of the Contract;
- b. how Operating Support activities and outcomes are recorded and reported; and
- c. any Operating Support-related performance measures, other than the KPIs and OPMs specified in the Contract, and how the Contractor uses these to measure and assess the effectiveness and the efficiency of the Operating Support system and/or the provision of the required Operating Support Services.

6.2.3.3 The OSP shall detail the arrangements for conducting Operating Support Performance Reviews or for addressing Operating Support issues at the Combined Services Performance Review (as applicable to the Contract).

6.2.3.4 The OSP shall describe (where applicable):

- a. the arrangements for liaison and interfacing with Defence operators or operational staff; and
- b. how the Contractor's Operating Support staff are integrated into the relevant Defence operational team or organisation.

6.2.4 Operating Support Management System

6.2.4.1 The OSP shall describe the system for managing the conduct of Operating Support activities, including reference to major components of the system, and all associated plans, processes, procedures and instructions.

6.2.4.2 Except where provided to the Commonwealth Representative through other means, the OSP shall include, as annexes to the OSP, all associated plans, processes, procedures, and instructions that are required for the management and provision of Operating Support Services.

6.2.5 Operating Support Activities

6.2.5.1 The OSP shall, for each Operating Support Service to be provided under the Contract, include:

- a. the title of the Service;
- b. an overview of the specific activities undertaken to provide the Service;
- c. the organisation(s) responsible for conducting the specific activities; and
- d. details of the interface(s) between the Commonwealth and the Contractor for the specific activities.

6.2.6 Subcontractor Management

6.2.6.1 The OSP shall describe how Operating Support tasks performed by Subcontractors are integrated with the Operating Support activities performed by the Contractor.

6.2.6.2 The OSP shall describe how Operating Support work conducted by Subcontractors is monitored and managed to ensure that the required Operating Support Services are provided.

6.2.7 Skills Acquisition and Retention

6.2.7.1 The OSP shall detail the arrangements for skills acquisition and retention for Operating Support staff, including how:

- a. skills required for performance of the Operating Support Services will be acquired by new staff as staff change-over occurs; and
- b. skills, particularly those used infrequently in the performance of the Operating Support Services, will be retained by Operating Support staff.

6.2.8 Surge

6.2.8.1 If Surge is required under the Contract, the OSP shall describe how the Contractor intends to provide Operating Support Services during periods of Surge, including:

- a. the Contractor's expectations and/or assumptions with respect to the variations in Operating Support Services during periods of Surge;
- b. the ability of the Contractor to meet Surge requirements for Operating Support Services within available resources;
- c. the point or level in increased effort when additional resources will be required;
- d. the details of the changes required to areas affected, such as organisation, training, resources and management systems; and
- e. any constraints that affect the ability of the Contractor to meet the Surge requirements for Operating Support Services.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-AICP-V5.2**
- 2. TITLE: AUSTRALIAN INDUSTRY CAPABILITY PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Australian Industry Capability (AIC) Plan sets out the Contractor's strategy, plans, processes and responsibilities for achieving the AIC Objectives and satisfying the AIC Obligations, including describing the management of the AIC program over the Contract Term. To the maximum practicable extent, the AIC Plan is written to contain specific and measurable commitments by the Contractor.
 - 3.2** The Contractor uses the AIC Plan to:
 - a. set out the strategies, plans, processes, responsibilities and timeframes for the delivery of the AIC program and achieving the AIC Objectives and satisfying the AIC Obligations;
 - b. manage, coordinate and monitor the delivery of the AIC program;
 - c. ensure that those parties (including AIC Subcontractors) who are undertaking AIC-related activities understand their responsibilities, the commitments to be achieved, and the time-frames involved;
 - d. integrate the AIC activities being performed by AIC Subcontractors with the Contractor's AIC activities to ensure that a coherent and cohesive AIC program is realised; and
 - e. provide assurance to the Commonwealth that the Contractor's plan for delivering the AIC program will enable the AIC Objectives and AIC Obligations to be achieved while satisfying the other requirements of the Contract.
 - 3.3** The Commonwealth uses the AIC Plan to:
 - a. evaluate and gain assurance that the Contractor's AIC program will achieve the AIC requirements of the Contract;
 - b. provide a basis for monitoring and assessing the Contractor's performance in relation to the execution of the AIC program;
 - c. assess the Contractor's willingness and ability to work collaboratively with the Commonwealth and Australian Industry to achieve the AIC Objectives and AIC Obligations; and
 - d. identify the Commonwealth's involvement in the AIC program.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The AIC Plan inter-relates with the following data items, where these data items are required under the Contract:
 - a. Support Services Management Plan (SSMP);
 - b. Innovation / Efficiency Implementation Plan (IEIP);
 - c. Phase In Plan (PHIP);
 - d. Ramp Up Management Plan (RUMP);
 - e. Supply Chain Management Plan (SCMP);
 - f. the governing plans for each of the support Services required under the Contract (ie, operating support, engineering, maintenance, supply and training);
 - g. Contract Work Breakdown Structure (CWBS);
 - h. Support Services Master Schedule (SSMS);

- i. Contract Status Report (CSR); and
- j. Technical Data List (TDL).

4.2 The AIC Plan inter-relates with the AIC requirements at Attachment F, AIC-related financial information in Attachment B, and the relevant delivery requirements in Attachment C.

5. APPLICABLE DOCUMENTS

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

2018 DES	2018 Defence Export Strategy
2019 DPIP	2019 Defence Policy on Industry Participation
	2019 Defence Industry Skilling and STEM Strategy
2024 DIDS	2024 Defence Industry Development Strategy

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the AIC Plan shall summarise these aspects and refer to the other data item.

6.1.3 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.

6.1.4 The AIC Plan shall be written in accordance with the following requirements:

- a. the Contractor's commitments are to be separated from any background or descriptive information;
- b. the background or descriptive information is to be no more than 25% of the overall size of the AIC Plan (measured by page count), and is to be clearly identified as background and/or descriptive material;
- c. the Contractor's commitments are to be set out using the following terminology as appropriate:
 - (i) except when using one of the forms in paragraph (ii) below, the words, "the Contractor shall [...]", are to be used to set out absolute commitments;
 - (ii) the words, "the Contractor shall use its best endeavours to [...]" or "the Contractor shall use its reasonable endeavours to [...]", are to be used when the Contractor is not able to make an absolute commitment, but a qualified commitment is required; and
 - (iii) the words, "the Contractor may [...]", are to be used when there is little-to-no certainty that a particular path or decision will actually occur or be made, or the matter is discretionary; and
- d. any matters or assumptions which qualify the Contractor's commitments are to be clearly stated individually in respect of each commitment, and the relevant commitment is to be expressed to be subject to those qualifications using specific cross references. Any background or descriptive information is not to qualify the Contractor's commitments. Generic words, such as "where appropriate", "when appropriate", or "as required" are not to be used to qualify the Contractor's commitments.

6.2 Specific Content

6.2.1 AIC Program Summary

Note: *This section should be no more than three pages. It should provide an introduction and summary of the strategic intent, objectives and commitments underpinning the AIC Plan, consistent with the Australian industry policy requirements at clause 5.*

6.2.1.1 The AIC Plan shall provide a summary of:

- a. the Contractor's strategy for achieving each of the AIC Objectives, including summarising the Contractor's and AIC Subcontractors' commitments over the Contract Term for achieving these AIC Objectives;
- b. any Sovereign Defence Industrial Priorities (SDIPs) and Detailed SDIPs applicable to the Contract;
- c. the Contractor's and AIC Subcontractors' commitments for delivering against the Australian Industry Activities (AIAs), including Defence-Required Australian Industrial Capabilities (DRAICs), applicable to the Contract;
- d. the Defined Contract Value and the overall ACE percentage for the Defined Contract Value over the Term and, if applicable, the associated Prescribed ACE Percentages for Recurring Services;
- e. the Contractor's and AIC Subcontractors' commitments over the Contract Term to identifying and employing Local Businesses in the delivery of Contract requirements;
- f. the Contractor's and AIC Subcontractors' commitments over the Contract Term to promote innovation and research and development (R&D) relating to the Capability and/or the Products Being Supported;
- g. the Contractor's commitments to engaging and employing veterans (previous members of the Australian Defence Force), including through suppliers that employ veterans, as part of delivering the Contract requirements;
- h. the Contractor's commitments to Australian Industry over the longer term, particularly Small-to-Medium Enterprises (SMEs) and Local Businesses, including:
 - (i) newly-proposed long-term partnering arrangements with particular Australian Entities;
 - (ii) enhancements to existing long-term partnering arrangements with particular Australian Entities; and
 - (iii) long-term engagement of particular Australian Entities in the Contractor's supply chain; and
- i. any other commitments or matters of note that demonstrate the Contractor's commitment to achieving the AIC Objectives.

6.2.2 AIC Management

6.2.2.1 The AIC Plan shall:

- a. identify the AIC manager, including name, title, contact details and the AIC manager's responsibilities, position in the organisation, and describing the scope of influence of the AIC manager to promote and achieve the AIC Objectives;
- b. describe the organisational arrangements for managing and undertaking the AIC program and related activities for the Contract, including identifying the number of people involved in the AIC program and their respective responsibilities; and
- c. where AIC Subcontractors are applicable to the Contract, identifying the arrangements and division of responsibilities between the Contractor's AIC organisation and each of the AIC Subcontractor's AIC organisations.

6.2.2.2 The AIC Plan shall describe:

- a. the assurance process used to ensure that the AIC Obligations are met and the AIC Objectives are being pursued, including:

- (i) the data to be captured, monitored and reported on;
 - (ii) the nature of, and the indicative frequency of, assurance activities; and
 - (iii) the reporting process for assurance activities planned / conducted during each reporting period;
- b. the strategy and processes used to identify and remediate potential or actual problems with achieving the AIC Obligations, including:
- (i) describing the different processes to be employed when the problems are internal to the Contractor or are due to a Subcontractor, including the triggers that will be used to identify potential or actual problems;
 - (ii) the processes to be used to assist Australian Entities to address identified problems; and
 - (iii) the processes to be followed and associated timeframes to escalate the identified problems within the Contractor's organisation, including to advise the Commonwealth of the problems in accordance with clauses 4 and 11.2.2 of the COC; and
- c. the details and outcomes that will be recorded in relevant Contract progress reporting.

6.2.2.3 If a Capability Innovations and Efficiencies (CIE) Program is a requirement of the Contract, the AIC Plan shall describe the Contractor's arrangements for identifying AIC-related opportunities and, where applicable, integrating them into the CIE Program to assist with achieving the AIC Objectives (cross-referring to the IEIP as appropriate), including:

- a. the methodology, systems, processes and tools to be used to identify potential opportunities for Australian Industry, including opportunities that:
 - (i) may arise out of new or modified scope (eg, through adjustments to the Rate Of Effort required under the Contract or through Survey and Quote (S&Q) activities); and
 - (ii) could be identified through the Contractor's measurement, monitoring and analysis activities under the Contract, such as analysis of Other Performance Measures (OPMs), supply chain monitoring, and supportability and engineering analyses (eg, as may be required under DSD-ENG-SERV and DSD-SUP-SERV); and
- b. the methodology for integrating these opportunities into the Contract, including through the CIE Program where applicable.

6.2.3 AIC Schedule

6.2.3.1 The AIC Plan shall include an AIC Schedule that details the activities being performed over the Contract Term in Australia or New Zealand and/or by each Australian Entity.

6.2.3.2 The AIC Schedule required by clause 6.2.3.1 shall be in the format defined in Annex B, or as otherwise agreed between the parties.

6.2.4 Opportunities for Australian Industry

Note: The Contractor's and AIC Subcontractors' commitments to provide work to particular ANZ Subcontractors are provided in response to clause 6.2.8.

6.2.4.1 The AIC Plan shall include a table (refer Table 1), at Level 3 of the CWBS (or, if a CWBS is not required under the Contract, the equivalent level of breakdown for the Recurring Services Fee in Attachment B), which identifies those elements of the Contract for which the exact source of supply for particular goods and services has not yet been finalised, including:

- a. a description of the specific goods and services for which the source of supply has not yet been finalised, including in relation to any goods and/or services that the Contractor will be acquiring through an Approved Subcontractor (ie, the Approved Subcontractor has not yet finalised the source of supply for the elements that it will

be providing to the Contractor and these elements could be acquired through a lower-tier Subcontract);

- b. identification as to whether or not the Contractor considers that one or more opportunities exist for Australian Industry to provide those goods and/or services;
- c. if the Contractor considers that one or more opportunities exist, a brief description of the nature and scope of those opportunities, including:
 - (i) the identification of the Australian Entities that have been identified by the Contractor as potentially suitable (if any), including whether or not they are SMEs and/or Local Businesses and a brief description of the goods and/or services that those companies offer;
 - (ii) the likely timings associated with each opportunity; and
 - (iii) whether or not the Contractor plans to compete the opportunity with overseas companies; and
- d. if the Contractor considers that opportunities for Australian Industry do not exist for the particular goods and/or services, the rationale for that assessment, including whether or not such an opportunity may exist at some future time and, if so, the conditions required for the opportunity to be considered viable.

Note: For clarity, the table should not include any elements for which the Contractor has already made a binding commitment to an Australian supplier.

Table 1 – Opportunities for Australian Industry

CWBS Level 3 Element (or equivalent)	Description of the goods / services for which the source of supply is still to be determined	Opportunities for the participation of Australian Industry	Description of opportunity, or rationale for no opportunity

6.2.4.2 Where the Contractor has proposed in its tender response (or subsequently) to utilise a particular Australian or New Zealand supplier, but the actual supplier, or the scope of actual goods and/or services to be provided from that supplier, will be determined as an outcome of a market testing process that is yet to be conducted, the AIC Plan shall identify:

- a. the supplier; and
- b. the details in relation to the nature and timing of the associated market testing process.

6.2.5 Contract Market Testing / Subcontract Establishment

Note: This clause requires consideration of the industry engagement processes, such as the use of industry associations, supplier advocates, professional networks, the Office of Defence Industry Support (ODIS), AusIndustry, Supply Nation or other forms of advertising and/or promotion used to publicise opportunities for Australian Industry.

6.2.5.1 If a SCMP is not a requirement under the Contract, the AIC Plan shall describe the approach, actions, processes and clear commitments in relation to industry engagement, market testing and Subcontract establishment that will be undertaken by the Contractor to promote and achieve the AIC Objectives and satisfy the AIC Obligations (cross-referring to the PHIP and RUMP, as appropriate), particularly in relation to the opportunities identified in response to clause 6.2.4, including in relation to:

- a. scanning Australian Industry to identify potential Australian or New Zealand suppliers to deliver the contracted requirements and further the AIC Objectives, including the timeframes when the Contractor commits to undertaking these activities (which, for clarity, may be defined in relation to Milestones or other defined events);

- b. advising Australian Industry of the potential opportunities to participate in the work required under the Contract, such as advertising through industry associations, forums and the Contractor's website, and the timeframes when the Contractor commits to undertaking these activities (which, for clarity, may be defined in relation to Milestones or other defined events);
- c. establishing Subcontracts with Australian Industry, including:
 - (i) an overview of the Contractor's standard procurement processes;
 - (ii) a description of how procurement activities will be structured, including in relation to timings and use of selection criteria, to maximise opportunities for Australian Industry to participate in the procurement activities on a fair and equitable basis; and
 - (iii) describing how any commercial requirements and constraints, which may apply to particular types of procurement activities, will be addressed, including in relation to Intellectual Property (IP), security, and export controls, so that the widest possible market engagement can be undertaken to satisfy the AIC Objectives; and
- d. ensuring that AIC Subcontractors will undertake their own market testing activities to promote and achieve the AIC Objectives.

6.2.5.2 The AIC Plan shall describe the Contractor's commitments, including any initiatives to be undertaken, to employ veterans (previous members of the Australian Defence Force), including through suppliers that employ veterans, as part of delivering the Contract requirements.

6.2.6 Creation, Enhancement and Maintenance of Australian Industrial Capabilities

Note: This clause is intended to address all ANZ Industrial Capabilities being created, enhanced or maintained under the Contract and not be limited to those Industrial Capabilities that are identified as AIAs in Attachment F.

6.2.6.1 The AIC Plan shall identify and describe the Contractor's commitments and any AIC Subcontractors' commitments under the Contract in relation to the creation or enhancement of Industrial Capabilities in Australia or New Zealand, including:

Note: Where applicable, the creation of an Industrial Capability also includes the completion of a sustainment-related Industrial Capability that was commenced under a linked acquisition contract.

- a. a brief description of each Industrial Capability, including:
 - (i) the identification (where known) of the Australian Entity(ies) in which the Industrial Capability will be created or enhanced; and
 - (ii) whether or not the Industrial Capability is identified as an AIA in Attachment F;
- b. the outcomes being sought in terms of:
 - (i) the specific Industrial Capabilities to be created or enhanced, including describing the specific creation of, or enhancements to, skills, knowledge, systems, technology and/or infrastructure;

Note: The purpose of the following clause is to establish the exact boundaries of each Industrial Capability. For example, an Industrial Capability established to undertake Software Maintenance may only undertake a portion of the overall work in relation to the Software to be maintained under the Contract.

- (ii) the utilisation of the newly-created or newly-enhanced Industrial Capabilities by the Contractor and/or the AIC Subcontractors under the Contract (ie, the specific work to be performed by the Industrial Capability, and explicitly identifying any work that could be done by the Industrial Capability, but is proposed to be undertaken by overseas companies); and

- (iii) the potential opportunities that may exist more broadly to utilise the Industrial Capabilities for future work with the Contractor and/or AIC Subcontractors, including for future work with Defence;
- c. an overview of the specific initiatives and activities to be undertaken to achieve these outcomes (cross-referring to the PHIP, RUMP and other applicable plans, as appropriate), including:
 - (i) where the Industrial Capabilities will be established and/or evolved in Australian Entities other than the Contractor or AIC Subcontractors, the identification of the specific sectors of Australian Industry for which assistance will be provided, including, where known, the specific companies to receive the assistance (by company name and ACN/NZCN) and whether or not the company is an SME or a Local Business;
 - (ii) the specific commitments of the Contractor, AIC Subcontractor(s) and, where applicable, other companies (eg, a parent company or an Original Equipment Manufacturer (OEM) under a Subcontract) to achieve the identified outcomes, including in relation to the transfer of technology, know-how, know-why, and TD/IP (cross-referring to the TDL, as appropriate);
 - (iii) the timeframes and costs associated with these commitments, including whether or not the commitments involve the utilisation of government grants;
 - (iv) any assumptions, constraints and/or risks associated with the Industrial Capability and/or the plan for its creation, enhancement or maintenance (as applicable), including the proposed mechanisms and/or activities to address or mitigate the identified assumptions, constraints and risks;
 - (v) any expectations of the Contractor with respect to the Commonwealth associated with the Industrial Capability and/or the plan for its creation, enhancement or maintenance (as applicable); and
 - (vi) if a DRAIC Readiness Review (DRAICRR) is required under the Contract, the proposed approach to satisfying the requirements for this review, as set out in Attachment F, including the organisations and individuals involved and their specific responsibilities, the proposed review venue, the detailed pre-requisites for conducting the review, actions to be undertaken during the review (eg, documentation to be reviewed), and the detailed review completion criteria; and
- d. any planned follow-on activities or opportunities to ensure that the new or enhanced Industrial Capabilities are maintained and will remain viable.

6.2.6.2 The AIC Plan shall identify and describe the Contractor's commitments and any AIC Subcontractors' commitments under the Contract to support the maintenance of existing Industrial Capabilities within Australian Industry, including:

- a. the specific sectors of Australian Industry for which assistance will be provided or activities will be undertaken, including, where known, the specific companies to receive the assistance (by company name and ACN/NZCN) and whether or not the company is an SME or a Local Business; and
- b. the specific activities and/or initiatives to be undertaken, including a brief description as to how these activities assist with the maintenance of existing Industrial Capabilities in Australia or New Zealand.

Note: The 2018 Defence Export Strategy sets out the Australian Government's approach to achieving greater export success in order to build a stronger, more sustainable and globally competitive Australian Defence Industry.

6.2.6.3 The AIC Plan shall identify any commitments of the Contractor or AIC Subcontractors to promote the long-term sustainability of Industrial Capabilities within Australian Industry, including identifying and describing:

- a. any new Australian Industry company that has entered, or will be entering, the Contractor's global supply chain as a result of the Contract, including:

- (i) the nature of each company's current or projected contribution; and
 - (ii) the estimated timeframe for each new company to enter the Contractor's global supply chain; and
- b. how Australian Industry has or will be provided with opportunities to enter export markets or facilitate domestic sales of goods or services as a result of the Contract.

6.2.7 Supply Chain Assurance

6.2.7.1 The AIC Plan shall describe the Contractor's plan, including the associated measures, to address assurance of the supply chain over the Term, including:

- a. measures to address the resilience of the supply chain with respect to security of supply and diversity of supply for the Term (ie, in relation to the ongoing viability of the Australian Entities in the Contractor's supply chain and to address activities that could affect delivery of goods and services from overseas for which greater resilience could be offered from an Australian Entity) in relation to, for example:
 - (i) market forces affecting the availability of supply, such as demands on the supply chain from other areas in Defence or other industries;
 - (ii) where a supply chain failure is identified as a significant risk to the achievement of the Contract; and/or
 - (iii) interdiction of goods due to international government intervention; and
- b. for those elements of the supply chain that will be required during the sustainment phase, measures to monitor those elements so that they are able to provide the required services throughout the sustainment phase.

6.2.7.2 The AIC Plan shall detail the mechanisms for reporting to the Commonwealth, including through the CSR, the outcomes of the Contractor's monitoring and assurance activities, including:

- a. progress against the schedule of planned assurance activities against the ANZ elements of the Contractor's supply chain;
- b. a brief summary of the health of the implemented Industrial Capabilities, including an assessment of each Subcontractor's abilities to undertake the required sustainment activities; and
- c. identification of any areas of concern, including:
 - (i) a summary of the concern;
 - (ii) the suggested plan to rectify, if required, including any actions proposed to be undertaken by the Commonwealth; and
 - (iii) a risk assessment if no action were to be taken to resolve the identified concerns.

6.2.8 Contractor and AIC Subcontractor Activities Contributing to ACE

Note: *The Contractor's activities will be described in various Contract plans, including the CWBS (when required under the Contract). The intent here is for the AIC Plan to set out the specific aspects of the Contractor's and AIC Subcontractors' activities that contribute to ACE, including:*

- a. ***all activities being conducted directly by the Contractor or an AIC Subcontractor, which are classified as ACE;***
- b. ***all activities being conducted by Subcontractors to the Contractor and AIC Subcontractors, which are classified as ACE; and***
- c. ***where the Contractor or an AIC Subcontractor is an overseas entity, all activities being conducted by the Contractor or AIC Subcontractor in support of ANZ Subcontractors, which are not classified as ACE, but enable ACE through the related ANZ Subcontract (eg, delivery of training and TD to transfer skills).***

- 6.2.8.1** For those Contractor and AIC Subcontractor activities contributing to ACE (including Subcontractor activities), the AIC Plan shall provide a breakdown at Level 3 of the CWBS (or, if a CWBS is not required under the Contract, the equivalent level of breakdown for the Recurring Services Fee in Attachment B), which:
- a. provides a breakdown that clearly describes the elements of the work being conducted in Australia or New Zealand (by postcode) and the elements being conducted overseas (by country), including separately identifying the activities being conducted by the Contractor from those being conducted by each AIC Subcontractor and cross-referring to the response provided to clause 6.2.6 where appropriate;
 - b. separately identifies the Contractor's and each AIC Subcontractor's activities in direct support of each Subcontractor activity being conducted in Australia or New Zealand (ie, identifying the specific activities pertaining to each Subcontractor), including:
 - (i) identifying whether the Subcontractor is an SME or a Local Business; and
 - (ii) cross-referring to the response provided to clause 6.2.6 and supplemented by the identification of any other support being provided by the Contractor and/or each AIC Subcontractor to those Subcontractors, such as (for example) the provision of technical assistance, training, TD and equipment, and the secondment of Contractor or AIC Subcontractor personnel;
 - c. if the delivery of Industrial Capabilities as DRAICs or other AIAs are applicable to the Contract, identifies the specific AIAs to be created, enhanced or maintained by the Contractor and each AIC Subcontractor (and/or a Subcontractor to the Contractor, including through an AIC Subcontractor), cross-referring to the response provided to clause 6.2.6 where appropriate;
 - d. separately identifies the Contractor's and each AIC Subcontractor's activities to foster and promote innovation and to undertake R&D in conjunction with Australian Industry, Defence Science and Technology Group (DSTG), Commonwealth Scientific and Industrial Research Organisation (CSIRO), state governments, academia and other Commonwealth agencies in support of the Commonwealth's requirements under the Contract.
- 6.2.8.2** For the set of Contractor and AIC Subcontractor activities contributing to ACE, the AIC Plan shall provide a summary of the Australian and/or New Zealand workforce profile for the Contractor and each AIC Subcontractor over the Contract Term, as derived from the Staff / Skills Profile provided in the SSMP and which identifies:
- a. any increase or decrease in the total Australian and/or New Zealand workforce numbers for the Contractor and each AIC Subcontractor as an outcome of the Contract, including by location (postcode); and
 - b. the areas impacted (eg, full-time vs part-time employees, apprenticeships and particular labour categories impacted), using the same breakdown of the workforce into the labour categories identified in the Staff / Skills Profile in the SSMP.
- 6.2.8.3** Where the Contractor's and each AIC Subcontractor's activities contributing to ACE are facilitated or made possible due to technology transfer (or similar assistance) from another company (eg, from a parent company or from an Original Equipment Manufacturer (OEM) under a Subcontract), the AIC Plan shall describe the commitments of the other company(ies) to enable this work to be undertaken in Australia or New Zealand, including:
- a. specific details in relation to transfer of technology, TD/IP, know-how and know-why; and
 - b. the mechanisms and timeframes associated with this assistance.

Annexes:

- A. Public AIC Plan
- B. Australian Industry Capability Schedule

ANNEX A

PUBLIC AIC PLAN

Notes:

- a. *The Public AIC Plan is designed to facilitate transparency and promote opportunities for Australian Industry to compete on merit, throughout the Contract Term, by publishing these opportunities on the Commonwealth's internet website.*
- b. *The initial Public AIC Plan is to be developed from the successful tender response and any negotiated changes (as may be included in Attachment K) prior to being submitted to the Commonwealth for Approval.*
- c. *Updates to the Public AIC Plan are to be prepared, in accordance with the CDRL, to ensure that the plan accurately reflects forthcoming industry opportunities for publication on the Commonwealth internet website.*

1. GENERIC FORMAT AND CONTENT

- 1.1 The Public AIC Plan shall be written on a company letterhead, signed by a duly authorised officer of the Contractor, and presented in a format that can be published on a Commonwealth internet website.
- 1.2 The Public AIC Plan shall only contain information of an appropriate security classification for publication on a public Internet website.
- 1.3 The Public AIC Plan shall, to the extent practicable, comply with the Australian Government Style Manual, which can be found at: <https://www.stylemanual.gov.au/>.
- 1.4 The Public AIC Plan shall include the information required under section 2, including using the same headings and structure.

2. SPECIFIC CONTENT: PUBLIC AIC PLAN**2.1 Company Details**

2.1.1 The Public AIC Plan shall include the following company details:

- a. company name;
- b. address for the relevant company office; and
- c. website details.

2.2 Executive Summary

2.2.1 The Public AIC Plan shall contain an *executive summary* that includes:

- a. the Defence project number (if applicable) and the Contract number;
- b. an overview of the scope of the Contract, including the major Products Being Supported and Services being provided and the scope of work to be performed by Australian Industry;
- c. the approximate Defined Contract Value and the overall ACE percentage for the Defined Contract Value;
- d. the Contract Term and forecast completion date; and
- e. the identification of the SDIPs, Detailed SDIPs, and AIAs applicable to the Contract.

2.2.2 This section of the Public AIC Plan shall be consistent with the "AIC Program Summary" required under clause 6.2.1.

2.3 Subcontracted Work

2.3.1 The Public AIC Plan shall describe the work to be subcontracted to Australian Industry, including:

- a. a summary of the overall scope of work to be subcontracted;

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- b. the total forecast value of Subcontracts (in Australian dollars at Base Date), including those Subcontracts that have been signed;
- c. ACE, as a percentage of the total forecast value of the Subcontracts;
- d. for each AIC Subcontractor, the company name, location and nature of work that they have been contracted to perform; and
- e. a list of Subcontractors within the supply chain that are a Small to Medium Enterprise, a Local Business, and/or that have signed the Veterans employment commitment.

2.3.2 In addition to the information required by clause 2.3.1d, the Public AIC Plan should summarise any other notable Subcontracts (ie, other than Subcontracts with AIC Subcontractors) that demonstrate and promote the benefits of the Contract in achieving the AIC Objectives.

2.4 Creation, Enhancement and Maintenance of Australian Industrial Capabilities

2.4.1 The Public AIC Plan shall summarise the Contractor's commitments, and any AIC Subcontractors' commitments, to the creation of new Industrial Capabilities, or the enhancement or maintenance of existing Industrial Capabilities within Australia or New Zealand, including:

- a. the sectors in Australian Industry for which assistance is being or will be provided, and the outcomes being sought from providing that assistance;
- b. a brief summary of the specific work being conducted or the initiatives being implemented to assist with the creation, enhancement and/or maintenance of Industrial Capabilities, particularly where these provide benefits to Defence, such as:
 - (i) transfer of technology;
 - (ii) related AIAs, particularly DRAICs; and
 - (iii) training and skills development programs.

2.4.2 This section of the Public AIC Plan shall be consistent with the "Creation, Enhancement and Maintenance of Australian Industrial Capabilities" required under clause 6.2.6.

2.5 Future Work Opportunities

2.5.1 The Public AIC Plan shall summarise the future work opportunities available to Australian Industry, including:

- a. a summary of the goods and services for which the source of supply is still to be determined and for which there are one or more opportunities for Australian Industry;
- b. the nature of each opportunity, in terms of the scope of each proposed Subcontract for the goods and services identified in response to clause 2.5.1a; and
- c. if applicable, the location(s) where it is required or desirable for the work to be performed (eg, if installation work is required to be performed on a Defence base).

2.5.2 This section of the Public AIC Plan shall be consistent with the "Opportunities for Australian Industry" required under clause 6.2.4.

2.6 Market Engagement

2.6.1 The Public AIC Plan shall describe the process for Australian Entities to apply for the work opportunities described in response to clause 2.5, including:

- a. indicative timeframes for advertising, tendering and Subcontract award;
- b. how the opportunity will be advertised (eg, through the use of supplier advocates, industry forums, professional networks, and the Contractor's webpage); and
- c. contact details for an appropriate representative from the Contractor to enable Australian companies to discuss the opportunities and register their interest.

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- 2.6.2** This section of the Public AIC Plan shall be consistent with the “Contract Market Testing / Subcontract Establishment” required under clause 6.2.5.

ANNEX B

AUSTRALIAN INDUSTRY CAPABILITY SCHEDULE

Table 2: Australian Industry Capability Schedule

Item Number	Scope of Work to be conducted in Australia or New Zealand and/or by each Australian Entity	Entity Name	ACN/NZCN (if applicable)	CWBS X-refs (Subcontractors only)	Location	SME (yes/no)	Local Business (yes/no)	Veterans (yes/no)
a.	b.	c.	d.	e.	f.	g.	h.	i.
	[... cross-refer to response to clauses 6.2.6 and 6.2.8 ...]	[...Contractor name...]		[... 'not applicable' for Contractor ...]				
	[... cross-refer to response to clauses 6.2.6 and 6.2.8 ...]	[...AIC Subcontractor A...]		[... 'not applicable' for AIC Subcontractor ...]				
	[... cross-refer to response to clauses 6.2.6 and/or 6.2.8, if applicable ...]	[... Entity C (Subcontractor to AIC Subcontractor A)...]						

Notes for Table 2:

- a. Item Number:** A unique number to identify each line in the table.
- b. Scope of Work:** A brief description (eg, 2-3 bullet points) of the scope of work to be performed in Australia or New Zealand and/or by each Australian Entity including, if applicable, cross-references to DRAICs and other AIAs. For the Contractor and each AIC Subcontractor, cross-refer to the descriptions of work scope prepared in response to clauses 6.2.6 and 6.2.8. If a particular Subcontractor, which is not an Australian Entity, is not performing any work in Australia or New Zealand, enter 'Nil' in this cell.
- c. Entity Name:** The name of the company or other entity if known. If not known at the time of submitting the AIC Plan to the Commonwealth, insert "To be determined" where the Contractor expects to subcontract that element of the work, but no subcontractor has yet been identified. Also identify the approximate timing(s) / timeframes when this subcontracting activity will be undertaken.
- d. ACN/NZCN:** If applicable, the Australian Company Number or New Zealand Company Number.
- e. CWBS Cross-references:** Identify the Level 3 CWBS Element(s) (or equivalent line numbers from the Price Breakdown of the Recurring Services Fee provided in Attachment B) in which the scope of work for the identified entity is captured. This requirement does not apply to the Contractor or AIC Subcontractors when the work effort is described in response to clauses 6.2.6 and 6.2.8.
- f. Location:** The location(s), including postcode(s), where the majority of work is to be performed. For the Contractor and each AIC Subcontractor, leave this column blank (this information is provided in response to clause 6.2.8).
- g. SME:** Is the organisation a Small-to-Medium Enterprise (yes/no)?
- h. Local Business:** Is the organisation a Local Business (yes/no)?

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- i. Veterans: Has the organisation signed the Veterans Employment Commitment (yes/no)? Refer to veteransemployment.gov.au for details.*

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-CSR-V5.2**
- 2. TITLE: CONTRACT STATUS REPORT**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Contract Status Report (CSR) is the Contractor's principal statement and explanation of the status of the Contract at the end of each reporting period. The CSR is used as a basis of discussion for the Contract Performance Review (CPR).
 - 3.2** The Contractor uses the CSR to inform the Commonwealth in regard to:
 - a. provision of the Services;
 - b. planned activities; and
 - c. opportunities and the problems, risks and Issues requiring management.
 - 3.3** The Commonwealth uses the CSR:
 - a. to assist with monitoring the performance of the Contractor;
 - b. to determine that the Services are meeting contractual requirements; and
 - c. as a record of contractual performance.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The CSR is subordinate to the following data items, where these data items are required under the Contract:
 - a. Support Services Management Plan (SSMP);
 - b. Australian Industry Capability (AIC) Plan; and
 - c. all other plans for which there is a reporting requirement identified in this DID.
 - 4.2** The CSR inter-relates with the following data items, where these data items are required under the Contract:
 - a. Support Services Master Schedule (SSMS);
 - b. Innovation / Efficiency Implementation Plan (IEIP);
 - c. Support Services Verification Matrix (SSVM); and
 - d. all other reports, and the agenda and minutes of scheduled review meetings required under the Contract.
 - 4.3** The CSR inter-relates with the Technical Data and Software Rights (TDSR) Schedule.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of this DID to the extent specified herein:

Australian Contract Expenditure (ACE) Measurement Rules
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.1.2** When the Contract has specified delivery of another data item (eg, schedule or register) that contains aspects of the required information (including for the same reporting period), the CSR shall summarise these aspects and refer to the other data item.

- 6.1.3** 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.

6.2 Specific Content

6.2.1 Overview

- 6.2.1.1** The CSR shall identify the date at which the CSR is statused and the time period since the status date of the previous CSR (the 'reporting period').

- 6.2.1.2** The CSR shall include a brief summary of the more important aspects of the report, including:

- a. the scope of the activities performed for the provision of applicable Services during the reporting period;
- b. the overall achievement or non-achievement of Performance Measures, including Key Performance Indicators (KPIs) and any Other Performance Measures (OPMs), where these are required under the Contract; and
- c. expected changes and significant forthcoming events in the future provision of Services and Contract management, as applicable.

6.2.2 Contract Status

- 6.2.2.1** The CSR shall include the following information:

- a. a summary of significant work activities (including those undertaken by Approved Subcontractors) undertaken during the reporting period;
- b. a summary of significant work activities (including those to be undertaken by Approved Subcontractors) expected to be undertaken in the next reporting period;
- c. a summary of any long-term changes or foreseen events and the impact (beneficial or otherwise) that these are expected to have on the applicable Services;
- d. a report identifying the status of all outstanding data items, the data items delivered during the reporting period and the data items to be delivered in the next reporting period, including delivered / due dates (as applicable), review cycles and results;
- e. a report providing a list of those data items that have been reviewed for accuracy in accordance with the maintenance requirements of the CDRL, and found not to need updating;
- f. a list of all action items and their status from Periodic Performance Reviews;
- g. a report on progress of any required Export Approvals (if applicable);
- h. a summary of the Contractor's Configuration Control Board (CCB) minutes, including documentation of the major decisions of the Contractor CCB meetings (if applicable);
- i. details of progress made against all Approved Remediation Plans other than those reported under clause 6.2.3 (if applicable);
- j. a list of correspondence that requires a response from the Commonwealth, but for which no response has been received; and
- k. a list of Commonwealth correspondence to the Contractor for which a response is outstanding, and an estimate of the response date.

- 6.2.2.2** The CSR shall include one of the two following statements from the Contractor (along with any additional information required by the statement) pursuant to COC clause 11.2:

- a. 'During the reporting period, there has been no event or series of events that has triggered any of the Contractor's reporting obligations pursuant to COC clause 11.2'; and
- b. 'During the reporting period, there has been an event or series of events that has triggered one or more of the Contractor's reporting obligations pursuant to COC clause 11.2. A summary of those events is set out below.' [... Contractor to insert details of non-conformance(s) / trigger event(s) ...]

6.2.3 Performance Measurement Report

Note: *The CDRL may specify a delivery schedule for this element of the CSR that is different from the remainder of the CSR (eg, in order to inform Performance Assessment Reviews).*

6.2.3.1 Where reporting against KPIs or OPMs (or both) is required under the Contract, the CSR shall include a Performance Measurement Report that sets out, for the associated Review Period:

- a. the Contractor's collation of performance data, including the Contractor's evaluation and analysis of that data;
- b. the Contractor's calculation of:
 - (i) the Achieved Performance, Adjusted Performance Score and Performance Band for each KPI;
 - (ii) the results against Other Performance Measures (OPMs); and
 - (iii) the Performance Payments; and
- c. the identification of any restrictions on certain payments, as defined by clause 7 of the COC.

6.2.3.2 The Performance Measurement Report shall, for each KPI and for each OPM that is a measure of the Contractor's performance (whether related to the Services or compliance with the Contract):

- a. report the result in terms of the metric used for the Performance Measure;
- b. report on the achievement or non-achievement of the Required Performance Level or other specified threshold, when one is applicable to the Performance Measure;
- c. if a Required Performance Level or other specified threshold for a Performance Measure was not achieved during the Review Period:
 - (i) identify and summarise the reasons for the non-achievement; and
 - (ii) provide an assessment of the resources or other factors needed to achieve the Required Performance Level or other specified threshold, or to overcome the identified reasons for non-achievement, as applicable, in future Review Periods;
- d. summarise the progress made against any Remediation Plans, that are related to Performance Measures, during the Review Period; and
- e. provide a comparison with results from previous Review Periods to enable the identification of performance trends.

6.2.3.3 Where OPMs are used to forecast the future performance of the Products Being Supported and the attendant Support System (eg, as lead indicators of the future Capability and supportability of the Materiel System), the Performance Measurement Report shall, for each such OPM:

- a. report the result in terms of the metric used for the OPM and the relevance, if any, of the result in relation to established performance baselines or thresholds;
- b. provide a comparison with previous results to enable the identification of system performance trends;
- c. cross-refer to any related analyses undertaken during the reporting period to assess the impact of the results, or previous related results, on the Materiel System or Contract, as applicable; and
- d. cross-refer to any risks, Issues or problems that have been identified in response to the results, including those that may affect Contractor's capability to provide Services in the future.

6.2.3.4 For each of the major (Routine and Ad Hoc) Services provided during the reporting period that are managed against a schedule (eg, a Major Change program or a maintenance overhaul exceeding one month in duration), and including those Services in progress, the Performance Measurement Report shall report the progress achieved against the relevant

schedule. This shall be supported by Performance Measures appropriate to the scope of work for the individual tasks within each schedule.

- 6.2.3.5** If a significant quantity of performance measurement and related information is to be reported, the Performance Measurement Report should use graphical representations to summarise overall achievement levels.

6.2.4 Capability Innovations and Efficiencies Report

Note: The CDRL may specify a delivery schedule for this element of the CSR that is different from the remainder of the CSR (eg, in order to inform Performance Assessment Reviews).

- 6.2.4.1** The CSR shall include a Capability Innovations and Efficiencies Report, which shall provide, for the associated reporting period(s), a summary of:

- a. each Approved Innovation / Efficiency (IE) being progressed, including its goals and, where applicable, projected costs / cost-savings and/or productivity improvements;
- b. progress for each Approved IE including, as applicable, preparation of the Contract Change Proposal (CCP) to incorporate the Approved IE, or progress against the separate implementation plan appended to the Approved IEIP;
- c. any problems or Issues encountered with implementing an Approved IE, including the approach to resolving the problems or Issues;
- d. any potential IEs awaiting disposition by the Commonwealth; and
- e. any potential IEs rejected by the Commonwealth.

6.2.5 Finance Report

- 6.2.5.1** The CSR shall include a Finance Report, which facilitates a review of financial management activities undertaken during the reporting period and identifies factors related to future financial management and budgeting activities.

- 6.2.5.2** The Finance Report shall include, for the reporting period, a summary of (as applicable):

- a. Recurring Services where the scope of the Services were significantly less than or greater than the description contained in Annex B to Attachment B or the SOW, where those Services are described in quantitative terms;
- b. Task-Priced Services noting where the requested number of Services were significantly higher or lower than expected;
- c. Survey and Quote (S&Q) Services, including the types of Services provided and the quantity of S&Q Orders within nominal price ranges; and
- d. CCPs, if any, implemented for changes in the Rate of Effort, as required under the SOW.

- 6.2.5.3** The Finance Report shall include, for future financial management and budgeting activities (as applicable):

- a. a forecast estimate of claims for payment for the next reporting period, including the aggregate of known Ad Hoc Services (eg, programmed Major Change development activities paid for as S&Q Services);
- b. recommended changes to the Price and Payment Schedule (Attachment B) categories for Services, such as:
 - (i) Task-Priced Services with regular arising rates, which may be considered for Recurring Services;
 - (ii) Recurring Services with irregular arising rates, which may be considered for Task-Priced Services; and
 - (iii) S&Q Services with consistent costs, or costs and arising rates, which may be considered for Task-Priced Services or Recurring Services;
- c. recommended changes to the cumulative value or total number of Pre-Authorised Ad Hoc Services defined in the COC; and

- d. a summary of details of an anticipated CCP applicable to established or forecast changes in the Rate of Effort, as defined in the SOW.

6.2.6 Risk Report

6.2.6.1 The CSR shall include a Risk Report, which reflects the current status of risk for the Contract, including for any Ad Hoc Services.

6.2.6.2 The Risk Report shall include risks from the Risk Register that affect the Contract or any Ad Hoc Services, showing either the 20 most significant risks or all risks that are assessed as high (or higher), whichever is the greater number.

6.2.6.3 The Risk Report shall include highlights of progress in risk mitigation activities for the identified risks, and any changes in risk status since the previous CSR.

6.2.7 Problem Report

6.2.7.1 The CSR shall include a Problem Report, which describes the significant problems experienced during the reporting period. For each problem, the description shall include:

- a. an account of the problem;
- b. the effect of the problem on the Contract to date;
- c. the proposed resolution;
- d. any requested Commonwealth Representative actions to overcome or mitigate the problem;
- e. the effect on the Contract if the proposed actions are put into effect; and
- f. the effect on the Contract if the proposed actions are not taken or fail.

6.2.8 Configuration Change Register

6.2.8.1 The CSR shall include a Configuration Change Register (CCR), which records all activities relating to CCPs, Engineering Change Proposals (ECPs) and Deviations (including variances) during the reporting period. The first section of the CCR shall contain active items, and the second section shall contain brief details of closed and completed items.

6.2.8.2 The active items section of the CCR shall include information such as reference number, title, abstract, date raised, date approved, affected Contract clause number, responsible party, cost/savings involved, date of last action, status at last action, target date for completion of next action, target status at completion of next action, and target date for completion of the CCP, ECP or Deviation.

6.2.8.3 The closed and completed section of the CCR shall include information such as reference number, title, abstract, affected Contract clause number, cost/savings involved, and closure/completion date.

6.2.9 Quality Assurance Report

6.2.9.1 The CSR shall include a Quality Assurance Report, which addresses:

- a. Certification status and external audit results;
- b. internal audit non-conformances;
- c. a summary of Subcontractor audits performed and details of non-conformances detected;
- d. a summary of the actions taken to resolve non-conformances and any outstanding actions that are still pending;
- e. any significant changes to the Quality Management procedures that are likely to impact on the Services; and
- f. any other quality-related subject on an exception basis nominated by the Commonwealth Representative or Quality Assurance Representative.

6.2.10 Personnel Report

6.2.10.1 The CSR shall include a Personnel Report, which provides the following information:

- a. the number of Full-Time Equivalent (FTE) Personnel being employed by the Contractor and each Approved Subcontractor for the purposes of the Contract, including the location (by country and within Australia by the postcode of the place of employment);
- b. details of the actual versus planned FTE (both total and by skill category) for the Contractor, including any issues with respect to fulfilling the personnel requirements in relation to numbers, skills and experience);
- c. any issues with respect to Key Persons, including any proposed changes to Key Persons or Key Staff Positions;
- d. a statement as to whether or not the Contractor's obligations in regard to current and future contracts / work has any implications for the Contract in relation to fulfilling the personnel requirements; and
- e. a brief description as to how any identified issues are being addressed.

6.2.11 Australian Industry Capability Management Report

Note: The CDRL may specify a delivery schedule for this element of the CSR that is different from the remainder of the CSR.

6.2.11.1 The CSR shall include an Australian Industry Capability (AIC) Management Report that describes the implementation of the AIC Plan and the overall achievements of the AIC program.

6.2.11.2 The AIC Management Report shall include the following information for the reporting period:

- a. a description of the activities undertaken to provide assurance that AIC Obligations were met and AIC Objectives were pursued, in accordance with the Approved AIC Plan;
- b. an explanation for over- or under-performance in relation to the AIC Plan, including what actions will be taken to address any under-performance;
- c. identify any emerging risks (eg, skills shortages for Industrial Capabilities) that could prevent full achievement of the AIC Plan and the proposed mitigation;
- d. a summary of any emerging opportunities to enhance AIC cross-referring, when applicable, to the Capability Innovations and Efficiencies Report for additional detail;
- e. if the CDRL requires the AIC Management Report to be delivered at a different time to the remainder of the CSR, the AIC Management Report shall include:
 - (i) the Subcontractor Report in accordance with clause 6.2.15; and
 - (ii) the Personnel Report in accordance with clause 6.2.10;
- f. details of any specific activities or commitments by the Contractor and Approved Subcontractors to provide further support to the Indigenous Procurement Policy or the engagement and employment of ANZ veterans;
- g. identification of any achievements, suitable for publication, that demonstrate the benefits of the AIC program to Defence and/or to promote the value of the Contract to the Australian economy; and
- h. any other the reporting requirements specified in the AIC Plan.

6.2.11.3 If Supply Chain Management is included in the SOW, the AIC Management Report shall include a summary of any new Subcontracts planned to be tendered by the Contractor, in respect of the next reporting period, including:

- a. tenders for which Australian Entities are expected to be competitive; and

- b. tenders that will not be open to Australian Entities or for which Australian Entities are not expected to compete, the reason for that conclusion and, when applicable, the limitations to be overcome that would enable Australian Industry to participate.

6.2.11.4 If AIC Subcontractors are applicable to the Contract, the AIC Management Report shall include the following information for each AIC Subcontractor in relation to implementing their Subcontractor AIC Plan:

- a. any opportunities being pursued by the AIC Subcontractor, or being promoted to their Subcontractors, which will enhance Australian Industry participation; and
- b. details of any risks or Issues, including in relation to IP rights, Technical Data, skills transfer or other factors, that could hinder continued and enhanced Australian Industry participation by the AIC Subcontractor and their Subcontractors.

6.2.12 Australian Industry Activities Report

Note: The CDRL may specify a delivery schedule for this element of the CSR that is different from the remainder of the CSR.

6.2.12.1 If Australian Industry Activities (AIAs) are included in the Contract, the CSR shall include an AIA Report which provides the following information for the reporting period:

- a. a summary of the activities undertaken in relation to each AIA, the outcomes achieved, any difficulties experienced, any emerging risks identified, and the activities for the next reporting period to address the identified difficulties and/or risks, including reference to any associated AIC Remediation Plan;
- b. if Defence-Required Australian Industrial Capabilities (DRAICs) are applicable to the Contract, the following information for each DRAIC in addition to the information provided in response to subclause a above:
 - (i) identification of the funds expended (in AUD) over the reporting period and to date against the total planned expenditure for the DRAIC; and
 - (ii) if the DRAIC has been Accepted, an assessment of its ongoing viability and sustainability, particularly to ensure that it is available when required, in the form required and with the capability required.

6.2.13 Australian Contract Expenditure Progress Report

Note: The CDRL may specify a delivery schedule for this element of the CSR that is different from the remainder of the CSR.

6.2.13.1 The CSR shall include an Australian Contract Expenditure (ACE) Progress Report, which provides the following information:

- a. for each category of Services applicable to the Contract (eg, Phase In Services, Recurring Services, Task-Priced Services, S&Q Services and Contractor Standing Capability (CSC) Services, as applicable), the ACE and Imported Contract Expenditure (ICE), both in numerical form and as a graphical representation, including:

Notes:

- a. **Planned ACE and ICE for Ad Hoc Services should be provided in relation to each S&Q Order and each authorised Task-Priced Service only, and not in relation to Pre-Authorised Ad Hoc Services. The S&Q Orders and authorised Task-Priced Services may have already been provided, may be currently underway, or may be due to commence in the next reporting period. Each S&Q Order should be separately reported.**
- b. **Planned ACE and ICE for CSC Services should be provided in relation to the CSC Term, and any CSC Tasks that extend beyond the end of the CSC Term, including in relation to any CSC Additional Resources.**
- c. **Actual ACE and ICE for all categories of Services are required to be the actual costs incurred in accordance with the ACE Measurement Rules.**
 - (i) the total values of ACE and ICE planned for the Contract;

- (ii) the values of ACE and ICE for the current reporting period;
 - (iii) the cumulative values of ACE and ICE to the end of the reporting period;
 - (iv) the forecast values of ACE and ICE for the next reporting period;
 - (v) the forecast cumulative value of ACE and ICE for the remainder of the Contract;
 - (vi) if Prescribed ACE Percentages are applicable to the Contract, the Achieved ACE Percentage versus the Prescribed ACE Percentage for the last ACE Measurement Point prior to the end of the reporting period;
 - (vii) if Prescribed ACE Percentages are applicable to the Contract, the forecast values of ACE and ICE for the next ACE Measurement Point; and
 - (viii) if Prescribed ACE Percentages are applicable to the Contract, the Achieved ACE Percentage forecast for the next ACE Measurement Point.
- b. for Recurring Services only, a report on the progress towards achieving the planned ACE for the Contract (including, if applicable, the Prescribed ACE Percentages) up until the end of the reporting period, which:
- (i) in respect of the cumulative ACE value that had been budgeted by the Contractor to the end of the reporting period, provides an explanation for any over- or under-expenditure of the ACE, where over- or under-performance is defined as a variance from the cumulative baseline plan to the end of the reporting period by greater than +/- 5% or +/- AUD1m (whichever is greater);
 - (ii) if Prescribed ACE Percentages are applicable to the Contract, provides an explanation for over- or under-performance achieved in relation to the Prescribed ACE Percentage at the last ACE Measurement Point prior to the end of the reporting period and that is expected to be achieved at the next ACE Measurement Point;
 - (iii) describes what actions will be or are being taken to address under-performance of ACE, including reference to any AIC Remediation Plan; and
 - (iv) identifies any emerging risks that could prevent full achievement of ACE for the Contract, including, if applicable, the next ACE Measurement Point; and
- c. for Recurring Services only, a breakdown of the ACE by postcode, including for each postcode:
- (i) the cumulative value of ACE achieved to the end of the reporting period; and
 - (ii) the forecast cumulative value of ACE for the remainder of the Contract.

6.2.14 Technical Data and Software Rights Report

6.2.14.1 The CSR shall include a Technical Data and Software Rights Report (TDSRR), which facilitates a review of activities to manage Technical Data and Software rights under the Contract undertaken during the reporting period.

6.2.14.2 The TDSRR shall:

- a. summarise any significant events (eg, system and Software changes) during the reporting period, and any significant events expected in the next reporting period, that affect Technical Data and Software rights, identifying the scope of Technical Data and Software affected;
- b. report on the progress made to grant, or have granted, rights to any new or modified Technical Data and Software in accordance with the Contract, including rights to enable the delivery of Technical Data and Software in accordance with SOW Annex A, the Approved TDL and other Approved data items, as applicable;
- c. identify the risks and any Issues in relation to obtaining Intellectual Property licences or any other Authorisations required for Technical Data and Software; and
- d. describe and justify any proposed changes to the assignment of the Commonwealth's rights to items of Technical Data and Software, including:

- (i) identification of the relevant new or modified Technical Data and Software;
- (ii) the nature of the change (eg, the assignment of a modified item of Technical Data to a restrictive category of rights defined by clause 5 of the COC);
- (iii) any effect on work performed under the Contract; and
- (iv) the effect of the change on the value of the Technical Data and Software to the Commonwealth (eg, a reduced ability to compete future work or a reduction in work accessible by Australian Industry).

6.2.14.3 The TDSRR shall cross-reference other data items, the TDSR Schedule, and other Attachments, as appropriate.

6.2.15 Subcontractor Report

Note: The CDRL may specify a delivery schedule for this element of the CSR that is different from the remainder of the CSR.

6.2.15.1 The CSR shall include a Subcontractor Report, which shall report on ANZ and overseas Subcontractors in separate sections, and provides the following information for both the reporting period and cumulatively for the Contract:

- a. number by the location (by country and within Australia by postcode where the Subcontract is placed) and value (in AUD) of all Subcontracts signed or to be signed by the Contractor:
 - (i) prior to the reporting period;
 - (ii) in the reporting period;
 - (iii) forecast for the next reporting period; and
 - (iv) any significant Issues or risks associated with establishing the Subcontract; and
- b. a summary for each Approved Subcontractor of:
 - (i) significant work activities undertaken during the reporting period;
 - (ii) significant work activities expected to be undertaken in the next reporting period;
 - (iii) progress against the Subcontract elements of the Approved SSMS, when an SSMS is required by the Contract; and
 - (iv) any significant Issues or risks associated with the subcontracted work, including the status of key deliverables that are either overdue or non-compliant to requirements or likely to become so.

6.2.15.2 The Subcontractor Report shall provide an overview of any activities conducted with contracted SMEs and/or Local Businesses during the reporting period, particularly any activities that are assisting the SMEs or Local Businesses with building or enhancing their capabilities.

6.2.16 Health Safety and Environment Report

6.2.16.1 The CSR shall include a Health Safety and Environment (HSE) Report applicable to the work performed under the Contract during the reporting period.

6.2.16.2 The HSE Report shall, in relation to the work performed under the Contract to which the WHS Legislation and environmental legislation applies, include where applicable:

- a. for the statistical measures related to WHS that are routinely collected by the Contractor and Approved Subcontractors for the measurement period(s) ending within the CSR reporting period (eg, lost-time injuries / disease occurrences, incident rates (per 100 workers), frequency rates (per hours worked), and average time lost rate (per occurrence), by company and/or relevant work location):
 - (i) a summary of the results; and
 - (ii) a comparison with previous results to enable the identification of trends;

- b. for Notifiable Incidents, a tabulated summary of Notifiable Incidents including cause, effect, remedial actions completed and those yet to be completed, if applicable;
- c. a summary of:
 - (i) the formal notices, written communications and written undertakings required to be provided under clause 12.4.5 of the COC; and
 - (ii) any legal proceedings and prosecutions related to applicable legislation, including the WHS Legislation;
- d. where environmental management is required under the Contract, a summary of Environmental Incidents, including cause, effect, remedial actions completed and those yet to be completed;
- e. information concerning events related to WHS and the Environment that may affect work performed under the Contract (eg, changes to legislation or directions by a regulator) and, if applicable, activities to address those events; and
- f. where the WHSMS and/or ENVMS are required under the Contract to be certified, the certification status of the WHSMS and/or ENVMS.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-CSSR-V5.2**
- 2. TITLE: COMBINED SERVICES SUMMARY REPORT**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Combined Services Summary Report (CSSR) provides a formal mechanism by which the Contractor can report on the activities associated with the provision of Services for the reporting period. The CSSR reports on Services ('applicable Services') that may be provided by any combination of Support System Constituent Capabilities (SSCCs). The applicable Services to be reported upon through the CSSR are identified in the SOW.
 - 3.2** The Contractor uses the CSSR to:
 - a. report on the applicable Services and achievements of the Contractor and Subcontractors for the reporting period; and
 - b. identify events or changes that will, or are likely to, impact on the future provision of applicable Services.
 - 3.3** The Commonwealth uses the CSSR to:
 - a. review the provision of the applicable Services for the reporting period; and
 - b. maintain insight into the Contractor's support program.
 - 3.4** As scheduled by the CDRL, this report may be used as a basis for a Periodic Performance Review for an individual SSCC (eg, a Maintenance Support Performance Review), or a Combined Services Performance Review (CSPR) addressing more than one SSCC, although it may also be scheduled for delivery independently of a review activity.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The CSSR is subordinate to the following data items, where these data items are required under the Contract:
 - a. Support Services Management Plan (SSMP);
 - b. Operating Support Plan (OSP);
 - c. Contractor Engineering Management Plan (CEMP);
 - d. Maintenance Management Plan (MMP);
 - e. Supply Support Plan (SSP);
 - f. Training Support Plan (TSP); and
 - g. Surge Management Plan (SMP).
 - 4.2** The CSSR inter-relates with the following data items, where these data items are required under the Contract:
 - a. Contract Status Report (CSR);
 - b. Support Services Verification Matrix (SSVM); and
 - c. Support Services Master Schedule (SSMS).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of this DID to the extent specified herein:

Nil

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

- 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
- 6.1.2** When the Contract has specified delivery of another data item (eg, schedule or register) that contains aspects of the required information (including for the same reporting period), the CSSR shall summarise these aspects and refer to the other data item.
- 6.1.3** 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.

6.2 Specific Content

6.2.1 General

- 6.2.1.1** The CSSR shall identify the date at which the CSSR is statused and the time period since the status date of the previous CSSR (the 'reporting period').
- 6.2.1.2** The CSSR shall describe the scope of the applicable Services provided during the reporting period, in terms relevant to each of those Services.
- 6.2.1.3** Where the CDRL requires delivery of a portion of the CSSR in relation to an individual SSCC Service area, the CSSR shall include, for the applicable Services:
- a. general information (from this clause 6.2.1);
 - b. details for the 'Service Delivery Activities' (from clauses 6.2.2 to 6.2.6, as applicable);
 - c. the related S&Q Services (from clause 6.2.7); and
 - d. schedule details (from clause 6.2.8).

6.2.2 Service Delivery Activities – Operating Support Services

- 6.2.2.1** If Operating Support Services are required under the Contract, the CSSR shall include, for the reporting period and as required by the Contract, details of:
- a. the level of effort related to the various activities within the scope of the Operating Support Services provided; and
 - b. any significant events or milestones that occurred.

6.2.3 Service Delivery Activities – Engineering Services

- 6.2.3.1** If Engineering Services are required under the Contract, the CSSR shall include, for the reporting period and as required by the Contract, details of:
- a. the engineering investigations and Technical Data review activities undertaken including any significant outcomes or recommendations resulting from them;
 - b. Configuration Management activities, including details of any audits conducted and findings;
 - c. Technical Instructions (TIs) and Modification Orders (MOs) that were under development during the reporting period, separate from an ECP program, and an account of those that were completed;
 - d. supportability, safety and engineering analyses undertaken, including any significant outcomes or recommendations resulting from them;
 - e. Software-support activities, including the number of Software Change Requests (SWCRs) raised, completed, the status of SWCRs underway, and the total number of programming days used; and
 - f. progress and significant issues for hardware and/or Software modifications being developed under ECPs and Software Change Proposals (SWCPs) (with the CSSR only required to summarise this information, referring to the applicable ECP/SWCP for additional details).

6.2.4 Service Delivery Activities – Maintenance Services

6.2.4.1 If Maintenance Services are required under the Contract, the CSSR shall include, for the reporting period and as required by the Contract, details of:

- a. the number and type of scheduled servicings (eg, of the Mission System or other major Products Being Supported) undertaken and any significant delays or issues encountered;
- b. any significant Corrective Maintenance activities undertaken;
- c. incorporation of TIs and MOs, including the number completed, the number in progress, and the number remaining;
- d. observations made by the Contractor regarding the suitability of maintenance publications, including instructions for the TIs and MOs, and any significant problems encountered;
- e. each (if any) Defect report submitted, including:
 - (i) the nature of the Defect or unexpected failure mode;
 - (ii) the number of occurrences;
 - (iii) the likely physical cause of the Defect or unexpected failure mode, and possible root cause (eg, Latent Defect or linked to processes or staff training);
 - (iv) cross-reference to any related engineering analyses; and
 - (v) recommendations or the measures already undertaken to avoid future Defects or failure modes of a similar nature; and
- f. each RI, by type and numbers of, which have been identified as Beyond Physical Repair (BPR) or Beyond Economic Repair (BER).

6.2.5 Service Delivery Activities – Supply Services

6.2.5.1 If Supply Services are required under the Contract, the CSSR shall include, for the reporting period and as required by the Contract, details of:

- a. any significant changes in Stock Item levels;
- b. total number of shipments made;
- c. the numbers of Stock movements under:
 - (i) FMS;
 - (ii) Warranty;
 - (iii) GFS; and
 - (iv) disposal through Commonwealth channels;
- d. any significant problems encountered during Stock Item movements;
- e. the numbers and value of procurements made on behalf of the Commonwealth for delivery to Commonwealth units; and
- f. the number of reports by Commonwealth units to the Contractor pertaining to the receipt of non-conforming Deliverables, if any.

6.2.6 Service Delivery Activities – Training Services

6.2.6.1 If Training Services are required under the Contract, the CSSR shall include, for the reporting period and as required by the Contract, details of:

- a. the name and quantity of each course or unit of a Training program (ie, instructor-led course, on-line tuition, or other form of training program) conducted;
- b. analyses of each course or unit of a Training program provided, including:
 - (i) the number of trainees participating in each course or unit;
 - (ii) the number of trainees deemed 'competent' and 'not yet competent';

- (iii) the number of trainees withdrawing during a Training program, if any; and
- (iv) the number of qualifications or 'statement of attainments' issued;
- c. train-the-trainer activities;
- d. progress on activities to review and upgrade Training materials, if applicable; and
- e. the condition and serviceability of all Training Equipment.

6.2.7 Service Delivery Activities – S&Q Services

6.2.7.1 The CSSR shall include a status report in relation to S&Q Services for the reporting period, including:

- a. details of S&Q Services completed or in progress, including the commencement date for any S&Q Services commenced;
- b. details of quotations for S&Q Services requested by the Commonwealth;
- c. details of quotations for S&Q Services submitted by the Contractor; and
- d. details of quotations for S&Q Services Approved by the Commonwealth.

6.2.8 Support Services Schedule

6.2.8.1 The CSSR shall include a schedule of the:

- a. projected events and activities associated with the provision of the applicable Services for the next reporting period; and
- b. known events and activities associated with the provision of the applicable Services beyond the next reporting period.

6.2.8.2 If an SSMS is required under the Contract, the CSSR shall include a copy of the relevant portion of the SSMS, rather than create an independent schedule.

6.2.9 Commonwealth Assets Stocktaking Report

Note: *The CDRL may specify a delivery schedule for this element of the CSSR that is different from the remainder of the CSSR.*

6.2.9.1 The CSSR shall include a Commonwealth Assets Stocktaking Report (CASR), which provides:

- a. the current version of the Assets Register(s) for the Contractor Managed Commonwealth Assets (noting that some Asset Registers or components may be delivered separately due to security requirements);
- b. a summary of all stocktakes completed in the last reporting period, detailing:
 - (i) the stocktake number;
 - (ii) the storage location of all goods included in the stocktake;
 - (iii) all stocktake codes;
 - (iv) stocktake start and end dates;
 - (v) if applicable, the results of assurance samples, referring to the method described in the Commonwealth Assets Stocktaking Plan (CASP); and
 - (vi) statistical data, including the quantity and value of all discrepancies, shelf Stock Items held, shelf Stock Items stocktaked, surpluses and deficiencies;
- c. a summary of all stocktakes programmed for the coming reporting period;
- d. the percentage of completed stocktakes as a percentage of the total number of stocktakes programmed to meet the requirements of the SSMP; and
- e. if the CASP requirements in the SSMP are not being achieved, a description of actions taken to ensure the CASP requirements are achieved in future.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-CWBS-V5.2**
- 2. TITLE: CONTRACT WORK BREAKDOWN STRUCTURE (CWBS)**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Contract Work Breakdown Structure (CWBS) is the Contractor's extension of the Contract Summary Work Breakdown Structure (CSWBS) defined at clause 4 of Attachment M, decomposing the scope of the Recurring Services to provide the framework for Contract planning, management and status reporting.
 - 3.2** The Contractor uses the CWBS to:
 - a. define the work effort necessary to successfully achieve the objectives of the Contract;
 - b. assist with estimating the cost, schedule and resource requirements for the Contract; and
 - c. ensure that there is a clean structure for the organisation and management of the Contract and that there are clear accountabilities for Contract outcomes.
 - 3.3** The Commonwealth uses the CWBS to:
 - a. gain visibility into the Contractor's planning;
 - b. gain assurance that the Contractor understands the full scope of work (particularly in the context of clause 1.8 of the COC ('Contracted Requirement')) and has appropriately incorporated this work into its execution plan for the Contract;
 - c. understand and evaluate the Contractor's approach to meeting the requirements of the Contract;
 - d. assist with understanding and evaluating any proposed changes to the scope of work that may occur during the Term; and
 - e. as a source of input to planning performed by the Commonwealth Representative.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The CWBS is subordinate to the Support Services Management Plan (SSMP).
 - 4.2** The CWBS is related to, and shall be consistent with, the Support Services Master Schedule (SSMS), where such a data item is required under the Contract.
 - 4.3** The CWBS inter-relates with the price breakdown at Attachment B, providing the basis against which the Price and Payment Schedules for Recurring Services Fees are derived.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form a part of this DID to the extent specified herein:
Nil
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.1.2** The CSWBS shall form the basis for preparation of the CWBS by the Contractor.

6.2 Specific Content

6.2.1 General

6.2.1.1 The CWBS shall comprise a Work Breakdown Structure (WBS) index, a WBS graphic (optional), and a WBS dictionary.

6.2.1.2 The CWBS shall be derived from the CSWBS in a manner consistent with the example CWBS provided at Annex A to this DID as the basis for the CWBS.

6.2.2 WBS Index

Note: The WBS index is an indented list of WBS elements and sub-elements, starting with a single level 1 element (the Contract), incorporating the high-level WBS element structure which is invoked contractually (the CSWBS), and the lower-level elements of the Contractor's WBS necessary to provide an appropriate framework throughout the Contract for product and service definition and control.

6.2.2.1 The CWBS shall include a WBS index delivered in a tool that has an Outline Mode (such as Microsoft Word), such that it can be reviewed at any level of expansion.

6.2.2.2 The WBS index shall be derived from the WBS dictionary and each record in the WBS index shall include:

- a. WBS element number;
- b. WBS element title;
- c. WBS element revision date and revision number;
- d. task agency; and
- e. cross references to the COC and SOW.

6.2.3 WBS Graphic

6.2.3.1 The CWBS may include a WBS graphic, which contains the same information as the WBS index, but shown in a graphical form, usually a tree structure.

6.2.4 WBS Dictionary

Note: The WBS dictionary is keyed to the WBS index and defines the scope of each WBS element in the WBS index to a level sufficient to permit unambiguous association of each unit of labour and each unit of cost expended on the Contract with the WBS element to which that labour or cost belongs. The depth of indenture and size of the lowest level WBS elements are such as to support sound management of the development, planning and execution of the required work under the Contract.

6.2.4.1 Within the WBS dictionary, each element of the CWBS shall contain at least the following information:

- a. Contract title;
- b. WBS element number;
- c. WBS element title;
- d. WBS element summary description;
- e. Contract clause cross-reference, if applicable;
- f. reference to subordinate WBS elements, if any;
- g. title and number of the document / specification that defines the element;
- h. for the leaf nodes of the CWBS only, the Contractor's resource estimates (including personnel, equipment, facilities, hire and/or lease costs, risk allocation, and Subcontracted scope and associated costs) to achieve the scope of work defined through each CWBS element, including any time-phasing of those resource estimates; and
- i. any other information required by the Contractor's management systems.

ANNEX:

- A. Example Contract Work Breakdown Structure

ANNEX A TO DID-SSM-CWBS

EXAMPLE CONTRACT WORK BREAKDOWN STRUCTURE FOR RECURRING SERVICES

Note: *The following example CWBS for Recurring Services has been developed to illustrate how a product-oriented CWBS can be derived from the CSWBS at Attachment M to the Contract, where a deliverable service is categorised as a form of product.*

1. CONTRACT (SUPPORT) RECURRING SERVICES**1.1. Operating Support**

- 1.1.1. Mission System 1 Operations (*for when the Contractor is operating MS1*)
- 1.1.2. Mission System 2 Operations (*for when the Contractor is operating MS2*)
- 1.1.3. Help Desk Services
- 1.1.4. [...*other Operating Support Services...*]
- 1.1.5. Operating Support Management

1.2. Engineering Support

- 1.2.1. Mission System 1 Engineering Services (*only those specific to MS1*)
- 1.2.2. Mission System 2 Engineering Services (*only those specific to MS2*)
- 1.2.3. Repairable Item Engineering Services
- 1.2.4. Configuration Management (*if not covered under the items above*)
- 1.2.5. Software Support
- 1.2.6. [...*other Engineering Services...*]
- 1.2.7. Engineering Management

1.3. Maintenance Support

Note: *If there is only one Mission System type, it may be preferable to lift the Level 4 elements up to Level 3 to avoid having too many levels in the CWBS.*

- 1.3.1. Mission System 1 (*eg, Ship*) Maintenance
 - 1.3.1.1. MS1 Intermediate Docking
 - 1.3.1.2. MS1 Mid Cycle Docking
 - 1.3.1.3. MS1 Full Cycle Docking
 - 1.3.1.4. MS1 Repairable Item Group 1 (*eg, Propulsion System*) Maintenance
 - 1.3.1.5. MS1 Repairable Item Group 1 (*eg, Combat System*) Maintenance
 - 1.3.1.6. Support to MS1 Organic Maintenance
- 1.3.2. Mission System 2 (*eg, Aircraft*) Maintenance
 - 1.3.2.1. MS2 R3 Servicing
 - 1.3.2.2. MS2 R4 Servicing
 - 1.3.2.3. MS2 R5 Servicing
 - 1.3.2.4. MS2 Repairable Item Group 1 (*eg, Engines*) Maintenance
 - 1.3.2.5. MS2 Repairable Item Group 2 (*eg, Avionics*) Maintenance
 - 1.3.2.6. Support to MS2 Operational Maintenance
- 1.3.3. Mission System 3 (*eg, Distributed Communications System*) Maintenance
 - 1.3.3.1. MS3 Site 1 Maintenance
 - 1.3.3.2. MS3 Site 2 Maintenance
 - 1.3.3.3. MS3 Site 3 Maintenance
 - 1.3.3.4. MS3 Repairable Item Maintenance

- 1.3.4. Mission System 4 (*eg, Information and Communication Technology (ICT) System*) Maintenance
 - 1.3.4.1. System Administration
 - 1.3.4.2. MS4 Deeper Maintenance
 - 1.3.4.3. Support to MS4 Operational Maintenance
- 1.3.5. Repairable Item (RI) Maintenance
 - 1.3.5.1. RI Group 1 Maintenance
 - 1.3.5.2. RI Group 2 Maintenance
 - 1.3.5.3. RI Group 3 Maintenance
- 1.3.6. [...*other Maintenance Services...*]
- 1.3.7. Maintenance Management

1.4. Supply Support

- 1.4.1. General Supply Services
- 1.4.2. Warehousing Services (*ie, for when the Contractor is providing Warehousing Services to the Commonwealth*)
- 1.4.3. Mission System 1 Non-RI Procurement
- 1.4.4. Mission System 2 Non-RI Procurement
- 1.4.5. Repairable Item Group 1 (*eg, MS1 RIs*) Non-RI Procurement
- 1.4.6. Repairable Item Group 2 (*eg, Support and Test Equipment (S&TE)*) Non-RI Procurement
- 1.4.7. Repairable Item Group 3 (*eg, Training Equipment*) Non-RI Procurement
- 1.4.8. Fuel and Other Consumables Procurement
- 1.4.9. [...*other Supply Services...*]
- 1.4.10. Supply Management

1.5. Training Support

Note: *The following Level 3 and 4 breakdown for the first two elements could equally be reversed, depending upon the nature and scope of the required Training program.*

- 1.5.1. Training Course 1
 - 1.5.1.1. Training Delivery and Administration
 - 1.5.1.2. Training Materials Upkeep
- 1.5.2. Training Course 2
 - 1.5.2.1. Training Delivery and Administration
 - 1.5.2.2. Training Materials Upkeep
- 1.5.3. Training Management

1.6. Support Resources

Note: *This CWBS Element could be broken down into the respective Support Resources, but there is often limited work associated with a number of the Support Resources, so this approach has not been adopted and the following generic breakdown has been provided instead.*

- 1.6.1. [...*Support Resource Work 1...*]
- 1.6.2. [...*Support Resource Work 2...*]

1.7. Support Services Management

Note: The following breakdown is illustrative only (more so than for the other CWBS Elements), and this element should be derived based on the Contractor's own corporate processes.

- 1.7.1. Support Services Planning, Monitoring and Control, Reviews and Reporting
- 1.7.2. Technical Data and Software Rights Management
- 1.7.3. Security Management
- 1.7.4. Quality Management
- 1.7.5. Health, Safety and Environment
- 1.7.6. Australian Industry Capability

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-ENVMP-V5.2**
- 2. TITLE: ENVIRONMENTAL MANAGEMENT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Environmental Management Plan (ENVMP) identifies, in relation to the work to be performed under the Contract, the significant environmental issues for work at the Contractor's premises and the environmental issues relating to work at Commonwealth Premises. The ENVMP establishes a common understanding between the Contractor and the Commonwealth regarding these environmental issues and how they will be managed.
 - 3.2** The Contractor uses the ENVMP to:
 - a. identify the significant environmental issues for Contractor premises and the environmental issues for Commonwealth Premises, as applicable, and the related requirements to be met in the performance of work under the Contract;
 - b. provide direction and guidance to the Contractor's team (including Subcontractors) in relation to environmental matters;
 - c. define, manage and monitor its program of activities in relation to environmental matters; and
 - d. ensure that those parties (including Subcontractors) who are providing Services understand their respective responsibilities and the processes to be used to address environmental matters.
 - 3.3** The Commonwealth uses the ENVMP to:
 - a. gain visibility into the Contractor's planning for meeting related environmental legislation and the requirements of the Contract;
 - b. provide a basis for monitoring and assessing Contractor performance in relation to compliance with related legislation and the environmental requirements of the Contract; and
 - c. provide input into the Commonwealth's planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The ENVMP is subordinate to the Support Services Management Plan (SSMP).
 - 4.2** The ENVMP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Health and Safety Management Plan (HSMP); and
 - b. Safety Data Sheets (SDS).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of this DID to the extent specified herein:

AS/NZS ISO 14001:2016	Environmental management systems—Requirements with guidance for use
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- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the ENVMP shall summarise these aspects and refer to the other data item.

6.1.3 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.

6.2 Specific Content

6.2.1 General Requirements

6.2.1.1 The ENVMP shall, for work to be performed under the Contract:

- a. identify the significant environmental issues and requirements relevant to the Contractor's premises;
- b. identify the environmental issues and requirements relevant to the Commonwealth Premises; and
- c. describe how the Contractor proposes to meet these requirements, including the management processes the Contractor will use.

6.2.2 Relevant Legislation and Policy

6.2.2.1 The ENVMP shall list relevant Commonwealth, State and Territory environmental legislation that is applicable to the work and the site(s) where the work will be performed.

6.2.2.2 Where work is to be undertaken on Commonwealth Premises, the ENVMP shall list the required policies and environmental management systems in operation on those premises, as identified in the Contract, or as otherwise notified as applicable to the work or the premises.

6.2.3 Environmental Management System

6.2.3.1 The ENVMP shall describe how the Contractor will establish and maintain an Environmental Management System (ENVMS):

- a. to ensure that work performed under the Contract complies with relevant legislation and Defence policy;
- b. that complies with the ENVMS requirements of the Contract (eg, certification to AS/NZS ISO 14001:2016), if applicable; and
- c. for any work to be conducted on Commonwealth Premises, that is consistent with policies and the environmental management systems in operation on those premises.

6.2.3.2 The ENVMP shall state whether the ENVMS is certified by an independent certification organisation, and if so, how this certification will be maintained.

6.2.3.3 The ENVMP shall describe how environmental issues are managed within the Contractor's organisation (eg, through assigned responsibilities and representatives).

6.2.3.4 The ENVMP shall describe how the Contractor proposes to manage activities related to environmental requirements of the Contract, including as applicable:

- a. security, storage and use of Problematic Substances that have the potential to cause Contamination;
- b. waste storage and disposal in compliance with all relevant legislation, regulations, and the procedures and instructions in operation on the Commonwealth Premises where work is to be conducted;
- c. restricting the generation of noise;
- d. minimising the release of airborne pollutants;
- e. maintenance of environmental control and protection equipment to ensure that it is in a serviceable state;
- f. awareness of employees, suppliers and Subcontractor staff of the environmental management issues and processes;

- g. compliance of employees, suppliers and Subcontractor with the environmental management processes; and
- h. Electromagnetic Environmental Effects.

6.2.3.5 Where work is to be performed on Commonwealth Premises, the ENVMP shall describe the Contractor's methodology and processes for participating in, or reporting to, any applicable site management committees, environmental management committees or similar bodies.

6.2.4 Risks

6.2.4.1 The ENVMP shall identify the main environmental risks perceived by the Contractor, and shall describe how these risks will be managed and reduced to an acceptable level.

6.2.5 Subcontractors

6.2.5.1 The ENVMP shall describe how the Contractor will flow down environmental management requirements to Approved Subcontractors, including the briefings that will be provided to Approved Subcontractors in relation to environmental matters, especially where work will be performed on Commonwealth Premises.

6.2.6 Personnel

6.2.6.1 The ENVMP shall identify the staff positions responsible for management of environmental issues and activities, and shall describe the responsibilities of those positions.

6.2.7 Training

6.2.7.1 The ENVMP shall describe the Contractor's proposed training program to make employees and other personnel, including Subcontractor personnel, and, if applicable Commonwealth Personnel (eg, MRU), aware of relevant environmental requirements.

6.2.8 Documentation

6.2.8.1 The ENVMP shall describe the Contractor's ENVMS documentation, including records relating to management of environmental issues and activities.

6.2.9 Authorisations

6.2.9.1 The ENVMP shall identify the required environmental management related Authorisations for performance of the work under the Contract, and shall describe how the Contractor proposes to obtain and maintain these.

6.2.10 Monitoring and Reporting

6.2.10.1 The ENVMP shall describe the Contractor's proposed procedures for monitoring and reporting on environmental management issues and requirements.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-HSMP-V5.2**
- 2. TITLE: HEALTH AND SAFETY MANAGEMENT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Health and Safety Management Plan (HSMP) describes how the Contractor will manage Work Health and Safety (WHS) requirements, Issues and risks associated with the work to be performed under the Contract.
 - 3.2** The Contractor uses the HSMP to:
 - a. identify the WHS requirements to be met in the performance of work under the Contract, including requirements for Commonwealth Premises, when applicable;
 - b. define, manage and monitor its program of activities in relation to WHS matters (including hazard and risk identification and the management of risks to health and safety consistent with the WHS Legislation);
 - c. provide direction and guidance to the Contractor's team (including Subcontractors) in relation to WHS matters, their responsibilities and the processes to be used; and
 - d. ensure all relevant persons consult, co-operate and co-ordinate activities with all others who have a related WHS duty in relation to the same matter in accordance with the WHS Legislation.
 - 3.3** The Commonwealth uses the HSMP to:
 - a. seek and achieve assurance that the Contractor and the Commonwealth can meet their statutory obligations with respect to WHS;
 - b. seek and achieve assurance that the Contractor provides safe outcomes, in terms of safety risks to Commonwealth Personnel and other workers associated with the work performed under the Contract;
 - c. gain visibility of the Contractor's planning for meeting the WHS requirements of the Contract and to provide a basis for evaluating performance in relation to those requirements; and
 - d. consider how the Contractor's activities co-ordinate with the Commonwealth's activities to assist with discharging the Commonwealth's WHS duties in connection with the work to be performed under the Contract.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The HSMP is subordinate to the Support Services Management Plan (SSMP).
 - 4.2** The HSMP inter-relates with the following data items, where these data items are required under the Contract:
 - a. In-service Materiel Safety Plan (IMSP);
 - b. Environmental Management Plan (ENVMP);
 - c. Safety Data Sheets; and
 - d. Manifest of Hazardous Chemicals.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of this DID to the extent specified herein:

Defence Safety Manual	
ISO 45001:2018	Occupational health and safety management systems— Requirements with guidance for use

WHS Legislation and Codes of Practice approved under section 274 of the *Work Health and Safety Act 2011* (Cth).

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

- 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
- 6.1.2** When the Contract has specified delivery of another data item that contains aspects of the required information, the HSMP shall summarise these aspects and refer to the other data item.
- 6.1.3** 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.

6.2 Specific Content

6.2.1 Relevant Legislation and Policy

- 6.2.1.1** The HSMP shall list the legislation relating to WHS, including the WHS Legislation that is applicable to the work and the site(s) where the work is being, or will be, performed.
- 6.2.1.2** Where work is to be undertaken on Commonwealth Premises, the HSMP shall list the relevant Defence WHS policies and procedures, as identified in clause 12 of the SOW and clause 12.4 of the COC.

6.2.2 Work Health and Safety Management

- 6.2.2.1** The HSMP shall describe how WHS matters applicable to Contract work and Contract workplace(s) are managed, including:
- a. within the Contractor's organisation, the names, positions and WHS responsibilities of all persons whose positions or roles involve specific WHS responsibilities;
 - b. the arrangements in place or proposed to be put in place between the Contractor, Subcontractors, the Commonwealth and other Commonwealth contractors, if applicable, for consultation, co-operation and the co-ordination of activities in relation to compliance with their duties under the WHS Legislation at the workplace(s) at which the work under the Contract is being, or will be, carried out;
 - c. the arrangements for managing, recording and reporting WHS incidents (including Notifiable Incidents);
 - d. any site-specific WHS rules, and the arrangements for ensuring that all persons at the workplace are informed of these rules;
 - e. processes for hazard identification, risk assessment, risk elimination and risk minimising control measures, including if applicable, safe work method statements where required by the WHS Legislation;
 - f. the arrangements for the collection and any assessment, monitoring and review of safe work method statements, where required by the WHS Legislation; and
 - g. how WHS-related compliance and performance will be monitored, recorded and reported.
- 6.2.2.2** Where work is to be performed on Commonwealth Premises, the HSMP shall describe the Contractor's processes for participating in, or reporting to, any applicable site management committees, health and safety management committees or similar bodies.
- #### **6.2.3 Work Health and Safety Management System**
- 6.2.3.1** The HSMP shall describe how the Contractor will establish and maintain a WHS Management System (WHSMS) that satisfies the requirements of clause 12.3.3 of the SOW.
- 6.2.3.2** If the Contract requires the WHSMS to be certified by an independent certification organisation, the HSMP shall state how this certification will be maintained.

6.2.4 Subcontractors

6.2.4.1 Where Subcontractors are engaged in work on Commonwealth Premises, the HSMP shall describe how work conducted by Subcontractors is being, or will be, managed to meet Defence WHS requirements and not compromise Defence's duty of care, including:

- a. provision of appropriate safety training;
- b. provision of appropriate site induction;
- c. monitoring of safe work performance by Subcontractors; and
- d. safety evaluation of the Services provided by Subcontractors.

6.2.5 Commonwealth Personnel

6.2.5.1 The HSMP shall describe the content and frequency of induction briefings and training that will be provided to Commonwealth Personnel who will be located within the Contractor's or Subcontractors' premises, or on Commonwealth Premises occupied by the Contractor, if applicable.

6.2.6 Hazard Identification, Risk Assessment, Elimination Strategies and Control Measures

6.2.6.1 The HSMP shall summarise the significant WHS hazards and risks that are inherent in the work to be performed under the Contract, including where the work performed under the Contract involves the performance of Prescribed Activities.

6.2.6.2 The HSMP shall describe the Contractor's management approach to assess, eliminate and control those WHS hazards and risks identified in clause 6.2.6.1 that are assessed by the Contractor as significant and in those circumstances where the Contractor considers that the WHS management is inherently complex.

6.2.6.3 Where the Contract work involves discrete activities for which WHS management is inherently complex and would benefit from activity-specific planning (eg individual maintenance availabilities or for different levels or grades of maintenance), the HSMP shall include, in Annex B, activity-based WHS plans consistent with the specific content requirements of the HSMP.

6.2.7 Emergency Plans

6.2.7.1 The HSMP shall outline the emergency plans to be maintained for the Contract work, including any Commonwealth coordination and other arrangements required in the event of an emergency.

6.2.8 Problematic Substances and Problematic Sources

6.2.8.1 The HSMP shall include, at Annex A, details of the Problematic Substances and Problematic Sources that have been Approved in accordance with clause 12.1 of the SOW. Annex A shall include:

- a. identification details, which for a Problematic Substance are sufficient to uniquely identify the relevant Safety Data Sheet in the Australian *ChemAlert* database;
- b. locations, including any discrete sites or buildings within Commonwealth Premises where the Problematic Substances and/or Problematic Sources will be located;
- c. for Problematic Substances, the maximum quantities or volume, as applicable, to be held at each location;
- d. for Problematic Sources, the applicable ARPANSA source licence number;
- e. the Approved purpose(s) for use; and
- f. Approval details, including the Commonwealth Representative or their authorised delegate's details, date of Approval, and details of related documents (eg, notices and minutes).

6.2.8.2 For Contract work not performed on Commonwealth Premises, the HSMP shall include reference(s) to the location(s) within the WHSMS, or otherwise, where Problematic Substances and Problematic Sources are detailed.

6.3 Annexes

Annex A: Approved Problematic Substances and Problematic Sources

Annex B: Activity-based WHS plans in accordance with clause 6.2.6.3

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-IEAIR-V5.2**
- 2. TITLE: INNOVATION / EFFICIENCY ANALYSIS AND IMPLEMENTATION REPORT**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Innovation / Efficiency (IE) Analysis and Implementation Report (IEAIR) documents the Contractor's analysis of a potential IE for inclusion in the Capability Innovations and Efficiencies (CIE) Program. Each IEAIR is developed in accordance with the processes defined in the Approved IE Implementation Plan (IEIP).
 - 3.2** The Contractor uses the IEAIR to:
 - a. report on its analysis of a potential IE;
 - b. determine whether or not a potential IE has merit and will realise cost savings to the Commonwealth;
 - c. provide an initial assessment of the likely scope of work associated with implementing a potential IE; and
 - d. identify the required changes to the Contract to incorporate the potential IE.
 - 3.3** The Commonwealth uses the IEAIR to:
 - a. understand and evaluate the implications of adopting a potential IE;
 - b. determine whether or not a potential IE should be Approved or rejected;
 - c. determine the priority for a potential IE that may be Approved;
 - d. determine whether or not the Commonwealth wishes to contribute to the costs of implementing an IE; and
 - e. understand the Commonwealth's involvement in the implementation of any Approved IEs.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The IEAIR is subordinate to the IEIP.
 - 4.2** The IEAIR interrelates with the following data items, where these data items are required under the Contract:
 - a. all data items relating to cost modelling required under the Contract;
 - b. Contractor Engineering Management Plan (CEMP);
 - c. Engineering Change Proposals (ECPs); and
 - d. Australian Industry Capability (AIC) Plan.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following document forms a part of this DID to the extent specified herein:
Nil.
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.1.2** When the Contract has specified delivery of another data item that contains aspects of the required information, the IEAIR shall summarise these aspects and refer to the other data item.

6.2 Specific Content

6.2.1 General

6.2.1.1 The IEAIR shall provide sufficient detail to enable the Commonwealth Representative to make a full and complete assessment of the feasibility and importance of a potential IE and to ascertain the resources required for implementation.

6.2.2 Overview of the Potential IE

6.2.2.1 The IEAIR shall provide an overview of the potential IE, including:

- a. a brief outline of its scope and main characteristics, including whether or not its main objective is to reduce the Total Cost of Ownership (TCO), enhance AIC, or enhance the Capability or related capabilities;
- b. the key benefits to be realised;
- c. an estimate of the implications for cost (including broad parameters around the likely costs), including the expected impact upon:
 - (i) the Contractor's costs associated with performing the Services required in relation to the Products Being Supported;
 - (ii) the TCO; and
 - (iii) if applicable, the Commonwealth's costs associated with owning, operating and supporting related capabilities;
- d. if relating to enhancing AIC:
 - (i) the identification of the actual or proposed suppliers involved;
 - (ii) the assessed impact on each of the AIC Objectives, including a brief justification for this assessment; and
 - (iii) the assessed impact on the Contractor's ability to provide the Services in accordance with the Contract, including the implications for Capability, cost (as per subclause c above) and schedule;
- e. if relating to enhancing the Capability or related capabilities:
 - (i) an overview of the functionality and performance of the system or systems that would be affected;
 - (ii) a description of the products affected and/or proposed to be introduced;
 - (iii) an assessment in relation to the technical risk introduced by the implementation of any design changes; and
 - (iv) the implications for cost (as per subclause c above) and schedule;
- f. the assessed priority;
- g. any impact on the Contractor and Subcontractors and, where applicable, the Commonwealth, including any implications for operations, sustainment, supportability, survivability, safety and security;
- h. the required changes to the Contract to incorporate the potential IE;
- i. the Contractor's expectations of the Commonwealth in delivering the envisaged benefits of the IE (eg, in relation to funding or participating in the implementation of the IE for a proposal to reduce TCO); and
- j. any other information that enables the Commonwealth to fully understand the proposed IE and be able to decide whether or not to progress it.

6.2.3 Detailed Description of the Potential IE

6.2.3.1 The IEAIR shall provide a detailed description of the costs, benefits and risks associated with each potential IE, including:

- a. where the potential IE involves enhancing Capability and/or related capabilities, an accompanying ECP to set out the details for the proposed Configuration Change(s);

- b. the underpinning analyses that support the Contractor's assessment of the costs involved and/or the cost-savings to be achieved, including:
 - (i) sources of data;
 - (ii) mechanisms used to validate the source data (if required);
 - (iii) cross-references to the applicable data sets used for cost estimation;
 - (iv) risks associated with the cost estimates, including, where applicable, achieving the assessed cost-savings; and
 - (v) risk treatments required to mitigate the impact of the identified risks;
- c. where the potential IE involves reducing TCO or enhancing AIC, the impact on all parties associated with the IE, such as (where applicable):
 - (i) changes in work scope;
 - (ii) reductions in unnecessary processing of work or handling of work products;
 - (iii) changes to the Contractor's processes (eg, as defined in the Contract or in an Approved plan), the Commonwealth's processes, or both (such as at a point of interface between the parties);
 - (iv) transfer of responsibilities and/or work between the Contractor and the Commonwealth or between the Contractor and a Subcontractor;
 - (v) transfer of risk between the Contractor and the Commonwealth; and
 - (vi) impact on Australian Industry, including Local Businesses and Small-to-Medium Enterprises (SMEs);
- d. the identification of any critical assumptions (eg, sponsorship, workload, resource availability, and Commonwealth resource requirements) associated with achieving the benefits and other outcomes for the potential IE and a description of how each assumption affects the associated implementation plan for achieving the benefits and other outcomes;
- e. the identification of any barriers, including non-technological barriers such as organisational culture, which require addressing in order to achieve the identified benefits and other outcomes, including a description of the strategies to mitigate the identified barriers; and
- f. details of required changes to the Contract to enable the IE benefits and other outcomes to be achieved, including, where applicable, the Contractor's recommendations in relation to:
 - (i) the timeframe for incorporating the potential IE into the Contract; and
 - (ii) where the potential IE involves reducing TCO, the timeframe for, and quantum of, any reduction to the amounts payable by the Commonwealth under the Contract to provide the best balance between any return on investment made by the Contractor and the need for the Commonwealth to realise the benefits associated with the IE.

6.2.4 Overview of the Implementation Requirements for the Potential IE

6.2.4.1 The IEAIR shall provide an assessment of the scope of work associated with implementing the potential IE, including:

- a. the proposed method of implementing the potential IE, including management arrangements and proposed entities (eg, Contractor personnel, Subcontractors, other contractors, and/or the Commonwealth) to carry out key work packages;
- b. the estimated costs and resource requirements for implementing the potential IE, including the tolerances associated with the cost and resource estimates;
- c. the proposed schedule to achieve the identified outcomes;
- d. any alternative solutions and/or implementation strategies, where applicable;

- e. whether or not the implementation of the potential IE is likely to have an adverse impact on other Approved IEs or existing Contract work, including such aspects as cost, schedule, and Mission System availability or performance;
- f. risks associated with implementation; and
- g. details of the Contractor's requirements of the Commonwealth to implement the potential IE, including a fully detailed cost breakdown where the Commonwealth has indicated a preparedness to assist with implementation costs.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-IEIP-V5.2**
- 2. TITLE: INNOVATION / EFFICIENCY IMPLEMENTATION PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Innovation / Efficiency (IE) Implementation Plan (IEIP) documents the activities, resources and required outcomes for achieving the objectives of the Capability Innovations and Efficiencies (CIE) Program. The IEIP describes the Contractor's plan to deliver IEs, so as to enable:
 - a. enhancements in AIC outcomes when assessed against the AIC Objectives;
 - b. cost savings in relation to the Total Cost of Ownership (TCO) to be realised by the Commonwealth; and
 - c. Capability enhancements in relation to technology evolution and technology insertion, particularly to address changing operational imperatives and threats.
 - 3.2** The Contractor uses this document to:
 - a. provide evidence and assurance to the Commonwealth that the Contractor has sound and coherent management arrangements in place to meet the objectives of the CIE Program as specified in clause 13.2.1 of the SOW;
 - b. define the arrangements for managing the CIE Program, including undertaking modelling of the TCO;
 - c. define the program of activities to assist with the identification of IEs;
 - d. identify all IEs, including Approved (but yet-to-be implemented), implemented, and rejected IEs;
 - e. define the program of activities to achieve the benefits for the Approved (but yet-to-be implemented) IEs; and
 - f. control and monitor the activities to be performed for Approved IEs.
 - 3.3** The Commonwealth uses this document to:
 - a. understand and evaluate the way the Contractor proposes to meet the CIE Program requirements of the Contract;
 - b. gain assurance that the Contractor's CIE Program will achieve the required outcomes;
 - c. monitor and assess the progress of Approved IEs;
 - d. maintain a record of rejected IEs; and
 - e. understand the Commonwealth's involvement in any Approved IEs.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The IEIP is subordinate to the following data items, where these data items are required under the Contract:
 - a. Support Services Management Plan (SSMP);
 - b. Australian Industry Capability (AIC) Plan; and
 - c. Contractor Engineering Management Plan (CEMP).
 - 4.2** The IEIP interrelates with the following data items, where these data items are required under the Contract:
 - a. all other plans required under the Contract that are not identified under clause 4.1;

- b. IE Analysis Implementation Report (IEAIR); and
- c. Contract Status Report (CSR).

5. APPLICABLE DOCUMENTS

- 5.1 The following document forms a part of this DID to the extent specified herein:
Nil.

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

- 6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
- 6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the IEIP shall summarise these aspects and refer to the other data item.

6.2 Specific Content

6.2.1 IE Program Management

- 6.2.1.1 The IEIP shall describe the arrangements for managing the overall CIE Program and the set of Approved IEs being implemented at any one time, including:
- a. the identification of the manager with overall responsibility for the CIE Program;
 - b. the program requirements for the analysis of potential IEs including the preparation of IEAIRs;
 - c. the methodology, systems, processes and tools to be used for undertaking the CIE Program, including for managing the implementation of Approved IEs;
 - d. the mechanisms to be used to enable the Contractor to monitor the plan for implementing each Approved IE and how deviations from the plan will be recognised and acted upon; and
 - e. the mechanisms to be used to report implementation progress for an Approved IE to all stakeholders, including the Commonwealth.

6.2.2 IE Identification

- 6.2.2.1 The IEIP shall describe the methodology, systems, processes and tools to be used to assist with the identification of potential IEs, including:
- a. the specific program of activities to analyse elements of the Contractor's and Approved Subcontractor's required work scope to identify opportunities for AIC improvements, Capability innovations and/or cost savings; and
 - b. the specific methodology or methodologies to be employed for each of the different categories of IE, as follows:
 - (i) summarise the approach documented in other plans (eg, AIC Plan and CEMP) for IEs relating to AIC and Capability innovations; and
 - (ii) in this plan, for IEs relating to reducing TCO (eg, Lean, Six Sigma, Business Process Re-engineering), including measurement and comparison against industry benchmarks.

6.2.3 Total Cost of Ownership Modelling

- 6.2.3.1 The IEIP shall describe:
- a. the processes, procedures and tools to be used by the Contractor to undertake the TCO modelling activities required under the Contract;
 - b. the methodology for undertaking the development of the TCO model(s) required by the Contract;

- c. the processes and procedures for collecting and recording TCO data;
- d. the processes and procedures for identifying and analysing cost drivers;
- e. the strategy and methodology for using the TCO model to analyse the collected TCO data, including performing sensitivity and trade-off analyses;
- f. the strategy, methodology and assumptions associated with modelling Software life-cycle costs (if applicable); and
- g. the strategy and methodology for demonstrating to the Commonwealth at the applicable Periodic Performance Reviews (eg, the Performance Assessment Review), as defined by the SOW, that:
 - (i) the Contractor is achieving the outcomes required under the CIE Program; and
 - (ii) the Contractor's on-going support activities will result in a minimised TCO to the Commonwealth, while meeting the other requirements of the Contract.

6.2.4 Overview of Approved IEs

6.2.4.1 The IEIP shall identify each Approved IE to be implemented.

6.2.4.2 The IEIP shall, for each Approved IE, provide an overview of:

- a. the Approved IE, outlining its scope and main characteristics;
- b. the outcomes to be achieved (eg, cost-saving goals and other benefits) of the Approved IE;
- c. the priority of the Approved IE;
- d. the impact of the Approved IE on the Contractor and Subcontractors and, where applicable, the Commonwealth, including any implications for operations, safety and security;
- e. the required changes to the Contract to incorporate the Approved IE, including, where applicable, the Contractor's recommendations in relation to:
 - (i) the timeframe to incorporate the Approved IE; and
 - (ii) the timeframe for, and quantum of, any reduction to the amounts payable by the Commonwealth under the Contract to provide the best balance between any return on investment made by the Contractor and the need for the Commonwealth to realise the benefits of the Approved IE; and
- f. the Contractor's expectations of the Commonwealth in delivering the envisaged benefits for the Approved IE.

6.2.5 IE Implementation Planning

6.2.5.1 The IEIP shall provide a separate implementation plan for each Approved IE ('Separate Implementation Plan').

6.2.5.2 The Separate Implementation Plan shall, for an Approved IE:

- a. describe the goals for the Approved IE, including how satisfaction of the goals will be assessed;
- b. identify the cost of implementing the IE, including the basis of estimates and the associated justification for the basis;
- c. in relation to cost-saving goals for those IEs related to reducing TCO, describe the expected impact upon:
 - (i) the Contractor's costs associated with performing the Services required in relation to the Products Being Supported;
 - (ii) the TCO; and
 - (iii) if applicable, the Commonwealth's costs associated with owning, operating and supporting related capabilities;

- d. identify the person responsible for implementation;
- e. describe any unique management and reporting requirements associated with the implementation plan;
- f. describe the resources required, including personnel, tools, facilities and other items necessary for implementation;
- g. identify any critical assumptions (eg, sponsorship, workload, resource availability, and Commonwealth resource requirements) associated with achieving the goals for the Approved IE and describe how each affects the associated implementation plan for achieving the goals;
- h. identify and discuss any risks, including those associated with the identified assumptions;
- i. identify any barriers, which require addressing in order to achieve the identified goals; and
- j. describe the strategies to mitigate the identified risks and barriers, including the criteria for initiating action for each risk.

6.2.5.3 The Separate Implementation Plan shall describe the organisational interfaces between the group performing activities for an Approved IE and the remainder of the Contractor's organisation and any other parties involved or affected by the activities of this plan. It should describe how the Approved IE relates to any other improvement initiatives currently underway or planned within the organisation, including productivity-improvement and process-improvement initiatives.

6.2.5.4 The Separate Implementation Plan shall describe the specific tasks to be performed to achieve the goals for the Approved IE, including the identification of inputs and outputs for each task.

6.2.5.5 Except where otherwise specified by the Commonwealth Representative, the Separate Implementation Plan shall provide a stand-alone schedule for the activities associated with implementing the Approved IE, using the DID for the SSMS. Key accomplishments and outputs shall be indicated as milestones and tracked against original estimates.

6.2.5.6 The Separate Implementation Plan shall identify any changes required to Contract documents, including any delivered data items, associated with the Approved IE and the timeframes for updating the Contract documents to ensure consistency across all of these documents.

6.2.6 Annexes

6.2.6.1 The IEIP shall include as separate annexes:

- a. a record of Approved IEs and related CCPs, including IE Program Price Adjustments;
- b. a listing of any completed Approved IEs, including a brief description of each IE, its goals and other benefits achieved;
- c. a listing of any rejected IEs, including a brief description of each rejected IE, its proposed goals, and the rationale for its rejection; and
- d. Separate Implementation Plans prepared in accordance with clause 6.2.5.

ANNEX A

RECORD OF APPROVED INNOVATIONS / EFFICIENCIES

1. IE PROGRAM PRICE ADJUSTMENTS

- 1.1 This section records the price adjustments that have been made, and that are to be made, to Attachment B as a result of implementing Approved IEs.
- 1.2 Table 1 sets out the changes to the applicable tables in Attachment B, resulting from CCPs for the implementation of Approved IEs. The columns in Table 1 are:
 - a. Line Item No.: a unique item number for each change or set of changes;
 - b. CCP Number: the identification number of the applicable Approved CCP;
 - c. IEIP Reference: the reference(s) to the separate implementation plan(s), attached to the IEIP, for each IE included in the CCP (ie, a CCP may incorporate more than one IE into the Contract);
 - d. P&PS Change Details: identifies the location in Attachment B, the price and payment schedule (P&PS), and price change resulting from each Approved IE including for each affected line within a P&PS table (ie, a change may apply to several tables and/or lines within a table):
 - (i) P&PS Table: the table affected by the change (eg, B-B-[schedule reference]);
 - (ii) Item no.: the line item number within the table that is affected by the change;
 - (iii) Previous Price (inc GST): the previous price in the P&PS, including GST (ie, other price details such as foreign currency amounts, duties and ex-GST amounts shall be detailed in the CCP);
 - (iv) New Price (inc GST): the new price to be included in the P&PS, including GST (ie, other price details such as foreign currency amounts, duties and ex-GST amounts shall be detailed in the CCP);
 - (v) WEF Date: the date from which the new price takes effect; and
 - (vi) Price Basis Date: the year in which the price change was set, for use when calculating initial price variation, if applicable; and
 - e. Overall Status: the status for incorporating Approved IEs within a CCP, such as 'pending' before a price change, 'partial' if some changes have been implemented and 'completed' once all price changes for an Approved IE have been implemented.

Note: Rows in Table 1 are to be split or merged to allow for the changes to several tables and/or table rows to be listed against a single CCP, as applicable.

Table 1: Summary of Price Changes for IEs

Line Item No.	CCP Number	IEIP reference	P&PS Change Details						Overall Status
			P&PS Table	Item no.	Previous Price (inc GST)	New Price (inc GST)	WEF Date	Price Basis Year	

DATA ITEM DESCRIPTION

1. DID NUMBER: DID-SSM-ISSMP-V5.2

2. TITLE: IN-SERVICE SECURITY MANAGEMENT PLAN

3. DESCRIPTION AND INTENDED USE

3.1 The In-Service Security Management Plan (ISSMP) describes the Contractor's plan for meeting the system security requirements for the in-service phase for those products that are Products Being Supported (or will become Products Being Supported under an associated or linked Contract (Support) when this data item is being developed under a Contract (Acquisition)) and that:

- a. could be susceptible to security vulnerabilities that may affect the Commonwealth's security obligations and compliance requirements (as would be determined by a competent contractor acting reasonably in making such a determination);
- b. are the subject of, or included within the scope of, a Security Authorisation, including in relation to physical security, Emanation Security (EMSEC), Information and Communications Technology (ICT) security, cyber security, and personnel security (but, for personnel security, only in relation to Contractor Personnel operating, maintaining, or upgrading a Security System-of-Interest (SSoI) or an associated Target of Security Assessment (ToSA)); and/or
- c. are required by the Contractor to undertake the system security services (eg, Software such as Splunk®).

3.2 The Contractor uses the ISSMP to:

- a. define, manage and monitor the Contractor's system security and related activities for the in-service phase and to demonstrate how the associated security objectives applicable to the in-service phase will be achieved, including supporting any Security Authorisations that will require periodic revalidation during the in-service phase;
- b. ensure that those parties (including the Commonwealth and Subcontractors) performing system security activities during the in-service phase understand their respective responsibilities, the processes to be used, and the time-frames involved, including in relation to:
 - (i) responding to cyber incidents;
 - (ii) ensuring business continuity and disaster recovery; and
 - (iii) continuous monitoring; and
- c. demonstrate that it has the capability and capacity to meet its system security responsibilities for the SSoIs / ToSAs and other security-related Support System Products during the in-service phase.

3.3 The Commonwealth uses the ISSMP:

- a. to understand and evaluate the Contractor's approach for meeting the system security requirements of the Contract for the in-service phase;
- b. to gain assurance that the Contractor has a sound system security program in place that complies with applicable Government and Defence security requirements and policies and that will satisfy the objectives of the program;
- c. to plan the integration of the Contractor's system security activities for the in-service phase with the Commonwealth's security activities, particularly in relation to interacting with the respective security authorities;
- d. as an input into the Commonwealth's own planning, particularly in relation to liaising with the applicable security authorities for each SSoI; and

- e. as one of the suite of cyber security artefacts provided to the relevant Defence authorities as part of obtaining and/or maintaining the required ICT/cyber Security Authorisations for a SSol.

4. INTER-RELATIONSHIPS

4.1 The ISSMP is subordinate to the following data items, where these data items are required under the Contract:

- a. Support Services Management Plan (SSMP);
- b. Contractor Engineering Management Plan (CEMP);
- c. Configuration Management Plan (CMP); and
- d. Quality Plan.

4.2 The ISSMP inter-relates with the following data items, where these data items are required under the Contract:

- a. the security-related data items required under the Contract (other than those identified under clause 4.1);
- b. Materiel System Security Management Plan (MSSMP) governing the acquisition phase;
- c. Software Support Plan (SWSP); and
- d. the plans and Engineering Change Proposal(s) (ECP(s)) associated with any Major Changes.

5. APPLICABLE DOCUMENTS

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

Note to drafters: Amend the list of Applicable Documents to suit the Contract. Do not include documents that are included within the 'Governing Security Documents'.

Governing Security Documents	(see the Glossary for the definition of this term)
ANP4605	Navy Cyberworthiness
AFSMAN	Air Force Security Manual, Volume 1
	National Institute of Standards and Technology (NIST), 'Cybersecurity Framework (CSF)', Version 2.0, February 26, 2024
AS/NZS ISO 31000:2018	Risk Management – Principles and Guidelines
NIST SP 800-30	Guide for Conducting Risk Assessments, Revision 1, September 2012
NIST SP 800-37	Risk Management Framework for Information Systems and Organizations: A System Life Cycle Approach for Security and Privacy, Revision 2, December 2018
NIST SP 800-53A	Assessing Security and Privacy Controls in Information Systems and Organizations: Building Effective Assessment Plans, Revision 5, January 2022
	ACSC Publication, 'Strategies to Mitigate Cyber Security Incidents', February 2017
	ACSC Publication, 'Strategies to Mitigate Cyber Security Incidents – Mitigation Details', February 2017
	ACSC Publication, 'Guidelines for System Monitoring', September 2023

	ACSC Publication, 'Guidelines for Security Documentation', September 2023
ISO/IEC 27001:2022	Information security, cybersecurity and privacy protection – Information security management systems – Requirements
ISO/IEC 27032:2023	Cybersecurity – Guidelines for internet security
ISA/IEC 62443 series	Security for Industrial Automation and Control Systems
ISO/IEC 27005:2022	Information security, cybersecurity and privacy protection – Guidance on managing information security risks
Defence ICT/Cyber SCRM Framework	The Defence ICT/Cyber Procurement Supply Chain Risk Management Framework, October 2020
Form XP 188	Security Report
	CASG Risk Management Product Risk Matrix

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

- 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
- 6.1.2** When the Contract has specified delivery of another data item that contains aspects of the required information, the ISSMP should summarise these aspects and refer to the other data item.
- 6.1.3** 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.

6.2 Specific Content – General Requirements

6.2.1 Interpretation

- 6.2.1.1** If the ISSMP is being developed under the Contract (Acquisition):
- references to the Contract, Contractor and Subcontractors in clauses 6.2.2 to 6.2.5 shall be interpreted to be the Contract (Support), Contractor (Support) and Subcontractors (Support), respectively; and
 - if there is no linked Contract (Support), the requirements of clauses 6.2.2 to 6.2.5 shall be developed to the extent practicable (eg, by assuming generic contractor(s) (support) and subcontractors (support)).

6.2.2 Overview

- 6.2.2.1** The ISSMP shall provide an overview of the ISSMP and the security-related Services for each SSol to be provided under the Contract, including:
- defining the scope and purpose of the ISSMP;
 - describing the scope and objectives of the system security program for the in-service phase, including:
 - providing an overview of each SSol and, if applicable, each ToSA, and identifying other applicable Support System Products from a security perspective; and
 - providing an overview of any shared responsibilities for system security between the Contractor and the Commonwealth (eg, in relation to responding to cyber incidents, ensuring business continuity and disaster recovery, and continuous monitoring);
 - identifying and describing the nature and significance of the security risks and threats that will be managed through the ISSMP; and

- d. describing any constraints, assumptions and risks associated with the system security program.

6.2.2.2 The ISSMP shall provide a list of key stakeholders involved with the system security program for the Contract, including:

- a. System Owner;
- b. Security Authorisation authorities and associated delegates; and
- c. where Digitally Enabled Systems and Equipment (DESE) supported under the Contract is either integrated into, or installed onto, Defence systems and platforms, the in-service agencies responsible for managing and supporting those systems and platforms.

6.2.2.3 The ISSMP shall describe the mechanisms by which the general requirements for security documentation, as set out in the Information Security Manual (ISM), will be satisfied, including (for example):

- a. Control ISM-0888: "Security documentation is reviewed at least annually and includes a 'current as at [date]' or equivalent statement"; and
- b. Control ISM-1602: "Security documentation, including notification of subsequent changes, is communicated to all stakeholders".

6.2.3 System Security Organisation and Roles

6.2.3.1 The ISSMP shall describe the organisations and the roles of the organisations involved with the system security program for the Contract, including:

- a. within the Contractor's organisation;
- b. Subcontractors, including original equipment manufacturers; and
- c. Associated Parties, including Defence agencies, regulatory authorities and other Commonwealth Contractors, as applicable.

6.2.3.2 The ISSMP shall identify the technical / design support network of organisations, including:

- a. identifying the Subcontractors and other companies, which provide technical advice for security activities; and
- b. describing the nature and scope of the technical advice to be provided.

6.2.3.3 The ISSMP shall identify the qualifications, experience and training required by persons filling any Key Staff Positions for the system security program for the Contract.

6.2.3.4 The ISSMP shall provide details of the Contractor's security team that is dedicated to the provision of security-related Services for each SSol / ToSA, including numbers and skills.

6.2.4 System Security Risk Management

6.2.4.1 The ISSMP shall describe the risk management processes to be applied to the Contractor's system security program for the Contract, cross-referring to the risk management elements of the Approved SSMP¹ and the applicable elements of the Approved ADF regulatory / assurance plans as appropriate, including:

- a. the processes to be used to identify system security risks;

Note to drafters: The following clause refers to the CASG Risk Management Product Matrix, which is identified as an Applicable Document in clause 5. This enables a 5x5 matrix to be employed for the purposes of project or product risk management using the Predict! tool. The Security Authorisation process, however, requires the use of a 6x6 matrix in accordance with the DSPF. Drafters should amend the following clause and the Applicable Documents to suit their contract-management circumstances (ie, to select the risk matrix that will result in the least work for the contract-management team, either translating into the DSPF 6x6 matrix if the CASG

¹ An Approved SSMP is unlikely to exist if the ISSMP is developed under an acquisition contract.

matrix is retained, or translating into Predict! if the following clause is amended to incorporate the DSPF matrix).

- b. the processes to be used for analysing, assessing and evaluating system security risks, including the specific assessment criteria to be used, cross-referring to the CASG Risk Management Product Risk Matrix in relation to assessing risks to 'Security & Cyber';
- c. the risk register(s) to be used for recording each system security risk (eg, Security Risk Management Plan (SRMP) and Cyber Supply Chain Risk Plan (CSCR)), including its attributes, evaluation and treatment(s);
- d. the processes to be used to determine the specific risk treatment strategies to be employed, particularly the application of risk controls (eg, as per the ISM); and
- e. the mechanisms to be used to keep the Commonwealth Representative apprised of any changes to system security risks.

6.2.4.2 The ISSMP shall describe how security requirements will be incorporated into the Contractor's Cyber Supply Chains to address ICT/cyber security risks for DESE (eg, in accordance with the Defence ICT/Cyber SCR Framework), cross-referring to any CSCR required under the Contract and describing how the Contractor's Cyber Supply Chain risk assessments will be kept current and the Commonwealth will be kept apprised of changed circumstances, as new suppliers of DESE are identified.

6.2.5 System Security Program Activities – General

Note: In relation to security monitoring and testing, clause 6.3.4 of this DID provides additional requirements that the ISSMP must address.

6.2.5.1 The ISSMP shall describe the Contractor's processes for undertaking the security-related Services for the SSols, as required by the Contract, including:

- a. providing an overview of the methodology to be employed to achieve the objectives, outcomes and requirements set out in clause 3 of this DID;
- b. describing how the applicable standards and other documents, referred to under clause 5, will be adapted to the Contractor's system security program; and
- c. describing how each of the system security requirements set out in the Contract will be undertaken, including when and by whom, and the processes and tools to be employed.

6.2.5.2 The ISSMP shall describe any simulation and other tools, instruments, items of equipment, Software, test facilities and any other major elements that will be required to satisfy the system security requirements of the Contract.

6.2.5.3 The ISSMP shall contain a high-level schedule indicating key activities, events and milestones for the system security program for the Contract, including in relation to physical security, EMSEC, ICT security and cyber security.

6.3 Specific Content – ISM-Mandated Security Plans

6.3.1 Interpretation

6.3.1.1 The ISSMP shall address the requirements of clauses 6.3.2 to 6.3.4 as follows:

- a. Each of the ISM-mandated security plans defined by clauses 6.3.2 to 6.3.4 shall be set out in a manner that is suitable for ICT and cyber Security Authorisation purposes (eg, addressing all parties responsibilities and the interactions between them).
- b. Subject to clause 6.3.1.2, the ISSMP shall identify, either as part of the ISM-mandated security plans or in a separate section of the ISSMP (and cross-referencing to the ISM-mandated security plans), the nature and scope of the Contractor's and Subcontractor's responsibilities and activities under each of the plans, so that the governance requirements of the Contract are satisfied.

6.3.1.2 If the ISSMP is developed under a Contract (Acquisition):

- a. if the ISM-mandated plans are required to be applied under the Contract (Acquisition) (eg, for system deployment or V&V), references to the Contract, Contractor and Subcontractors shall be interpreted to be the Contract (Acquisition), Contractor (Acquisition) and Subcontractors (Acquisition), respectively;
- b. if the ISM-mandated plans are not required to be applied under the Contract (Acquisition) and there is a linked Contract (Support), references to the Contract, Contractor and Subcontractors shall be interpreted to be the Contract (Support), Contractor (Support) and Subcontractors (Support), respectively; and
- c. in all other circumstances, the ISSMP is not required to address the requirements of clause 6.3.1.1b.

6.3.2 Incident Response Plan

Note: *A security incident is a suspicious approach, event or action (whether deliberate, reckless, negligent or accidental) that:*

- a. *fails to meet the expected outcomes of Defence security as outlined in the DSPF;*
- b. *compromises Defence's protective security arrangements; and*
- c. *results in (or has the potential to result in) loss, damage, harm or disclosure to Defence information, assets and/or personnel.*

6.3.2.1 The ISSMP shall include an '**Incident Response Plan**' for responding to security incidents pertaining to each SSol, which includes:

- a. the roles and responsibilities of all personnel (eg, Commonwealth, in-service support contractors (including, where applicable, the Contractor) and in-service support subcontractors (including, where applicable, Subcontractors)) during an incident, including:
 - (i) system users, system support staff, system administrators, etc based on the incident type;
 - (ii) the identification of the position that will have ultimate responsibility for the operational management of an incident; and
 - (iii) the authorised methods of communication between the various parties, including responsible personnel;
- b. the authorities within the different organisations responsible for initiating:
 - (i) a formal (administrative) investigation; and
 - (ii) a police investigation of an incident;
- c. the minimum level of Training for investigators, users and system administrators (eg, Cert IV in Forensics and Security Investigations);
- d. guidelines on what situations and scenarios constitute an incident;
- e. the types of incidents likely to be encountered (eg, malware, system intrusion, data compromise, and unauthorised system change) and for each incident type:
 - (i) the goals and objectives of the incident response;
 - (ii) the expected response, including the processes for threat containment and eradication; and
 - (iii) the steps necessary to ensure the availability of critical systems during the incident;
- f. management of the vulnerability exploited within the compromised system elements;
- g. system contingency measures and/or relationships to other response processes and procedures to ensure the continued safety and operational effectiveness of the SSol;

Note: *In accordance with DSPF Principle 77, "Once the risk of immediate harm has been effectively managed, a Security Report must be submitted to SICC [Security Incident Coordination Centre] via the Security Report within 24 hours of the incident occurrence or*

discovery". A copy of this report is also to be provided to the Commonwealth Representative at the same time, including any supporting information.

- h. incident reporting mechanisms, including both internally (eg, using a Form XP 188) and externally to relevant operational authorities (eg, the Australian Cyber Security Centre) and including those parties that need to be informed in the event of a security incident;
- i. criteria for investigation into a security incident involving external entities (eg, as could be requested from a law enforcement agency, the Australian Cyber Security Centre or other relevant authority); and
- j. the steps necessary to ensure the integrity of evidence for use in investigation.

6.3.2.2 The Incident Response Plan shall detail the management of, and contents of, the Incident Register to be used to capture the necessary details associated with each security incident, including fields to allow the tracking of the following information:

- a. the date the incident was discovered;
- b. the date the incident occurred;
- c. a description of the incident, including the people and locations involved;
- d. the action taken;
- e. lessons identified;
- f. to whom the incident was reported; and
- g. whether or not any further investigations were undertaken.

6.3.2.3 The Incident Response Plan shall describe the intervals and process for testing incident response and recovery capability, and for confirming that the plan remains fit for purpose.

6.3.3 Business Continuity and Disaster Recovery Plan

6.3.3.1 The ISSMP shall include a '**Business Continuity and Disaster Recovery Plan (BCDRP)**' for ensuring the continued operation of each SSol (or critical elements thereof) in response to either:

- a. a security incident or a series of security incidents that have a high likelihood of compromising Defence operations involving the SSol; or
- b. a disaster that would compromise Defence operations involving the SSol.

Note: Different elements of an SSol may involve different considerations in relation to business continuity and/or disaster recovery. Where applicable, the BCDRP should identify these differences so that it is clear exactly what will occur for the different elements in relation to business continuity and disaster recovery.

6.3.3.2 The BCDRP shall:

- a. identify the management structures and the roles and responsibilities of applicable personnel (eg, Commonwealth, in-service support contractors (including, where applicable, the Contractor) and in-service support subcontractors (including, where applicable, Subcontractors)) associated with business continuity and/or disaster management and recovery, including the relationships with incident response management;
- b. identify the critical services, functions and assets associated with each SSol in the context of Defence operations, cross-referring to the Business Impact Levels (BILs) in the Security Classification and Categorisation Guide (SCCG) at Attachment J;
- c. categorise the identified elements according to their priority for maintaining continuity of operations and/or for recovery after a disaster;
- d. define the maximum acceptable outage time for the critical services and functions and the associated recovery time objective in the context of the maximum acceptable outage time;

- e. describe credible scenarios that could cause a system interruption, such as a natural disaster, civil disturbance, major ICT failure or major cyberattack;
- f. describe the strategies for maintaining business continuity in response to the identified scenarios and in the context of the prioritised services, functions and assets;
- g. describe the strategies for disaster management and recovery in the context of the identified scenarios, the prioritised services, functions and assets, and the recovery time objectives;
- h. describe the processes to be implemented to ensure that personnel are prepared for potential system disruptions that could compromise Defence operations using the SSol, including, for example, the conduct of business continuity and disaster recovery exercises and testing;
- i. describe the processes for activating and managing the business continuity and/or disaster management and recovery mechanisms and activities, including:
 - (i) identifying the likely triggers;
 - (ii) describing the potential requirements for relocating systems, equipment, personnel and other items during a disaster, including ensuring the safety of personnel as the highest priority;
 - (iii) describing the associated internal and external communications;
 - (iv) describing the coordination with other interested parties throughout a disruption; and
 - (v) describing the likely temporary arrangements to be implemented during a disruption;
- j. describe the systems, processes and personnel necessary to return business / mission activities from the temporary measures adopted during the disruption to normal operations;
- k. describe the processes for data backup and recovery to ensure that minimal data is lost in the event of an interruption to the SSol and the SSol can be recovered within the required timeframes, including the use of remote locations for data backup, testing backup and restoration processes, and security considerations for the data backups;
- l. describe the implementation and maintenance of communication and warning procedures, including those necessary to manage the incident response and coordination with other interested parties throughout a disruption;
- m. describe the processes for maintaining capabilities and response readiness, such as table top exercises, and for confirming that the plan remains fit for purpose; and
- n. describe any other elements required for managing business continuity and disaster recovery (eg, employee contact lists, vital records, and alternate site operations, resources and transportation).

6.3.4 Continuous Monitoring Plan

Note: *The requirements of this clause are broader than the ISM requirements for a continuous monitoring plan.*

- 6.3.4.1** The ISSMP shall a 'Continuous Monitoring Plan' for undertaking continuous monitoring of each SSol (or applicable element thereof) during the in-service phase to proactively identify, prioritise and respond to security Issues (eg, vulnerabilities), including:
- a. identifying the management structures and the roles and responsibilities of applicable personnel (eg, Commonwealth, in-service support contractors (including, where applicable, the Contractor) and in-service support subcontractors (including, where applicable, Subcontractors)) associated with continuous monitoring of each SSol, including the relationships with incident response management and business continuity and disaster recovery management;

- b. describing the use of agencies and websites that provide advice of known vulnerabilities, such as the ACSC Alerts and the Known Exploited Vulnerabilities (KEV) catalogue at www.cisa.gov/known-exploited-vulnerabilities-catalog;
- c. describing the use of automated system event logging tools and processes (if applicable), as described in the ACSC Guidance Document, 'Guidelines for System Monitoring', to assist with the identification of security vulnerabilities and security incidents, including:
 - (i) describing how the system event logging systems and processes have been implemented;
 - (ii) identifying the system events to be logged and the associated event details to be captured;
 - (iii) describing the mechanisms for security vulnerability / incident identification and reporting based on the logged system events (eg, automatically to the system administrator and/or system security manager within particular timeframes); and
 - (iv) management of the event log, including protection, retention, and auditing;
- d. in addition to any automated system event processes, describing the types of intermittent monitoring and testing activities to be employed (eg, vulnerability assessments, vulnerability scans and penetration tests), including the likely nature and scope of these activities and the timeframes for conducting them;
- e. describing the analysis and investigation activities to be undertaken when potential or actual security Issues (eg, vulnerabilities) are identified, including the stakeholders to be consulted and the report(s) to be provided to the Commonwealth;
- f. describing the processes to be employed to prioritise the implementation of mitigations, taking into account the cost of mitigations and the implications for Defence operations, other Contract work, the health and safety of personnel, and the environment; and
- g. describing how the mitigation work will be implemented and managed, particularly when configuration changes are required.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-MHC-V5.2**
- 2. TITLE: MANIFEST OF HAZARDOUS CHEMICALS**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Manifest of Hazardous Chemicals records the types, quantities and locations of, and emergency contact details for, the use, handling and storage of Schedule 11 Hazardous Chemicals held by the Contractor on Commonwealth Premises that exceed the 'manifest quantities' specified in Schedule 11 of the *Work Health and Safety Regulations 2011 (Cth)*.
 - 3.2** The Contractor uses the Manifest of Hazardous Chemicals to comply with regulation 347 of the WHS Legislation and, in particular, to enable the primary emergency service organisation to provide, and to coordinate the provision of, emergency services if required to do so.
 - 3.3** The Commonwealth uses the Manifest of Hazardous Chemicals to meet the requirements of the *Defence Safety Manual, Hazardous Chemicals Management Procedures*:
 - a. Procedure 17, *Storage of Hazardous Chemicals*; and
 - b. Procedure 24, *Notification of Schedule 11 Hazardous Chemicals Manifest Quantities, Abandoned Storage Tanks and Pipelines*.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The Manifest of Hazardous Chemicals is subordinate to the Health and Safety Management Plan.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following document forms a part of this DID to the extent specified herein:

Schedule 12 of the Work Health and Safety Regulations 2011 (Cth)
Defence Safety Manual, Hazardous Chemicals Management Procedures
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions provided in the information contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.2 SPECIFIC CONTENT**

 - 6.2.1** The content of the Manifest of Hazardous Chemicals shall:
 - a. comply with the requirements of Schedule 12 of the *Work Health and Safety Regulations 2011 (Cth)*; and
 - b. be provided in accordance with *Defence Safety Manual, Hazardous Chemicals Management Procedure 24, Notification of Schedule 11 Hazardous Chemicals Manifest Quantities, Abandoned Storage Tanks and Pipelines*.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-PHIP-V5.2**
- 2. TITLE: PHASE IN PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Phase In Plan (PHIP) describes the objectives, scope, constraints, assumptions, and activities associated with the Contractor's (and Approved Subcontractors') program for managing and conducting Phase In.
 - 3.2** The Contractor uses the PHIP to:
 - a. define, manage and monitor the Phase In program for the Contract;
 - b. ensure that those parties (including Subcontractors) who are undertaking Phase In activities understand their respective responsibilities, the processes to be used, and the time-frames involved;
 - c. demonstrate to the Commonwealth that the Contractor has a sound plan for achieving the Phase In requirements of the Contract across all of the Services required to be established during Phase In, and that the Phase In risks have been identified and appropriately mitigated;
 - d. describe how Phase In contributes to satisfying the Australian Industry Capability (AIC) Obligations and achieving the AIC Objectives, including in relation to Defence-Required Australian Industrial Capabilities (DRAICs) and other Industrial Capabilities identified as Australian Industry Activities (AIAs); and
 - e. define the Contractor's expectations for Commonwealth involvement in the Phase In program.
 - 3.3** The Commonwealth uses the PHIP to:
 - a. understand and evaluate the Contractor's approach to meeting the Phase In requirements of the Contract;
 - b. define and establish the Commonwealth's involvement in the Contractor's Phase In program, including the monitoring of the Contractor's program;
 - c. enable the timely provision of information to other applicable agencies (eg, existing in-service support provider(s)) to enable them to conduct their own planning (eg, to enable the efficient phase-out of existing equipment and associated support); and
 - d. provide input to the Commonwealth's own planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The PHIP inter-relates with all plans required to be either developed or updated and subsequently delivered during the Phase In period.
 - 4.2** When this Contract is linked to a Contract (Acquisition), the PHIP inter-relates with the Contract (Acquisition) Contractor Transition Plan (CTXP) and any other Contract (Acquisition) plans that address sustainment-related requirements, including sustainment-related Industrial Capabilities.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of this DID to the extent specified herein:

Nil

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 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.

6.2 Specific Content

6.2.1 General

6.2.1.1 The PHIP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor's (and Subcontractors') Phase In activities. Any risks associated with the Contractor's Phase In program shall be documented in the Phase In Register; however, the PHIP shall describe the risk-management strategies associated with any global Phase In-related risks.

6.2.1.2 If the Contract is linked to a Contract (Acquisition), the PHIP shall be consistent with the activities and schedule of the transition program conducted under the Contract (Acquisition), except where otherwise agreed, in writing, by the Commonwealth Representative.

6.2.1.3 If the Contract is being implemented after a period of in-service support, the PHIP shall be consistent with the activities and schedule of the phase out from the current in-service support provider (either Commonwealth or contractor) to the Contractor, except where otherwise agreed, in writing, by the Commonwealth Representative.

6.2.2 Phase In Organisation

6.2.2.1 The PHIP shall describe the Contractor's organisational arrangements for Phase In, including:

- a. the Contractor's and Approved Subcontractors' organisations and management structures, showing how the Phase In organisational and managerial arrangements integrate into the higher-level management structures and organisations;
- b. the interrelationships and lines of authority between all parties involved in the Contractor's Phase In activities including, if applicable, with the existing in-service support provider's phase-out activities or the Contractor (Acquisition)'s transition activities; and
- c. the responsibilities of all parties involved in the Contractor's Phase In activities, including the identification of the individual within the Contractor's organisation who will have managerial responsibility and accountability for meeting the Phase In requirements of the Contract.

6.2.3 Phase In Overview

6.2.3.1 The PHIP shall provide an overview of the Contractor's program of activities for undertaking Phase In, including:

- a. the major activities to be undertaken;
- b. if applicable, the integration of the Contractor's and Approved Subcontractors' Phase In activities with the existing in-service support provider's phase-out activities;
- c. if applicable, the integration of the Contractor's and Approved Subcontractors' Phase In activities with the activities of the Contractor (Acquisition);
- d. the processes and procedures to be employed by the Contractor for undertaking the Phase In activities;
- e. if applicable, the Contractor's proposed methodology for ensuring that the activities of the existing in-service support provider and the Contractor are coordinated, including proposed planning and coordination meetings;

- f. if applicable, the Contractor's proposed methodology for ensuring that the activities of the Contractor (Acquisition) and the Contractor are coordinated, including proposed planning and coordination meetings; and
- g. the expectations of the Contractor with respect to the Commonwealth.

6.2.4 Detailed Phase In Activities

6.2.4.1 The PHIP shall detail the Contractor's and Approved Subcontractors' specific activities required for Phase In, particularly addressing the Contractor's methodology and timeframes for implementing (as applicable):

- a. Operating Support arrangements;
- b. Engineering Support arrangements;
- c. Maintenance Support arrangements;
- d. Supply Support arrangements;
- e. Training Support arrangements;
- f. Support Resources;
- g. Subcontract arrangements; and
- h. the AIC requirements of the Contract, including where applicable, the sustainment-related Industrial Capabilities that were developed (in whole or in part) under a linked Contract (Acquisition).

6.2.4.2 In addressing the requirements of clause 6.2.4.1, the PHIP shall detail the Contractor's and Approved Subcontractors' plans and implementation activities, during Phase In, that will enable the Operative Date and any other Phase In milestones (including Contract Milestones) to be achieved and for support Services to commence and build up, as required, to meet the milestone exit criteria and the other requirements of the Contract.

6.2.4.3 In addressing the requirements of clauses 6.2.4.1 and 6.2.4.2, the PHIP shall detail:

- a. the activities to be undertaken, when and by whom;
- b. the high-level implementation schedule, which shall be derived from the detailed schedule required under clause 6.2.7;
- c. required planning and coordination meetings;
- d. the Approved Subcontracts to be implemented, including identifying the companies (by company name and registration (eg, ACN/NZCN)), the scope of the Subcontracts and the timeframes for their implementation;
- e. the personnel required by both the Contractor and Approved Subcontractors to enable the required Services to be provided at the end of Phase In and to enable the implementation schedule to be met, including:
 - (i) the ability to facilitate transfer of the staff from the Contractor (Acquisition) or from the existing in-service support provider (as applicable) who wish to transfer to the Contractor; and
 - (ii) the build-up of the Contractor's and the Approved Subcontractors' personnel (in terms of both numbers and skills) including recruitment and training within the required timeframes;
- f. the Facilities, S&TE, Training Equipment, Stock Items and computer-support requirements to be implemented, including:
 - (i) the timeframes for implementation, identifying any prerequisites for individual or sets of Support Resources, including, where applicable, any linkages between the activities under an accompanying Contract (Acquisition) or with the activities of the existing in-service support provider (as applicable);
 - (ii) the build-up of the individual Support Resources, showing how this build-up will enable the Contract requirements and objectives for Phase In to be met; and

- (iii) where applicable, the Support Resources to be acquired or transferred from the Contractor (Acquisition) or the existing in-service support provider (as applicable);

Note: The reference to ‘in whole or in part’ in the stem of the following subclause recognises that an Industrial Capability may not need to be fully implemented during Phase In (eg, a minimal Industrial Capability by the Operative Date, which is then grown and enhanced over subsequent stages of Ramp Up until the full Industrial Capability is in place).

- g. the implementation of the DRAICs and other Industrial Capabilities identified as AIAs, as required by clause 6.2.5, which are required to be in place (in whole or in part) within Australian Entities prior to, or by, the Operative Date, including:
 - (i) existing Industrial Capabilities, including those that need to be re-purposed or enhanced to meet the requirements of the Contract;
 - (ii) where applicable, Industrial Capabilities that were created (in whole or in part) under the Contract (Acquisition), including those that will have a dual-use purpose under the Contract and the Contract (Acquisition); and
 - (iii) new Industrial Capabilities that need to be implemented under the Contract;
- h. the implementation of regulatory and security requirements;
- i. the implementation of the Data Management System;
- j. requirements to establish Technical Data transfer methods and procedures;
- k. the approach taken to identify, analyse and assess Phase In risks;
- l. specific Phase In issues relating to GFM, GFF and GFS (as applicable);
- m. implementation of Defence information systems, including Training of Contractor Personnel in Defence information systems (as applicable);
- n. required interactions with the Commonwealth, including Resident Personnel and Members Required in Uniform (if applicable);
- o. any new processes and significant procedures to be introduced, including QMS issues;
- p. WHS and Environmental considerations (as applicable); and
- q. traceability to each Contract Service requirement.

6.2.5 AIA-Specific Requirements

6.2.5.1 For each of the AIAs identified at Attachment F to the Contract, the PHIP shall:

- a. for those AIAs that are not Industrial Capabilities, describe the arrangements (including Subcontracts) that will be implemented during Phase In to satisfy the AIA requirements, including identifying any work that may be planned to be performed after the Operative Date to fully satisfy these requirements; and
- b. for those AIAs that are Industrial Capabilities:
 - (i) identify the companies (by company name and registration (eg, ACN/NZCN)) pertaining to each of the Industrial Capabilities;
 - (ii) describe the specific commitments of the Contractor, AIC Subcontractor(s) and, where applicable, other companies (eg, a parent company or an Original Equipment Manufacturer (OEM) under a Subcontract) to implement each of the Industrial Capabilities, including in relation to the transfer of technology, know-how, know-why, and TD/IP;
 - (iii) describe the implementation plan (including timeframes) for each of the Industrial Capabilities, particularly describing the plans for each of the different Support Resources and how these will be brought together to ensure that each Industrial Capability is in place and operational when required prior to, or by, the Operative Date, including identifying any Subcontracts that will be enacted and the associated scope and timeframes for those Subcontracts;

- (iv) if applicable, describe the linkages (if any) with the activities of the Contractor (Acquisition), particularly in relation to Industrial Capabilities that were only partially developed under a linked Contract (Acquisition) or that have a dual-use purpose under the Contract and the Contract (Acquisition); and
- (v) provide a summary of any further work that may be planned to be performed after the Operative Date to ramp up the Industrial Capabilities, including identifying the further phases of implementation and associated timings, cross-referring to any Ramp Up milestones (if applicable).

6.2.6 Phase In Register

6.2.6.1 If a Phase In Register is required under the Contract, the PHIP shall describe the Phase In Register used by the Contractor for recording and planning Phase In activities.

6.2.6.2 The Phase In Register shall be kept as a separate entity from the PHIP (due to the dynamic nature of the content of the Phase In Register).

6.2.6.3 For each activity, the Phase In Register shall provide:

- a. the unique identification number of the Phase In activity;
- b. a brief description of the activity, including reference to any related clauses in the Contract;
- c. an outline of the tasks associated with completing the activity;
- d. the priority of the activity;
- e. the individual in the Contractor's organisation responsible for managing the activity;
- f. other parties involved in the activity, including the identification of any expected involvement of the existing in-service support provider or Contractor (Acquisition) (as applicable);
- g. the timeframes for achieving the activity;
- h. details of the assessment, treatment and monitoring of any identified risks associated with the activity in relation to both Phase In and the subsequent delivery of Services;
- i. any action items associated with the activity, including the timeframes for those action items and the party (or parties) to whom the action items have been assigned; and
- j. the current status of the activity (eg, not started, open, and closed on [date]).

6.2.7 Phase In Schedule

6.2.7.1 The PHIP shall include, as an annex, the Phase In Schedule used by the Contractor to:

- a. plan the activities and sequence those activities to achieve the Phase In requirements; and
- b. provide schedule direction and status to the management team responsible for the conduct of the work.

6.2.7.2 If a Support Services Master Schedule (SSMS) is required under the Contract, the Phase In Schedule shall accord with the requirements of the DID for the SSMS.

6.2.7.3 If the Contract does not require an SSMS, the Phase In Schedule shall be prepared in a standard, commercially available, critical path method project planning software application and shall identify:

- a. activities and their estimated durations;
- b. milestones, including Contract Milestones;
- c. the relationships and dependencies between activities and milestones to be accomplished by or for the Contractor in the performance of its Phase In obligations under the Contract;
- d. earliest and latest start and finish dates for all activities and milestones;

- e. critical and non-critical paths;
- f. floats available on all activities and milestones;
- g. allocated resources for each activity; and
- h. notes on the use of the Phase In Schedule, including a glossary of terms and symbols used.

6.2.8 Phase In Progress Report

6.2.8.1 If Phase In Progress Reports are required under the Contract, the PHIP shall describe the format and content of the Contractor's proposed Phase In Progress Report, which shall include:

- a. a copy of the Phase In Schedule, which shall identify:
 - (i) the status of progress made against all scheduled Phase In activities;
 - (ii) the actual start and completion dates for all activities and milestones met; and
 - (iii) the forecast completion dates for all remaining activities and milestones;
- b. if an SSMS is required under the Contract, a copy of the Phase In Schedule required in clause a, delivered as a soft copy of the schedule database;
- c. the 10 most significant Phase In risks or all risks that are assessed as high (or higher), whichever is the greater number;
- d. a summary of any significant problems experienced during the period since the previous report and any potential problems in relation to the Phase In program;
- e. a summary of any outstanding Issues that may impact upon the Phase In program;
- f. any significant changes to the planned build-up of the Contractor's support organisation during Phase In; and
- g. sufficient information to enable the Commonwealth Representative to track the overall progress of the Phase In activities described in the Approved PHIP.

DATA ITEM DESCRIPTION

1. DID NUMBER: DID-SSM-PHOP-V5.2

2. TITLE: PHASE OUT PLAN

3. DESCRIPTION AND INTENDED USE

3.1 The Phase Out Plan (PHOP) describes the objectives, scope, constraints, assumptions, and activities associated with the Contractor's (and Subcontractors') program for managing and conducting Phase Out. For Phase Out at the end of the Term, the PHOP includes all sections required by this DID. For the Phase Out of part of the Services, the Commonwealth Representative will advise the Contractor of any changes to the scope of the PHOP where that differs from this DID.

3.2 The Contractor uses the PHOP to:

- a. define, manage and monitor the Phase Out program for the Contract;
- b. ensure that those parties (including Subcontractors) who are undertaking Phase Out activities understand their respective responsibilities, the processes to be used, and the time-frames involved; and
- c. define the Contractor's expectations for Commonwealth involvement in the coordination and implementation of the Phase Out program.

3.3 The Commonwealth uses the PHOP to:

- a. understand and evaluate the Contractor's approach to meeting the Phase Out requirements of the Contract;
- b. obtain assurance that the Contractor will implement a sound and suitable approach to Phase Out, particularly to ensure that, if applicable, there will be no loss of Capability during Phase Out;
- c. define the Commonwealth's involvement in the Contractor's Phase Out program, including the monitoring of the Contractor's program;
- d. if applicable, to enable the timely provision of information to:
 - (i) the incoming support provider, being either a Commonwealth agency or an incoming contractor, to enable them to plan for the provision of Services; or
 - (ii) a disposal manager, being either a Commonwealth agency or another contractor engaged by the Commonwealth to implement disposal; and
- e. provide input to the Commonwealth's own planning.

4. INTER-RELATIONSHIPS

4.1 The PHOP is subordinate to the Support Services Management Plan (SSMP).

4.2 The PHOP inter-relates with the following data items during the Phase Out period, where these data items are required under the Contract:

- a. Support Services Master Schedule (SSMS); and
- b. Disposal Plan (DISP).

5. APPLICABLE DOCUMENTS

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

Nil

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the PHOP shall summarise these aspects and refer to the other data item.

6.1.3 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.

6.2 Specific Content

6.2.1 General

6.2.1.1 The PHOP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor's (and Subcontractors') Phase Out activities.

6.2.1.2 Any risks associated with the Contractor's Phase Out program shall be documented in the Risk Register in accordance with the governing plan for risk management (eg, SSMP); however, the PHOP shall describe the risk-management strategies associated with any Phase Out-related risks.

6.2.2 Phase Out Organisation

6.2.2.1 The PHOP shall describe the Contractor's organisational arrangements for Phase Out, including:

- a. the Contractor's and Approved Subcontractors' organisations and management structures, showing how the Phase Out organisational and managerial arrangements integrate into the higher-level management structures and organisations;
- b. the interrelationships and lines of authority between all parties involved in the Contractor's Phase Out activities, including with the incoming in-service support provider's phase-in activities or the Materiel System withdrawal activities (as applicable); and
- c. the responsibilities of all parties involved in the Contractor's Phase Out activities, including the identification of the individual within the Contractor's organisation who will have managerial responsibility and accountability for meeting the Phase Out requirements of the Contract.

6.2.3 Phase Out Overview

6.2.3.1 The PHOP shall provide an overview of the Contractor's program of activities for undertaking Phase Out, including:

- a. the major activities to be undertaken;
- b. if applicable, the integration of the Contractor's Phase Out activities with the incoming support provider's phase-in activities;
- c. if applicable, the integration of the Contractor's Phase Out activities with the Materiel System withdrawal activities;
- d. the processes and procedures to be employed by the Contractor for undertaking the PHOP activities, including for Contract closure or a partial reduction in Services, as applicable;
- e. if applicable, the Contractor's proposed methodology for ensuring that the activities of the Contractor and the incoming support provider are coordinated, including proposed planning and coordination meetings;
- f. if applicable, the Contractor's proposed methodology for ensuring that the activities of the Contractor and the agency(ies) managing disposal are coordinated, including proposed planning and coordination meetings; and

- g. the expectations of the Contractor with respect to the Commonwealth's involvement in Phase Out.

6.2.4 Detailed Phase Out Activities

6.2.4.1 The PHOP shall detail the Contractor's and Subcontractors' specific activities associated with Phase Out, specifically addressing the Contractor's methodology and timeframes for reducing (as applicable):

- a. Operating Support arrangements;
- b. Engineering Support arrangements;
- c. Maintenance Support arrangements;
- d. Supply Support arrangements;
- e. Training Support arrangements;
- f. Support Resources; and
- g. Subcontract arrangements.

6.2.4.2 In addressing the requirements of clause 6.2.4.1, and COC clause 14.5 or COC clause 14.6 as applicable, the PHOP shall detail:

- a. the activities to be undertaken, when and by whom;
- b. the high-level implementation schedule, which shall be derived from the detailed schedule for Phase Out, as required under clause 6.2.6;
- c. planning and coordination meetings;
- d. the personnel required by both the Contractor and Approved Subcontractors to enable the implementation schedule to be met, including:
 - (i) when there is an incoming support provider, how the Contractor will facilitate the transfer of personnel in accordance with clause 14.5 of the COC; and
 - (ii) the Contractor's personnel ramp-down and reassignment schedule;
- e. if applicable, the facilities, Stock Items, S&TE, Technical Data and any other Support Resources to be acquired or transferred from the Contractor to the incoming contractor;
- f. if applicable, the Contractor's activities with respect to the preparation for, and if required by the Commonwealth, disposal of Materiel System components;
- g. regulatory and security requirements;
- h. if applicable, specific Phase Out issues relating to GFM and GFF, including returning the GFM and GFF to an acceptable level, inspections, and WHS and Environmental issues;
- i. specific issues if the Contractor and/or Approved Subcontractors are resident on Commonwealth Premises; and
- j. the return of Contractor Managed Commonwealth Assets other than GFM.

6.2.4.3 The PHOP shall describe, explicitly or by reference to another document (including any database) the:

- a. items to be delivered and the proposed recipients; and
- b. arrangements, including timeframes, for the incoming support provider's personnel (if applicable) and Commonwealth personnel to interact with the Contractor to facilitate successful Phase Out.

6.2.5 Phase Out Register

6.2.5.1 If a Phase Out Register is required under the Contract, the PHOP shall describe the Phase Out Register used by the Contractor for recording and planning Phase Out activities.

6.2.5.2 The Phase Out Register shall be kept as a separate entity to the PHOP (due to the dynamic nature of the content of the Phase Out Register).

- 6.2.5.3** For each activity, the Phase Out Register shall provide:
- a. the identification number of the Phase Out activity;
 - b. a brief description of the activity, including reference to any related clauses in the Contract;
 - c. an outline of the tasks associated with completing the activity;
 - d. the priority of the activity;
 - e. the individual in the Contractor's organisation responsible for the activity;
 - f. other parties involved in the activity, including the identification of the expected involvement of the Commonwealth or the incoming in-service support provider;
 - g. the timeframes for achieving the activity;
 - h. the risks associated with the activity; and
 - i. any action items associated with the activity, including the timeframes for those action items and the party (or parties) to whom the action items have been assigned.

6.2.6 Phase Out Schedule

- 6.2.6.1** The PHOP shall include, as an annex to the PHOP, the Phase Out Schedule used by the Contractor to:
- a. plan the activities and sequencing of those activities to achieve the Phase Out requirements; and
 - b. provide schedule direction and status to the management team responsible for conduct of the work.
- 6.2.6.2** If a Support Services Master Schedule (SSMS) is required under the Contract, the Phase Out Schedule shall accord with the requirements of the DID for the SSMS.
- 6.2.6.3** If the Contract does not require an SSMS, the Phase Out Schedule shall be prepared in a standard commercially available critical path method project planning software and shall identify:
- a. activities and their estimated durations;
 - b. milestones, including Contract Milestones;
 - c. cessation dates for Services and start dates for periods of reduced Services;
 - d. the relationships and dependencies between activities and milestones to be accomplished by or for the Contractor in the performance of its Phase Out obligations under the Contract;
 - e. earliest and latest start and finish dates for all activities and milestones;
 - f. critical and non-critical paths;
 - g. floats available on all activities and milestones;
 - h. allocated resources for each activity; and
 - i. notes on the use of the Phase Out Schedule, including a glossary of terms and symbols used.

DATA ITEM DESCRIPTION

1. DID NUMBER: DID-SSM-QP-V5.2

2. TITLE: QUALITY PLAN

3. DESCRIPTION AND INTENDED USE

3.1 The Quality Plan (QP) describes the Contractor's strategy, methodology and processes for the management and control of Quality for the Contract, commensurate with the complexity of the Services, the requirements of the Contract, and the nominated Quality standards.

3.2 The Contractor uses the QP to:

- a. define, manage and monitor its activities for meeting the Quality requirements of the Contract; and
- b. ensure that those parties (including all Subcontractors) who are undertaking Quality-related activities understand their respective responsibilities, the processes to be used, and the time-frames involved.

3.3 The Commonwealth uses the QP to:

- a. understand and evaluate the way that the Contractor proposes to meet the Quality requirements of the Contract, including any applicable ADF regulatory / assurance framework requirements;
- b. assist with monitoring the performance of the Contract; and
- c. identify and understand the Contractor's expectations of the Commonwealth with respect to the Quality requirements of the Contract.

4. INTER-RELATIONSHIPS

4.1 The QP is subordinate to the Support Services Management Plan (SSMP).

4.2 The QP inter-relates with all other management plans defined in the Contract.

5. APPLICABLE DOCUMENTS

5.1 The Quality standards nominated in the Contract and the following documents form a part of this DID to the extent specified herein:

AS ISO 10005:2018	<i>Quality management – Guidelines for quality plans</i>
HB 90.9-2000	<i>Software Development – Guide to ISO 9001:2000</i>
AS ISO/IEC/IEEE 12207:2019	<i>Systems and software engineering - Software life cycle processes</i>

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 The QP should be consistent with the guidelines given in AS ISO 10005:2018.

6.1.3 When the Contract has specified delivery of another data item that contains aspects of the required information, the QP shall summarise these aspects and refer to the other data item.

6.1.4 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.

6.2 Specific Content

6.2.1 General

- 6.2.1.1** The QP shall describe how the Contractor's Quality Management System (QMS) will be applied to fulfil the specific requirements of the Contract and shall describe or provide specific reference to a list of procedures to be used including any new procedures to be developed.
- 6.2.1.2** The QP shall describe the Contractor's Audit and review activities to be performed during all phases of the Contract.
- 6.2.1.3** The planned Quality-related activities (eg, tests, walkthroughs, quality reviews, etc) to be conducted shall be included in the QP. Alternatively, specific reference to where such information is contained can be provided.
- 6.2.1.4** If Software development, modification or update is required under the Contract, the Software Quality aspects shall:
- a. be addressed in a Software quality plan, as an annex to the QP; and
 - b. meet the requirements of AS ISO/IEC/IEEE 12207:2019, paragraph 6.3.
- 6.2.1.5** The QP shall reference any international, national or industry specific standards, codes of practice and conventions adopted by the Contractor for ensuring conformance of the Services and Deliverables with the specified requirements.

6.2.2 Quality Organisation

- 6.2.2.1** The QP shall describe the organisation, key appointments and functional relationships for managing Quality.
- 6.2.2.2** The QP shall identify the senior manager who has responsibility for the executive control of the Contractor's QMS as it is applied to the Contract.
- 6.2.2.3** The QP shall identify the resources and the allocated responsibilities and authorities for the Audit and review activities to be performed during the period of the Contract.

6.2.3 Subcontractor Requirements

- 6.2.3.1** The QP shall identify:
- a. for each Approved Subcontractor, the scope of work to be undertaken and the system(s) in place to provide Quality Assurance of the work; and
 - b. for all other Subcontractors, how Quality Assurance will be achieved for the goods and services that they are to provide.
- 6.2.3.2** The QP shall include the Contractor's planned Audit and review activities for each Approved Subcontractor and any additional processes, which may be implemented to ensure that the relevant requirements of the Contract are flowed down to Approved Subcontractors.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-RUMP-V5.2**
- 2. TITLE: RAMP UP MANAGEMENT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Ramp Up Management Plan (RUMP) describes the objectives, scope, constraints, assumptions, and activities associated with the Contractor's (and Approved Subcontractors') program for managing and conducting Ramp Up.
 - 3.2** The Contractor uses the RUMP to:
 - a. define, manage and monitor the Ramp Up program for the Contract;
 - b. ensure that those parties (including Subcontractors) who are undertaking Ramp Up activities understand their respective responsibilities, the processes to be used, and the time-frames involved;
 - c. demonstrate to the Commonwealth that the Contractor has a sound plan for achieving the Ramp Up requirements across all of the required Services, and that the Ramp Up risks have been identified and appropriately mitigated;
 - d. describe how Ramp Up contributes to satisfying the Australian Industry Capability (AIC) Obligations and achieving the AIC Objectives, including in relation to Defence-Required Australian Industrial Capabilities (DRAICs) and other Industrial Capabilities identified as Australian Industry Activities (AIAs); and
 - e. define the Contractor's expectations for Commonwealth involvement in the Ramp Up program.
 - 3.3** The Commonwealth uses the RUMP to:
 - a. understand and evaluate the Contractor's approach to meeting the Ramp Up requirements of the Contract;
 - b. define and establish the Commonwealth's involvement in the Contractor's Ramp Up program, including the monitoring of the Contractor's program;
 - c. establish checklists for the achievement of major Milestones during the Ramp Up period;
 - d. enable the timely provision of information to other applicable agencies (eg, existing in-service support provider(s)) to enable them to conduct their own planning (eg, to enable the efficient phase-out of existing equipment and associated support); and
 - e. provide input to the Commonwealth's own planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The RUMP is subordinate to the Support Services Management Plan (SSMP).
 - 4.2** The RUMP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Phase In Plan (PHIP), for preceding Contractor activities;
 - b. AIC Plan and any supporting AIC-related plans;
 - c. the governing plans for each of the Support System Constituent Capabilities (SSCCs) required under the Contract;
 - d. Technical Data List (TDL);
 - e. Contract Work Breakdown Structure (CWBS);
 - f. Support Services Master Schedule (SSMS); and
 - g. Contract Status Report (CSR).

4.3 When this Contract is linked to a Contract (Acquisition), the RUMP inter-relates with the Contract (Acquisition) Contractor Transition Plan (CTXP) and any other Contract (Acquisition) plans that address sustainment-related requirements, including sustainment-related Industrial Capabilities.

5. APPLICABLE DOCUMENTS

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

Nil

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the RUMP shall summarise these aspects and refer to the other data item.

6.1.3 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.

6.2 Specific Content

6.2.1 General

6.2.1.1 The RUMP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor's (and Approved Subcontractors') Ramp Up activities. Any risks associated with the Contractor's Ramp Up program shall be documented in the Risk Register; however, the RUMP shall describe the risk-management strategies associated with any global, Ramp Up-related risks.

6.2.1.2 If the Contract is linked to a Contract (Acquisition), the RUMP shall be consistent with the transition program either planned to be, or being, conducted under the Contract (Acquisition), except where otherwise agreed, in writing, by the Commonwealth Representative.

6.2.1.3 If the Contract is being implemented after a period of in-service support, the RUMP shall be consistent with the phase-out from the current in-service support provider (either Commonwealth or contractor), except where otherwise agreed, in writing, by the Commonwealth Representative.

6.2.2 Ramp Up Overview

6.2.2.1 The RUMP shall provide an overview of the Contractor's program of activities for undertaking Ramp Up, including:

- a. logical stages within the Ramp Up program, as defined by Milestones and/or major increments in the Services (eg, when Services are to be provided at a new site or, if linked to a Contract (Acquisition), when additional Services will be required in response to additional Mission Systems being delivered);
- b. the major activities to be undertaken within each stage of Ramp Up;
- c. if applicable, the integration of the Contractor's and Approved Subcontractors' Ramp Up activities with the existing in-service support provider's phase-out activities; and
- d. if applicable, the integration of the Contractor's and Approved Subcontractors' Ramp Up activities with the activities of the Contractor (Acquisition).

6.2.3 Ramp Up Management and Organisational Change

6.2.3.1 The RUMP shall describe the responsibilities of all parties involved in the Ramp Up activities, including the identification of the individual(s) within the Contractor's organisation who will have responsibility for meeting the Ramp Up activities.

- 6.2.3.2** If different from that described in the SSMP, the RUMP shall describe the Contractor's organisational arrangements for each stage of Ramp Up, including:
- a. the Contractor's and Approved Subcontractors' organisations and management structures, describing how these arrangements evolve over the Ramp Up period (eg, changes needed for each major increment in the Services); and
 - b. the interrelationships between all parties involved in the Contractor's Ramp Up activities including, if applicable, interrelationships with the existing in-service support provider's phase-out activities or the Contractor (Acquisition)'s transition activities.
- 6.2.4 Detailed Ramp Up Activities**
- 6.2.4.1** The RUMP shall detail the Contractor's and Approved Subcontractors' specific activities required for Ramp Up, particularly addressing the Contractor's methodology and timeframes for implementing or modifying (eg, to increase the capability and/or capacity of) the (as applicable):
- a. Operating Support arrangements;
 - b. Engineering Support arrangements;
 - c. Maintenance Support arrangements;
 - d. Supply Support arrangements;
 - e. Training Support arrangements;
 - f. Support Resources;
 - g. Subcontract arrangements; and
 - h. the AIC requirements of the Contract, including where applicable, the sustainment-related Industrial Capabilities that were developed (in whole or in part) under a linked Contract (Acquisition).
- 6.2.4.2** In addressing the requirements of clause 6.2.4.1, the RUMP shall detail the Contractor's and Approved Subcontractors' strategies and implementation plans for the activities following Phase In and the Operative Date, which will enable the Services to be established to full capability and capacity and then sustained throughout the Term at the required levels of performance.
- 6.2.4.3** In addressing the requirements of clauses 6.2.4.1 and 6.2.4.2, the RUMP shall detail:
- a. the Ramp Up activities to be undertaken, when and by whom;
 - b. the high-level implementation schedule, which shall be derived from the detailed schedule required under clause 6.2.7;
 - c. required planning and coordination meetings;
 - d. the Approved Subcontracts to be implemented during each stage of Ramp Up, including identifying the companies (by company name and registration (eg, ACN/NZCN)), the scope of the Subcontracts and the timeframes for their implementation;
 - e. the personnel required by the Contractor and Approved Subcontractors to enable the applicable Services to be provided in each stage of Ramp Up and for the implementation schedule to be met;
 - f. the Contractor's proposed methodology for ensuring that the activities of the Contractor and the Contractor (Acquisition) or the existing in-service support provider (as applicable) will be coordinated, including through proposed planning and coordination meetings;
 - g. the Facilities, S&TE, Training Equipment, Stock Items and computer-support requirements to be implemented, including:
 - (i) the timeframes for implementation, identifying any prerequisites for individual or sets of Support Resources, including, where applicable, any linkages

- between the activities under an accompanying Contract (Acquisition) or with the activities of the existing in service support provider (as applicable);
- (ii) the build-up of the individual Support Resources, showing how this build-up will enable the Contract requirements and objectives for Ramp Up to be met; and
- (iii) where applicable, the Support Resources to be acquired or transferred from the Contractor (Acquisition) or the existing in-service support provider (as applicable);

Note: The reference to ‘in whole or in part’ in the stem of the following subclause recognises that an Industrial Capability may need to grow over time during various stages of Ramp Up. The RUMP should identify the various stages and when a full Industrial Capability is expected to be in place.

- h. the implementation of the DRAICs and other Industrial Capabilities identified as AIAs, as required by clause 6.2.5, which are required to be in place (in whole or in part) within Australian Entities during each stage of Ramp Up, including:
 - (i) existing Industrial Capabilities, including those that need to be re-purposed or enhanced to meet the requirements of the Contract;
 - (ii) where applicable, Industrial Capabilities that were created (in whole or in part) under the Contract (Acquisition), including those that will have a dual-use purpose under the Contract and the Contract (Acquisition); and
 - (iii) new Industrial Capabilities that need to be implemented under the Contract;
- i. the implementation of regulatory and security requirements;
- j. if applicable, expansion of the Data Management System’s capabilities;
- k. requirements to establish and/or enhance Technical Data transfer methods and procedures;
- l. specific Ramp Up issues relating to GFM, GFF and GFS (as applicable);
- m. implementation of Defence information systems, including Training of Contractor Personnel in Defence information systems (as applicable);
- n. required interactions with the Commonwealth, including Resident Personnel and Member Required in Uniform (if applicable);
- o. WHS and Environmental considerations (as applicable); and
- p. traceability to each Contract Service requirement.

6.2.5 AIA-Specific Requirements

6.2.5.1 For each of the AIAs identified at Attachment F to the Contract, the RUMP shall, as applicable to each stage of Ramp Up:

- a. for those AIAs that are not Industrial Capabilities, describe the arrangements (including Subcontracts) that will be implemented to satisfy the AIA requirements; and
- b. for those AIAs that are Industrial Capabilities:
 - (i) identify the companies (by company name and registration (eg, ACN/NZCN)) pertaining to each of the Industrial Capabilities;
 - (ii) describe the specific commitments of the Contractor, AIC Subcontractor(s) and, where applicable, other companies (eg, a parent company or an Original Equipment Manufacturer (OEM) under a Subcontract) to implement each of the Industrial Capabilities, including in relation to the transfer of technology, know-how, know-why, and TD/IP;
 - (iii) describe the implementation plan (including timeframes) for each of the Industrial Capabilities, particularly describing the plans for each of the different Support Resources and how these will be brought together to ensure that each Industrial Capability is in place and operational during each stage of

Ramp Up, including identifying any Subcontracts that will be enacted and the associated scope and timeframes for those Subcontracts; and

- (iv) if applicable, describe the linkages (if any) with the activities of the Contractor (Acquisition), particularly in relation to Industrial Capabilities that were only partially developed under a linked Contract (Acquisition) or that have a dual-use purpose under the Contract and the Contract (Acquisition).

6.2.6 Ramp Up Issues Management

6.2.6.1 The RUMP shall describe how the Issues Register used by the Contractor, in accordance with the SSMP, shall be used for recording and planning issues related to Ramp Up activities.

6.2.7 Ramp Up Schedule

6.2.7.1 The RUMP shall include, as an annex, a summary of the Ramp Up Schedule used by the Contractor to:

- a. define the activities within each major stage of the Ramp Up period;
- b. plan the activities and sequence those activities to achieve the requirements of each Ramp Up stage and milestone, including Milestones; and
- c. provide schedule direction and status to the management team responsible for conduct of the work.

6.2.7.2 If a Support Services Master Schedule (SSMS), is required under the Contract, the Ramp Up Schedule shall accord with the requirements of the DID for the SSMS.

6.2.7.3 If the Contract does not require an SSMS, the Ramp Up Schedule shall be prepared in a standard, commercially available, critical-path method project planning software application and shall identify:

- a. activities and their estimated durations;
- b. milestones, including Milestones, and, where applicable, inter-related milestones from other Commonwealth contracts (eg, a Contract (Acquisition) or a preceding contract for support);
- c. the relationships and dependencies between activities and milestones to be accomplished by or for the Contractor in the performance of its Ramp Up obligations under the Contract;
- d. earliest and latest start and finish dates for all activities and milestones;
- e. critical and non-critical paths;
- f. floats available on all activities and milestones;
- g. allocated resources for each activity; and
- h. notes on the use of the Ramp Up Schedule, including a glossary of terms and symbols used.

6.2.8 Ramp Up Reports

6.2.8.1 If Ramp Up Progress Reports are required under the Contract, the RUMP shall describe the format and content of the Contractor's proposed Ramp Up Progress Report, which shall include:

- a. a copy of the Ramp Up Schedule, which shall identify:
 - (i) the status of progress made against all scheduled Ramp Up activities;
 - (ii) the actual start and completion dates for all activities and milestones met; and
 - (iii) the forecast completion dates for all remaining activities and milestones;
- b. if an SSMS is required under the Contract, a copy of the Ramp Up Schedule required in clause a, delivered as a soft copy of the schedule database;
- c. the 10 most significant Ramp Up risks or all risks that are assessed as high (or higher), whichever is the greater number;

- d. a summary of any significant problems experienced since the previous report and any on-going problems in relation to the Ramp Up program; and
- e. a summary of any outstanding Issues that may impact upon the Ramp Up program.

6.2.8.2 If the Contract requires Ramp Up progress to be included within the Contract Status Report (CSR), the RUMP shall describe how the Contractor's reporting of Ramp Up activity, status, risks and progress shall be incorporated into the CSR during the Ramp Up period.

6.2.9 Ramp Up Milestone Checklists

Note: Checklists and updates to checklists are Approved as part of the RUMP.

6.2.9.1 The RUMP shall include, as annexes, checklists to detail the criteria for each Ramp Up Milestone identified in Annex A to Attachment B and/or Annex H to Attachment B. Each checklist shall include:

- a. as an introduction:
 - (i) identification of what the Ramp Up Milestone provides (eg, new Services commencing, a step increase in the number of Products Being Supported, new or enhanced Industrial Capabilities becoming available, and/or Services becoming available at a new location); and
 - (ii) a brief summary of the scope and the level of performance of Services that will be possible following the Milestone, with cross-references to related stage of the Performance Implementation Period if applicable.
- b. where applicable, identification of prerequisite or co-requisite Milestones from other Commonwealth contracts (eg, system acceptance or DRAIC acceptance milestones from a Contract (Acquisition) or Phase Out milestones from a preceding Contract (Support)); and
- c. criteria that define the achievement of the Milestone, including:
 - (i) the criteria identified for the Milestone, as listed in Annex A to Attachment B and/or Annex H to Attachment B;
 - (ii) criteria that demonstrates that the Contractor's organisation, Subcontractors, Support Resources and processes, which are required to provide Services that commence from the Milestone, are in place and available to provide those Services;
 - (iii) criteria that demonstrate that the required Industrial Capabilities are in place;
 - (iv) any requirements to be met by the Commonwealth (eg, provision of GFE required for the Milestone, or GFS that is required to commence from the Milestone); and
 - (v) a criterion for Milestone completion, which requires the agreement of the Commonwealth Representative that all major Milestone criteria in the checklist have been met and that the Contractor is ready to proceed to the next stage of Ramp Up or that Ramp Up is complete, as applicable.

6.3 Annexes

- A. Ramp Up Schedule
- B. Ramp Up Milestone Checklist(s)

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-S&Q-V5.2**
- 2. TITLE: QUOTE FOR SURVEY AND QUOTE SERVICES**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The 'Quote for Survey and Quote Services' at Annex A is required to define the request, work proposal, required resources and the price and payments proposed for undertaking work that is not included within the existing work scope of the Contract, but may be conducted in accordance with the Survey and Quote (S&Q) provisions of the Contract.
 - 3.2** The Commonwealth uses Part 1 of the 'Quote for Survey and Quote Services' to scope a request for S&Q Services. The Commonwealth Representative may ask the Contractor to define elements of this request. For an Approved S&Q Quote, the Commonwealth Representative uses Part 3 of this DID to finalise the S&Q Order.
 - 3.3** The Contractor uses Part 2 of the 'Quote for Survey and Quote Services' to define the scope of work activities, Support Resources and the price and payments that are proposed for meeting the requirements of the Commonwealth's request.
- 4. INTER-RELATIONSHIPS**
 - 4.1** Each S&Q Order inter-relates with the following data items, where these data items are required under the Contract:
 - a. Support Services Management Plan (SSMP), and all other plans governing the provision of Services that detail the management of S&Q Services; and
 - b. Engineering Change Proposal (ECP).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of this DID to the extent specified herein:
Nil
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items' (when specified in the Contract).
 - 6.2 Specific Content**

 - 6.2.1 Specific Requirements**
 - 6.2.1.1** All quotes for S&Q Services shall be documented in accordance with the requirements of:
 - a. Annex A to this DID;
 - b. the clauses of the COC for 'Survey & Quote Services' and 'Technical Data, Software and Contract Material';
 - c. Attachment B, S&Q Services annex; and
 - d. the SOW clause 'Quoting for Survey and Quote Services'.

ANNEX A: QUOTE FOR SURVEY AND QUOTE SERVICES



Australian Government

Defence

A.B.N. 68 706 814 312

**REQUEST FOR QUOTATION
FOR S&Q SERVICES**

Quotation No:	
File Reference	
Contract No:	
Quotation due:	
Time:	
Date:	DDMMYY

Contact details:

Contractor Contact Officer: [...CONTACT OFFICER NAME...] [...ADDRESS DETAILS...]
Phone: [...PHONE NUMBER...]
E-mail: [...E-MAIL ADDRESS...]

Commonwealth Contact Officer: [...CONTACT OFFICER NAME...] [...ADDRESS DETAILS...]
Phone: [...PHONE NUMBER...] or [...ALT PH. NUMBER...]
E-mail: [...E-MAIL ADDRESS...]

Contractor Representative, company name and address [...CONTRACTOR'S NAME...] [...ADDRESS DETAILS...]	
ACN:	ABN:

Commonwealth Representative or Authorised Officer: [...NAME, POSITION...] [...ADDRESS DETAILS...]

Return quotations to the Commonwealth Representative, or to an alternative location, if identified below:

By post to: [...INSERT ALTERNATIVE DELIVERY ADDRESS...]
--

Security Classification:

[...INSERT SECURITY CLASSIFICATION...]
--

PART 1 (S&Q Request): To be completed by the Commonwealth Representative, unless otherwise specified as to be completed by the Contractor.

SECTION 1 – S&Q SERVICE REQUEST						
Title:	[...INSERT TITLE (AND TASK NUMBER IF APPLICABLE)...]					Revision No.:
Description of the Service to be provided:	Service description: [...INSERT DESCRIPTION OF SERVICES OR REFER TO ATTACHED PAGES...]					
	Performance measurement and/or Acceptance criteria: [...INSERT DETAILS OF HOW THE SERVICES ARE PROPOSED TO BE MEASURED AND/OR THE CRITERIA FOR THE ACCEPTANCE OF DELIVERABLES (EG, REFER SECTION 2, OR AS DEFINED IN TEST PLAN, ETC)...]					
	Additional references, specifications or standards specific to the required Services (if applicable): [...INSERT SPECIFICATIONS, STANDARDS OR OTHER REFERENCES (NOT SERVICE MANAGEMENT PLANS)...]					
Nature / category of Service (eg, engineering investigation, Major Change, damage repair, item provisioning):		Product(s) / platform / site to which the Service relates:	Earliest start date:	Service completion date:	Commonwealth GFM (yes / no):	Commonwealth GFF (yes / no):
			DDMMYY	DDMMYY		
SECTION 2 – REQUIRED DELIVERABLES						
Line No.	Part No. / NATO Stock No. (if applicable)	Description	Type of Item (eg, Stock Item, Technical Data, Reports, Software)	Qty	Deliverable Acceptance / Approval criteria	Delivery Date
	XXXX-XX-XXX-XXXX			qty		DDMMYY
SECTION 3 – PRICE BASIS						
Firm Price Basis: <input type="checkbox"/>		payable upon: Milestones <input type="checkbox"/> and/or Acceptance of Services / Deliverables <input type="checkbox"/>		For an S&Q Service with a combined firm and Not-To-Exceed price basis, the following categories / elements of the S&Q Service shall be firm priced: [... INSERT DETAILS OF FIRM PRICED ELEMENTS ...]		
Not-To-Exceed Price Basis: <input type="checkbox"/>		(cost plus / reimbursement / price of the labour, materials, Subcontract, and Other Direct Costs, as per Contract Attachment B, up to an Approved amount)				
Combination of above: <input type="checkbox"/>						
SECTION 4 – COMMONWEALTH REPRESENTATIVE’S AUTHORISATION						
Signed for and on behalf of the Commonwealth of Australia:						
----- (signature)		----- (print name and position)			----- (date)	

PART 2 (S&Q Quote): To be completed by the Contractor, unless otherwise specified as to be completed by the Commonwealth.

SECTION 5 – APPROACH AND RESOURCES

Work plan	[... Contractor to address the requirements for an S&Q work plan (including any work plan requirements specified in the SOW). Attach a separate work plan if necessary ...]								
Adverse Impact	[...Contractor to address adverse impacts with respect to other Services or performance (including any specified requirements in the SOW for addressing adverse impacts)...]								
Australian Industry Capability		The proposed S&Q Service meets the conditions requiring the AIC program to be addressed and an AIC summary has been attached: yes <input type="checkbox"/> / no <input type="checkbox"/>							
GFM	Item description (eg, additional GFE, GFD or GFI)	Qty	Delivery Date and Location	Return Date and Location	Remarks/ Intended Purpose	TO BE COMPLETED BY THE COMMONWEALTH			
		qty	DDMMYY /	DDMMYY /		Time Period for Inspection	Technical Data or Software restriction*		
						DDMMYY to DDMMYY			
GFF	Facilities (in addition to any existing GFF)		Remarks/ Intended Purpose		Period of Access	TO BE COMPLETED BY THE COMMONWEALTH			
	[...INSERT FACILITY DETAILS...]				DDMMYY to DDMMYY	Comments / Conditions of Access			
GFS	GFS (in addition to any existing GFS)				Dates for provision of GFS	TO BE COMPLETED BY THE COMMONWEALTH			
	[...INSERT GFS DETAILS...]				DDMMYY to DDMMYY	Comments / Conditions of Access			
Subcontractors	Name	ABN/ ACN	Work, Services to be provided and/or Items to be supplied		Details for Approved Subcontractors only			PT PCP Subcontract or Reporting Entity Subcontract (identify which)	Comments
					Location of work (include post code)	Australian Industry Activity (if applicable)	Technical Data or Software restriction†		
	[...INSERT NAME...]	XX XXXXXXXXX	[...INSERT SERVICE / ITEMS...]						

* Insert 'no' or if restrictions apply to the use of Technical Data and Software provided as GFM, then cross-refer to an attachment for 'special conditions'. See also section 8.

† Insert 'no' or if Technical Data or Software is to be sourced from an Approved Subcontractor and restrictions would apply to Commonwealth rights, then cross-refer to an attachment for 'special conditions'. See also section 8.

SECTION 6 – QUOTATION PRICE										
Labour	Task		Contract Attachment B details (ex-GST)				Hours required (Normal Time)	Hours required (Other Time)	Item subtotal (ex-GST)	
			Line Item No.	Category of Labour or Skill Level	Hourly Rate (Normal Time)	Hourly Rate (Other Time)				
	Total Labour (ex-GST)									
Materials	Line No.	Part No. / NATO Stock No. (if applicable)	Description	Type of Item (eg, Stock Item, Software, Technical Data)	Unit Price (ex-GST)	Qty	Markup (%) ‡	Item subtotal (ex-GST)		
		XXXX-XX-XXX-XXXX				qty				
	Total Materials costs (ex-GST)									\$
Subcontracts	Subcontractor name						Markup (%) ‡	Subcontract value (ex-GST)		
	[...INSERT NAME...]									
	Total Subcontract costs (ex-GST)									\$
Other Direct Costs[§]	Description				Unit Price (ex-GST)	Qty	Markup (%) ‡	Amount (ex-GST)		
	[...INSERT DESCRIPTION OF OTHER COSTS TO BE INCLUDED / REIMBURSED...]					qty				
	Total of Other Direct Costs (ex-GST)									\$
TOTAL NTE PRICE / QUOTATION (exclusive of GST)									\$	
GST									\$	
TOTAL NTE PRICE / QUOTATION (inclusive of GST)									\$	

‡ Contractor's markup(s) shall accord with Contract Attachment B, for the relevant order value.

§ Refer to CASG Cost Principles. Examples of Other Direct Costs include: travel, freight, equipment and venue hire. Indirect costs (eg, corporate overheads) are to be included in markup.

SECTION 7 – PAYMENT ARRANGEMENTS

Milestone payments	[...CONTRACTOR TO PROPOSE...]
Payments upon Acceptance of Services / Deliverables	[...CONTRACTOR TO PROPOSE...]
Other (only applicable to Not-To-Exceed price elements)	[...CONTRACTOR TO PROPOSE...]

SECTION 8 – ADDITIONAL TECHNICAL DATA AND SOFTWARE RIGHTS AND RESTRICTIONS

To be completed by the Commonwealth:

Do the S&Q Services require GFM that is subject to restrictions of Technical Data and Software rights not detailed in the current Contract? no / yes, refer to attachment [...INSERT REFERENCE...].
If ‘yes’, the Commonwealth is to include a ‘special conditions’ attachment with equivalent information to the GFM Attachment or ‘Licensing and Approval Schedule’ Attachment, as applicable.

To be completed by the Contractor:

Do the S&Q Services require additional Technical Data and Software and associated rights that are not detailed in the current Contract? no / yes, refer to attachment [...INSERT REFERENCE...].
 Will the deliverables have restrictions on the Commonwealth’s rights to Use and Sublicense, as detailed in clause 5 of the COC? no / yes, refer to attachment [...INSERT REFERENCE...].
If ‘yes’ to either question, the Contractor is to include a ‘special conditions’ attachment with equivalent information to the Technical Data and Software Rights Schedule in the Contract.

SECTION 9 – CONFIDENTIAL INFORMATION

Does this quotation include an attachment for Confidential Information (ie, in addition to information referred to in the Confidential Information and Reporting Attachment to the Contract)? no / yes
If ‘yes’, the Contractor Representative, or authorised delegate, should include a ‘special conditions’ attachment to list the information considered as new Confidential Information, meeting the criteria specified in the attachment to the Contract for Confidential Information and Reporting. The attachment to the S&Q Quote should be prepared in the form of the Confidential Information and Reporting attachment to the Contract.

SECTION 10 – CONTRACTOR’S AUTHORISATION

Signed for and on behalf of the Contractor:

 (signature)

 (print name and position)

 (date)

PART 3 (S&Q Order): To be completed by the Commonwealth Representative after Approval of the S&Q Quote in accordance with the COC.



Australian Government

Defence

ABN 68 706 814 312

**SURVEY AND QUOTE
ORDER**

S&Q Order No:	
S&Q Order Date:	DDMMYY
Pages:	
Amendment No:	

Contractor's details (Company name and address):	Contract No:	
	Approved Quotation No.	
	S&Q Services Title:	
	S&Q Services Summary Description:	
ACN	ABN	Approved Quotation Date: DDMMYY

NTE PRICE / QUOTATION (AS SET OUT IN THE APPROVED QUOTATION)

Description	Price / Quotation (excluding GST)
Total Labour	
Total Materials	
Total Subcontract Costs	
Total Other Direct Costs	
TOTAL NTE PRICE / QUOTATION (GST exclusive):	\$
GST:	\$
TOTAL NTE PRICE / QUOTATION (GST inclusive):	\$

PRICE AND PAYMENT BASIS

[...Insert details of the basis on which the Contractor will be paid for the S&Q Service – ie reimbursement of Other Direct Costs up to the Approved S&Q Quote, Milestones or payment upon Acceptance....]

This S&Q Order is issued on the terms set out in the conditions of contract, the Approved Quotation referred to above and any Special Conditions attached by the Commonwealth.

This S&Q Order comprises the following documents:

- this S&Q Order;
- Attachment 1 – Approved Quotation;
- Attachment 2 – [...INSERT DETAILS...]; and
- Attachment 3 – [...INSERT DETAILS...].

Inquiries regarding this order should be directed to the Contact Officer:

Printed name:	Phone no.	email:	Special Conditions Attached: <input type="checkbox"/> Yes <input type="checkbox"/> No
Address			
Signed on behalf of the Commonwealth of Australia			DDMMYY
(signature)	(print name and position)	(date)	

Note: When applicable, include attachments for sections 8, 9 and Australian Industry Capability.

ATTACHMENT: AUSTRALIAN INDUSTRY CAPABILITY SUMMARY

Unless otherwise agreed by the Commonwealth (in writing) this attachment is required to be included in an S&Q Quote and an S&Q Order when:

- a. the expected value of the S&Q Services exceeds \$4 million inclusive of GST; and/or
- b. the S&Q Services will have material significance to an Australian Industry Activity (AIA) that has been identified in the Contract.

Table 1: Australian Industry Capability Schedule for the S&Q Services

Item Number	AIC Activity Description / scope	Company Name and ACN/ABN/NZBN	ACE Value (AUD)	Location (including Postcode)	SME (Y/N)	Local Business (Y/N)	Veterans (Y/N)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
01							
02							
TOTAL:							

When preparing the AIC Schedule (above), the Contractor is to summarise the various activities within the Services to be performed by Australian Industry. Insert additional lines / sub-lines for each activity and entity (Contractor or Subcontractor) performing an activity. Table details:

- a. Item number, to uniquely identify each line.
- b. AIC Activity Description, as a description of the scope of the Service / activity performed by an Australian Industry, with separate lines for the Contractor and each Subcontractor (each entity).
- c. The Australian or New Zealander company / entity undertaking the activity, including the ACN, ABN, or NZBN, as applicable.
- d. Australian Contract Expenditure (ACE) value of the activity, determined in accordance with the ACE Measurement Rules. The ACE value is to be the GST exclusive and duty free dollar value (to the nearest \$1000).
- e. The location (including the postcode) where the applicable entity will perform the majority of the work activity.
- f. Identify whether the entity is a Small to Medium Enterprise.
- g. Identify whether the entity is a local business (as should be defined in the Glossary).
- h. Veterans: Has the organisation signed the Veterans Employment Commitment (yes/no)? (refer: veteransemployment.gov.au)

Table 2: Australian Contract Expenditure for the S&Q Service

Cost Category	AIC Activity Description and Scope	Line Item Price	ACE%	ACE Value (\$)
Contractor – labour cost				
Contractor – materials cost				
Contractor – Other Direct Costs				
Contractor – mark-up, G&A and Profit				
Subcontracts – labour				
Subcontracts – materials				
Subcontracts – Other Direct Costs				
Total Price:		\$ [Insert total]	Total ACE:	\$ [Insert total]

When preparing the ACE summary for the S&Q Services (above), the amounts (ie, rates) and ACE% are to be consistent with the S&Q Services Annex to Attachment B to the Contract. Additional lines are to be added to separate between Subcontractors and different activities within the S&Q Service. The Total ACE must be consistent with the Total ACE value in Table 1.

The calculated ACE% percentage for this S&Q Service: [...INSERT...] %

Where:

$$\text{Calculated ACE\%} = \frac{\text{Total ACE}}{\text{Total Price}} * 100$$

and:

- a. all prices are exclusive of GST;
- b. labour costs are traceable to section 6 (excludes labour provided through listed Subcontracts);
- c. materials costs are traceable to section 6 (excludes materials provided through listed Subcontracts);
- d. Subcontract prices are categorised by their primary purpose (labour, materials or other), with individual lines for each Subcontractor;
- e. Other Direct Costs are defined in accordance with the CASG Cost Principles, and may include travel, freight, equipment and venue hire, etc;
- f. AIC activity description and scope includes, as applicable, the reason for travel, the Subcontractor's name, if a deeming rate from the ACE Measurement Rules have been used, etc;
- g. line item price / cost is stated in \$A, converted from source currency if applicable;
- h. ACE% is the percentage of the line item price / cost that is determined to be ACE in accordance with the ACE Measurement Rules; and
- i. ACE Value (\$) = line item price * ACE%.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-SMP-V5.2**
- 2. TITLE: SURGE MANAGEMENT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Surge Management Plan (SMP) defines the Contractor's (and Subcontractors') approach to managing the variations in demand patterns that are likely to arise through the Commonwealth enacting the Surge requirements of the Contract, including the likely withdrawal of Members Required in Uniform (MRU), if MRU is required under the Contract.
 - 3.2** The Contractor uses the SMP to:
 - a. define, manage and monitor its activities:
 - (i) to establish and retain a Surge capability; and
 - (ii) for meeting the Surge requirements of the Contract; and
 - b. ensure that those parties (including Subcontractors) who are undertaking Surge-related activities understand their respective responsibilities, the processes to be used, and the time-frames involved.
 - 3.3** The Commonwealth uses the SMP to:
 - a. understand how the Contractor proposes to prepare for and meet the Surge requirements of the Contract;
 - b. gain assurance that the Contractor's plans for meeting the Surge requirements will be sound and enable operational requirements to be met;
 - c. assist with monitoring the performance of the Contractor under Surge conditions; and
 - d. identify and understand the Contractor's expectations of the Commonwealth with respect to the Surge requirements of the Contract.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The SMP is subordinate to the Support Services Management Plan (SSMP).
 - 4.2** The SMP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Operating Support Plan (OSP);
 - b. Contractor Engineering Management Plan (CEMP);
 - c. Maintenance Management Plan (MMP);
 - d. Supply Support Plan (SSP); and
 - e. Training Support Plan (TSP).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following document forms a part of this DID to the extent specified herein:

Nil
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the SMP shall summarise these aspects and refer to the other data item.

6.1.3 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.

6.1.4 The SMP shall be labelled and handled appropriate to the security classification level advised by the Commonwealth Representative.

6.2 Specific Content

6.2.1 General

6.2.1.1 The SMP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor's activities for addressing the Surge requirements of the Contract.

6.2.1.2 If more than one level of Surge is defined under the Contract, such as differing levels of Exigency or both Exigency and Contingency, the SMP shall detail the specific issues, assumptions, constraints, risks, arrangements, systems, and processes associated with each level.

6.2.2 Surge Management Organisation

6.2.2.1 If different from the management organisation described within the SSMP, the SMP shall describe the Contractor's and Approved Subcontractors' organisational arrangements for meeting the Surge requirements of the Contract, including:

- a. the responsibilities of all parties involved in the Contractor's activities related to Surge, including the identification of the individual within the Contractor's organisation who will have managerial responsibility and accountability for meeting the Surge requirements of the Contract;
- b. any new or changed organisational units (eg, new locations or additional working shifts);
- c. any new or changed relationships between the organisational units involved, including any changes to the lines of authority; and
- d. the Surge-related responsibilities of the organisational units involved.

6.2.3 Surge Management Systems and Processes

6.2.3.1 The SMP shall describe the Contractor's strategies, management approach, methodologies, systems and processes to be used when addressing Surge, including:

- a. the major Surge-related activities to be undertaken, including details of:
 - (i) the scope of each activity;
 - (ii) when each activity is performed with respect to preparing for, sustaining at different levels of effort, or recovering from, a period of Surge; and
 - (iii) the Contractor and Subcontractor organisational units performing each activity;
- b. the integration of Subcontractors into the Contractor's Surge-related activities where this differs from the 'normal' provision of Services;
- c. personnel (in terms of numbers and occupations or trade groups) required by the Contractor and Approved Subcontractors to meet the Surge requirements, including the proposed sources for obtaining any additional personnel that may be required;
- d. arrangements that deal with the withdrawal of MRU from the Contractor's and/or Subcontractors' organisations, if MRU is required under the Contract;
- e. the integration of the Surge-related activities with the 'normal' provision of Services; and
- f. the expectations of the Contractor with respect to the Commonwealth, including proposed changes to the interfaces and interactions with Commonwealth agencies external to the Commonwealth Representative.

- 6.2.3.2** The SMP shall identify those Services and/or activities most likely to be impacted by the variations in demand associated with Surge requirements, and shall identify the options available to the Contractor to prepare for, and generate, any additional required capacity and/or resources. The SMP shall also identify how long the Contractor will be able to sustain the elevated capacity under each option and what criteria will be used to identify both the appropriate initial resourcing option and, if appropriate, the points at which there is a need to transition between options.
- 6.2.3.3** Any risks associated with these activities shall be documented in the Risk Register in accordance with the Approved SSMP; however, the SMP shall describe the risk-management strategies and responsibilities associated with any global risks relating to the Surge requirements.
- 6.2.3.4** The SMP shall describe the processes and tools that the Contractor will use to monitor and record the Contractor's performance of Surge-related activities, including changes to the provision of 'normal' Services.
- 6.2.4 Reserve Stock**
- 6.2.4.1** If management of Reserve Stock is required under the Contract, the SMP shall detail the systems, processes and procedures for managing Reserve Stock, including:
- a. the release of Reserve Stock and the identification of those personnel with authority to approve the release of Reserve Stock;
 - b. interactions with the Commonwealth for the management of Reserve Stock; and
 - c. recovery of Reserve Stockholding Level (RSL) after the period of Surge has ceased.
- 6.2.5 Contingency Maintenance**
- 6.2.5.1** If Contingency Maintenance (CMAINT) is required under the Contract, the SMP shall detail the Contractor's proposed CMAINT recovery program to be implemented following a period of Surge.
- 6.2.5.2** If support to Battle Damage Repair (BDR) is required under the Contract, the SMP shall detail the systems, processes and procedures that the Contractor will utilise to provide support to BDR, including:
- a. the provision of technical advice to Defence units undertaking BDR;
 - b. the provision of BDR Services, if applicable;
 - c. the retrospective application of ADF regulatory / assurance framework requirements to evaluate BDR schemes implemented during a period of Surge;
 - d. maintaining a record of incorporated repairs; and
 - e. the design of subsequent repairs to restore the Mission System (if applicable) and other equipment to their respective certification baselines.
- 6.2.6 Surge Limitations**
- 6.2.6.1** The SMP shall identify, against each Service requirement in the SOW:
- a. those Services for which the Contractor is able to meet the full scope of the requirements for all Surge levels;
 - b. those Services for which the Contractor is unable to meet the requirements for all levels of Surge, because:
 - (i) Surge requirements are not applicable to those Services; or
 - (ii) the resources needed to meet Surge requirements are constrained by factors outside of the Contractor's reasonable control (eg, Facilities (including GFF) or GFE constraints); and
 - c. those Services for which the Contractor is unable to achieve the full scope of the Surge requirements, but is willing to use its best endeavours towards meeting those requirements.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-SPMP-V5.2**
- 2. TITLE: SUPPORT PERFORMANCE MEASUREMENT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Support Performance Measurement Plan (SPMP) documents the performance measurement program to be implemented by the Contractor to meet the performance measurement requirements of the Contract for the various Performance Measures set out in the Contract.
 - 3.2** The Contractor uses the SPMP to:
 - a. provide assurance to the Commonwealth that the Performance Measures will achieve their respective purposes under the Contract;
 - b. define, manage and monitor its activities for meeting the performance measurement requirements of the Contract;
 - c. ensure that those parties (including Subcontractors) who are undertaking performance measurement-related activities understand their respective responsibilities, the processes to be used, and the time-frames involved; and
 - d. explain to the Commonwealth how the different Performance Measures required under the Contract will be measured, recorded, Validated and reported.
 - 3.3** The Commonwealth uses the SPMP to:
 - a. gain assurance that the Contractor will implement a sound and unequivocal methodology for measuring, recording, Validating and reporting against the different Performance Measures required under the Contract;
 - b. provide visibility of the Contractor's activities in meeting the performance measurement requirements of the Contract;
 - c. assist with monitoring the provision of the Services and the Contractor's performance; and
 - d. confirm and coordinate Commonwealth interfaces with the Contractor's performance measurement activities.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The SPMP is subordinate to the Support Services Management Plan (SSMP).
 - 4.2** The SPMP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Support Services Verification Matrix (SSVM);
 - b. Quality Plan (QP);
 - c. Contract Status Report (CSR); and
 - d. Combined Services Summary Report (CSSR).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form a part of this DID to the extent specified herein:

AS/NZS ISO/IEC/IEEE 15939:2022	<i>Systems and software engineering – Measurement process</i>
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6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the SPMP shall summarise these aspects and refer to the other data item.

6.1.3 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.

6.2 Specific Content

6.2.1 Introduction

6.2.1.1 The SPMP shall include an introduction that identifies:

- a. the purpose of the SPMP;
- b. the target audience for the SPMP;
- c. a broad outline of the Services being provided and the Products Being Supported against which performance is being measured;
- d. the Outcomes and contributory outcomes identified in Attachment P; and
- e. the KPIs defined in Attachment P.

6.2.2 Performance Measurement Organisation

6.2.2.1 The SPMP shall describe the Contractor's performance measurement organisation for the Contract, including:

- a. performance measurement staff appointments, as applicable;
- b. other Contractor and Subcontractor staff with performance measurement responsibilities; and
- c. the inter-relationships between the performance measurement activities and the other parts of the Contractor's organisation for the management of the Contract.

6.2.3 Performance Measurement Management

6.2.3.1 The SPMP shall describe the Contractor's systems, processes and procedures for:

- a. coordinating its performance measurement activities with the other activities under the Contract; and
- b. monitoring, evaluating, and demonstrating the achievement of performance measurement requirements.

6.2.3.2 For Performance Measures related to Service performance, the SPMP shall describe the use of the performance measurement data to ensure that Contract's performance requirements are being met and, where necessary, how deficiencies will be recorded and how corrective actions will be monitored and managed.

6.2.3.3 If applicable, the SPMP shall describe how Subcontractor organisations will be involved in the collection, analysis and reporting of data.

6.2.3.4 If applicable, the SPMP shall identify and describe how data from Commonwealth information management systems will be used in the collection, analysis and reporting of measurement data, including Contractor expectations of Commonwealth interfaces.

6.2.3.5 The SPMP shall define the scope and purpose of subordinate performance measurement plans and procedures, including their interrelationship with the SPMP. References to the Contractor's quality management procedures shall be included, if applicable.

6.2.3.6 The SPMP shall describe the Contractor and, if applicable, Commonwealth data-management systems to be used to collect, document, disseminate, coordinate, control and share performance-related data.

- 6.2.3.7** The SPMP shall describe the method for recording and presenting trend analysis for all Performance Measures required by the Contract.
- 6.2.3.8** Where a Support Services Verification Matrix (SSVM) is a requirement of the Contract, the SPMP shall describe the management and use of the SSVM, including:
- a. the tool(s) to be used to provide the required SSVM functionality;
 - b. the procedures for managing the SSVM, including data entry and configuration management;
 - c. the procedures and responsibilities for approving the SSVM; and
 - d. the means by which reports are generated and access to the SSVM will be provided to the Commonwealth.
- 6.2.3.9** Where the Contract includes a Performance Implementation Period (PIP), the SPMP shall describe the activities that the Contractor will undertake to satisfy the objectives of the PIP (as described in Annex B to Attachment P), including undertaking the PIP Completion Review defined in the SOW.
- 6.2.4 Performance Measurement**
- Note:** *Under this clause 6.2.4, the Commonwealth is seeking information specific to each Performance Measure, not generic information associated with the performance measurement process (which should be included under clause 6.2.3). In this regard, consideration should also be given to including a separate Annex in the SPMP for each Performance Measure.*
- 6.2.4.1** The performance measurement elements of the SPMP shall comply with Section 6 of AS/NZS ISO/IEC/IEEE 15939:2022 for each Performance Measure defined in the Contract.
- 6.2.4.2** For each Performance Measure, the SPMP shall describe the Contractor's methods for collecting, recording, calculating and analysing data, including (as applicable):
- a. the Performance Measures defined in Attachment P;
 - b. the Performance Measures defined in Attachment Q, whether or not they are directly applicable to Contractor performance; and
 - c. generically, any other measure of performance, not identified in Attachment P or Attachment Q, but which are required under the Contract, including those specified in an S&Q Order.
- 6.2.4.3** For each Performance Measure, the SPMP shall describe the Contractor's methods for Validating performance measurement data, including:
- a. methods to minimise data corruption or misreporting during the collection process;
 - b. references to any Contract requirements for data Validation or for supporting data; and
 - c. methods for assessing and including or excluding (as appropriate) the impact of Commonwealth processes and actions on the performance measurement data.
- 6.2.4.4** For each KPI only, the SPMP shall describe the flow-down of KPI-related Performance Measures to Approved Subcontractors, particularly identifying:
- a. the relationships between the proposed Subcontract KPIs and the Subcontract scope of work; and
 - b. how the proposed Subcontract KPIs will contribute to, or enable, the achievement of each of the Contract KPIs.
- 6.2.4.5** For each KPI only, the SPMP shall include, when applicable to data collection, compilation and/or the scoring or calculation of results for the KPI, details of:
- a. any business rules and/or exclusions included in the Contract (eg, in Attachment P);
 - b. any additional business rules or exclusions identified by the Contractor, including (for example) measurement timings, information to be derived from databases, conditions under which data, or particular elements of data, would be excluded from

measurement or assessment, data validation activities, and liaison with the Commonwealth; and

- c. any related process flowcharts used by the Contractor.

6.2.4.6 For each KPI only, the SPMP shall describe the processes to be undertaken by the Contractor to:

- a. ensure that the measurement processes (including data collection, analysis and reporting) provide results that are accurate, objective, and free from bias and/or manipulation; and
- b. address problems or concerns identified by the Contractor or the Commonwealth in respect of KPI measurement and/or assessment activities, including the Contractor's standard approach to:
 - (i) liaison with the Commonwealth;
 - (ii) investigative activities (eg, root-cause analyses);
 - (iii) the development and implementation of changes to the performance measurement activities (eg, the development of revised processes and measurement tools);
 - (iv) the investigation and implementation of related activities (eg, training for the use of revised measurement tools), when applicable; and
 - (v) monitoring, validating and reporting the resolution of problems or concerns to the Commonwealth.

6.2.5 Time-Variant or Phase-Variant Performance Measures

6.2.5.1 If the Contract includes Performance Measures that vary from one measurement period to the next (eg, due to changes in the number of Products Being Supported during modification programs, or for operational changes during a year), the SPMP shall, for each applicable Performance Measure:

- a. describe the process for determining, in conjunction with the Commonwealth Representative:
 - (i) the level of performance applicable to each measurement period (eg, how the requirement is derived from an annual Capability plan or operational deployment and training schedules); and
 - (ii) updates to the Required Performance Level and Performance Bands for each Review Period;
- b. include, as an annex, the level of performance required for each measurement period and the Required Performance Level and Performance Bands for each Review Period for a forward period of not less than one year (or other period agreed in writing by the Commonwealth Representative); and
- c. describe any changes in the methodology used to determine the performance in different phases or measurement periods, including changes to:
 - (i) the primary input data (eg, the supporting data that is 'compiled' to determine the Achieved Performance for a KPI);
 - (ii) the source(s) of primary input data;
 - (iii) the method of calculating performance from the primary input data;
 - (iv) the method of Validating the data; and
 - (v) any other relevant aspect of the performance measurement process.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-SSMP-V5.2**
- 2. TITLE: SUPPORT SERVICES MANAGEMENT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Support Services Management Plan (SSMP) is the top-level plan that describes the Contractor's strategy, plans, methodologies and processes for meeting the requirements of the Contract, showing how the processes fit together to form a totally integrated management system for the provision of Services.
 - 3.2** The Contractor uses the SSMP, including or supplemented by subordinate plans (as required), to:
 - a. provide direction and guidance to the Contractor's team (including Subcontractors) responsible for conducting the work required under the Contract;
 - b. define, manage and monitor its program of activities for the provision of Services; and
 - c. ensure that those parties (including Subcontractors) who are providing Services understand their respective responsibilities and the processes to be used.
 - 3.3** The Commonwealth uses the SSMP to:
 - a. gain visibility into the Contractor's planning and gain assurance that the Contractor's plan will enable the requirements of the Contract to be met;
 - b. understand and evaluate the Contractor's approach to managing the scope of work associated with the Contract;
 - c. confirm a common understanding of Commonwealth interfaces with the Contractor's management organisation; and
 - d. provide input into the Commonwealth's planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The SSMP is the primary plan for the Contract. All other plans related to the Contract fit beneath the umbrella of the SSMP.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following document forms a part of this DID to the extent specified herein:

DEFLOGMAN Part 2	Stocktaking of Defence Assets and Inventory
Volume 5 Chapter 17	
DSPF	Defence Security Principles Framework
AS/NZS ISO 31000:2018	Risk Management—Principles and guidelines
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.1.2** The SSMP shall be a stand-alone document that provides sufficient information to allow the reader to understand how various aspects of 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.

- 6.1.3** The SSMP shall be the master planning document, integrating, summarising and referencing other plans and schedules for the provision of Services, as required by this DID and elsewhere in the SOW.
- 6.1.4** The SSMP need not be developed as one document. It may be divided into volumes, sections and/or sub-plans provided that the head document links all sub-documents together as a cohesive whole.
- 6.1.5** When the Contract has specified delivery of another data item that contains aspects of the required information, the SSMP shall summarise these aspects and refer to the other data item.
- 6.1.6** 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.

6.2 Specific Content – Support Services Management

6.2.1 General

- 6.2.1.1** The SSMP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor's program of activities for the provision of Services.
- 6.2.1.2** Risks associated with this program shall be documented within the Risk Register (refer clause 6.2.11); however, the SSMP shall describe the risk-management strategies for any global risks associated with the provision and management of the Services.
- 6.2.1.3** The SSMP shall cover both firm-priced Services and Ad Hoc Services.

6.2.2 Scope

- 6.2.2.1** The SSMP shall clearly identify:
- a. the scope of work that will be undertaken under the Contract, including the activities to be undertaken by the Contractor and Subcontractors, showing the linkages between these activities and the required outcomes, particularly in the context of clause 1.8 of the COC (Contracted Requirement); and
 - b. areas that are not within scope, if there is a possibility of the reader misinterpreting the scope (eg, interfaces with other support organisations or support under other related contracts are typical areas that may be misinterpreted).

6.2.3 Organisation

- 6.2.3.1** The SSMP shall describe the organisational structure responsible for managing and providing Services under the Contract, including:
- a. the Contractor's company organisational structure, but only to the extent necessary to identify how the Contractor's Services management organisation fits into the overall structure;
 - b. the Contractor's Services management organisation;
 - c. the Contractor's contractual relationship with Approved Subcontractors; and
 - d. each Approved Subcontractor's company organisational structure and Subcontract organisational arrangements (to the extent applicable to the Contract), including the relationships between the Approved Subcontractors' teams and the Contractor's teams to enable the provision of Services.
- 6.2.3.2** The SSMP shall:
- a. include the purpose of each organisational element involved in the provision of Services (where 'organisational elements' are the Contractor/Subcontractor entities, business units, task groups for specific Services, and/or task groups with similar types of Services assigned to different Products); and
 - b. show the partitioning of responsibilities between the various organisational elements for the provision of Services.
- 6.2.3.3** The SSMP shall describe the major interfaces within the Contractor's support program, including organisational and process interfaces, and how the various elements of the

support program will be integrated to produce a cost-effective support program for the Contract period.

6.2.3.4 The SSMP shall identify, and describe the make-up and purpose of, each team to be employed in the performance of the Contract. Example teams are:

- a. engineering team;
- b. Software support team;
- c. maintenance team; and
- d. finance team.

6.2.4 Personnel Management

6.2.4.1 The SSMP shall describe the staffing strategy for the Contract, including the Contractor's approach to recruiting, training and retaining staff, as well as the strategy for obtaining and retaining the required security clearances for Contractor Personnel.

6.2.4.2 If Key Persons management is required under the Contract, the SSMP shall describe the Contractor's methodology for identifying Key Staff Positions and for managing Key Persons, including:

- a. the identification of Key Staff Positions within the Contractor's and Approved Subcontractors' organisations (eg, typically, positions such as the Support Services Manager, Maintenance Manager, Engineering Manager, Software Program Manager and key technical personnel, as applicable to the Contract scope);
- b. the definition of the person/position specifications, or responsibilities and authorities for each Key Staff Position and the skill sets needed to fill that position (eg, Maintenance Manager with 10 years of experience in managing large-scale, deeper maintenance activities); and
- c. the identification of relevant background skills and experience of each Key Person.

6.2.4.3 The SSMP shall identify each Key Person and the Key Staff Position that they hold.

6.2.4.4 The SSMP shall include a staff/skills profile for the Contract, which:

- a. provides the staffing requirements on a month-by-month basis for the Contract, consistent with the identified work and any Support Services Master Schedule (SSMS) required under the Contract;
- b. provides a break down of the staffing requirements by labour category (ie, skill type and skill level), location (when multiple sites are involved) and functional areas, consistent with the labour information and categories identified in Attachment B; and
- c. identifies the staffing requirements filled by Approved Subcontractor personnel, including identifying the applicable Approved Subcontractor.

6.2.4.5 The SSMP shall describe the Contractor's strategy for managing critical staff shortages, should they occur, to any of the labour categories and locations identified in the staff/skills profile.

6.2.5 Structure of Contractor Plans

6.2.5.1 The SSMP shall contain a structured list showing the hierarchical relationship of the plans to be used by the Contractor in the execution of the Contract.

Note: *The following structure is provided as an example of a potential SSMP hierarchy. Where a plan contains stand-alone sub-plans, the hierarchy is to identify all such sub-plans that are at the next lower level. The specific structure shown is not mandated and will need to be tailored for the specific requirements of the Contract.*

Support Services Management Plan

Support Performance Measurement Plan

Communications Plan

Health and Safety Management Plan

Operating Support Plan***Contractor Engineering Management Plan******Configuration Management Plan******Software Support Plan******In-Service Materiel Safety Plan******Maintenance Management Plan******Supply Support Plan******Training Support Plan******Quality Plan*****6.2.6 Support Services Master Schedule**

6.2.6.1 If an SSMS is required under the Contract, the SSMP shall contain an overview of the SSMS, including any milestone dates for the major Services.

6.2.7 Contract Work Breakdown Structure

6.2.7.1 If a Contract Work Breakdown Structure (CWBS) is required under the Contract, the SSMP shall include the CWBS as an indented list to level 4.

6.2.8 Planning and Control

6.2.8.1 The SSMP shall provide an overview of the processes used by the Contractor to provide integrated planning and control for the management of the work associated with the Contract.

6.2.8.2 The SSMP shall identify the tools to be used in support of Contract management and Services management, and shall describe the planned purpose and method of usage of each tool. Example of tools that may be addressed are management information systems, databases, spreadsheets, cost estimating tools, scheduling tools and decision analysis tools.

6.2.9 Recurring and Ad Hoc Services – Specific Management Mechanisms

6.2.9.1 The SSMP shall describe the visibility into Recurring Services and Ad Hoc Services that will be provided to the Commonwealth to enable the Commonwealth to be assured that value for money is being obtained throughout the Term.

6.2.9.2 If Periodic Cost Reviews are required under the Contract, the SSMP shall describe the visibility into Recurring Services and Ad Hoc Services that will be provided to the Commonwealth in the lead up to, during and after these reviews to enable the Commonwealth to be assured that value for money will continue to be obtained for the remainder of the Term and any proposed extension to the Term, including the processes for identifying and recording the Allowable Costs incurred by the Contractor.

6.2.9.3 The SSMP shall describe the Contractor's systems and processes for the management of Ad Hoc Services, including the mechanisms to ensure clean boundaries between Recurring Services and Ad Hoc Services. The SSMP shall also describe the visibility into these mechanisms that will be provided to the Commonwealth, including how the Contractor will ensure that the requirements of clause 3.18 of the COC (Use of Contractor Resources) will be met.

6.2.9.4 The SSMP shall describe the criteria for determining when:

- a. any new Services should be classified as Recurring Services or Ad Hoc Services, including the type of Ad Hoc Services;
- b. any existing Ad Hoc Services should be reclassified as Recurring Services or another type of Ad Hoc Services; and
- c. any existing Recurring Services should be reclassified as Ad Hoc Services.

6.2.9.5 The SSMP shall describe the mechanisms to be employed by the Contractor (eg, discussion at the Contract Performance Review) to advise the Commonwealth of its recommendations when the criteria identified under clause 6.2.9.4 become applicable.

6.2.10 Performance Measurement

6.2.10.1 The SSMP shall describe how the Contractor will measure the performance of the work under the Contract (cross-referring to any Support Performance Measurement Plan (SPMP) required under the Contract), including:

- a. the identification, collection, recording, calculation and analysis of data in relation to any contracted Performance Measures, including (as applicable):
 - (i) Key Performance Indicators (KPIs);
 - (ii) Other Performance Measures (OPMs), whether or not they are directly applicable to Contractor performance; and
 - (iii) any other measure of performance, not identified in Attachment P or Attachment Q, including those specified in an S&Q Order or that the Contractor has identified that it will be using in accordance with an Approved plan;
- b. the data-management systems to be used to collect, document, disseminate, coordinate, control and share performance data, including, where applicable, to provide the required functionality for the Support Services Verification Matrix (SSVM);
- c. the Validation of performance measurement data to ensure that it is current, accurate and applicable;
- d. the use of the performance measurement data to ensure that the Contract's performance requirements are being achieved and improved where necessary;
- e. the mechanisms for reporting achievement to the Commonwealth against the Performance Measures; and
- f. the integration of the performance-management activities with the Quality Management program.

Under clause 6.2.10.2, the Commonwealth is seeking information specific to each KPI, not generic information associated with the performance measurement process (which should be included under clause 6.2.10.1). In this regard, consideration should also be given to including a separate Annex in the SSMP for each KPI.

6.2.10.2 For each KPI, the SSMP shall explain how the KPI will be measured, assessed and recorded, including:

- a. when applicable to data collection, compilation and/or the scoring or calculation of results for the KPI, details of:
 - (i) any business rules and/or exclusions included in the Contract (eg, in Attachment P);
 - (ii) any additional business rules or exclusions identified by the Contractor, including (for example) measurement timings, information to be derived from databases, conditions under which data, or particular elements of data, would be excluded from measurement or assessment, data validation activities, and liaison with the Commonwealth; and
 - (iii) any related process flowcharts used by the Contractor; and
- b. the flow-down of KPI-related Performance Measures to Approved Subcontractors, particularly identifying:
 - (i) the relationships between the proposed Subcontract KPIs and the Subcontract scope of work; and
 - (ii) how the proposed Subcontract KPIs will contribute to, or enable, the achievement of each of the Contract KPIs.

6.2.11 Risk Management

6.2.11.1 The SSMP shall describe the processes and tools used for managing risk under the Contract, in a manner consistent with AS/NZS ISO 31000:2018.

- 6.2.11.2** The SSMP shall include a description of the following:
- a. the risk management organisation, including the allocation of risk management responsibilities to senior managers and individual functional groups;
 - b. procedures for identifying and capturing risks;
 - c. procedures for analysing risks;
 - d. procedures for assessing and evaluating risks;
 - e. procedures for treating risks, including:
 - (i) avoiding the risk;
 - (ii) removing the risk source;
 - (iii) reducing the likelihood of the risk;
 - (iv) reducing the consequences of the risk;
 - (v) transferring the risk to a party that is better able to manage the risk; and
 - (vi) retaining the risk;
 - f. procedures for reporting risks;
 - g. procedures for monitoring and reviewing risks;
 - h. procedures for integrating the risk management activities into work planning and control;
 - i. if the Contractor is required to provide a Modern Slavery Risk Management Plan to the Commonwealth, the details of that plan required by clause 12.9 of the COC.
- 6.2.11.3** The SSMP shall describe the procedures for the management of risks to Work Health and Safety (WHS), which shall to the extent that the WHS Legislation applies to work under the Contract, be consistent with the requirements of the WHS Legislation.
- 6.2.12 Risk Register**
- 6.2.12.1** The SSMP shall describe the Risk Register used by the Contractor for recording each risk and its attributes, evaluation and treatments.
- 6.2.12.2** The Risk Register shall be a separate entity from the SSMP (due to the dynamic nature of the content of the Risk Register).
- 6.2.12.3** The Risk Register shall include, in a separate record for each risk:
- a. the CWBS element number (if applicable);
 - b. a risk identification number;
 - c. a brief outline of the risk;
 - d. the risk priority;
 - e. the source of risk (eg, whether the risk stems from the Commonwealth or from the Contractor (including Subcontractors));
 - f. the likelihood of the risk event;
 - g. the consequence of the risk event in terms of Total Cost of Ownership (TCO), cost, schedule, environmental, safety, operational and/or the performance or suitability of the Services and, if applicable, Deliverables;
 - h. details of the individual responsible for eliminating or treating the risk;
 - i. the risk-treatment option(s) (eg, eliminate, avoid, remove the source, reduce the likelihood, reduce the consequence, transfer, or retain); and
 - j. actions taken to reduce or eliminate the risk (including eliminating the source of the risk), which for WHS-related risks demonstrates that the risk has been reduced so far as is reasonably practicable.
- 6.2.12.4** For risks that are to be treated, the Risk Register shall include:

- a. the risk treatment plan;
- b. the related Service, budget and schedule allocated to the risk treatment plan; and
- c. progress against the risk treatment plan.

6.2.13 Issue Management

6.2.13.1 The SSMP shall describe the Contractor's processes to be used for managing Issues for the Contract.

6.2.14 Issue Register

6.2.14.1 The SSMP shall describe the Issue Register used by the Contractor for recording Issues and the associated action(s) for addressing the Issue.

6.2.14.2 The Issue Register shall be a separate entity from the SSMP (due to the dynamic nature of the content of the Issue Register).

6.2.14.3 For each Issue, the Issue Register shall include:

- a. an account of the Issue;
- b. the effect of the Issue on the Contract or the Services;
- c. the proposed action to address the Issue, including the identification of the responsible individual for addressing the Issue and the timeframes involved;
- d. any requested Commonwealth Representative actions to address the Issue;
- e. the effect on the Contract and the Services if the proposed actions are put into effect; and
- f. the consequences for the Contract and the Services if the proposed actions are not taken or fail.

6.2.15 Customer Interface

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

6.2.15.2 The SSMP shall provide an overview of the processes to be used by the Contractor for, and the responsibilities associated with, the management of the following types of issues:

- a. alerting the Commonwealth Representative of any disagreement occurring across the customer organisation; and
- b. ensuring customer expectations are consistent with the budget and Contract.

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

6.2.15.4 The SSMP shall describe the requirements and processes for the provision of training to Commonwealth personnel to enable those personnel to undertake the expected roles identified by the Contractor.

6.2.16 Subcontract Management

6.2.16.1 The SSMP shall describe how the Contractor intends to manage Subcontractors, including:

- a. the integration of Subcontractors into the support program, including how the support program requirements will be flowed down to Subcontractors and how outputs from Subcontractors will be validated against those requirements;
- b. the communications, meeting and review plan for each Approved Subcontractor;
- c. the method for ensuring that each Approved Subcontractor is collecting and analysing relevant performance data to enable progress and performance to be tracked against plan;
- d. the method for ensuring that each Approved Subcontractor is managing its own Subcontractors; and

- e. the method for ensuring that the Approved Subcontractors prepare subcontract status reports in support of the Contract Status Reports.

6.2.17 Quality Management

- 6.2.17.1** The SSMP shall describe the processes to be applied by the Contractor to satisfy the Quality Management requirements of the Contract.

6.2.18 Security Management

- 6.2.18.1** The SSMP shall describe the processes to be applied by the Contractor to satisfy the requirements of the Defence Security Principles Framework (DSPF), including any special security requirements specified in the Contract, such as compliance with requirements for managing security-controlled items.

6.2.19 Surge Management

- 6.2.19.1** If Surge is required under the Contract, the SSMP shall describe how the Contractor will manage the preparation for and sustainment of support capabilities and activities necessary to meet the Surge requirements of the Contract.

6.2.20 Communications Management

- 6.2.20.1** The SSMP shall describe the processes and information flows associated with Contract communications, including:

- a. within the Contractor's organisation;
- b. between the Contractor's Contract team and the Commonwealth's Contract team;
- c. between the Contractor and other stakeholders; and
- d. where appropriate and agreed, between other stakeholders.

- 6.2.20.2** The SSMP shall identify the reports, including any non-routine reports to be provided to the Commonwealth to meet the Contract requirements, including the identification of any linkages between reports and Periodic Performance Reviews (PPRs), and the timeframes for delivering reports.

- 6.2.20.3** The SSMP shall describe any data-delivery systems (eg, the Data Management System (DMS)) implemented under the Contract.

- 6.2.20.4** The SSMP shall describe how the Contractor proposes to conduct PPRs to enable the Contractor to report on the performance of Services delivered in the period and to forecast requirements for the provision of Services in the next and future periods. The SSMP shall identify the frequency of PPRs.

- 6.2.20.5** The SSMP shall detail the type, frequency and subject coverage of the various routine Services-related meetings to be held within the Contractor's organisation and with other relevant stakeholders.

6.2.21 Government Furnished Material, Facilities and Services

- 6.2.21.1** The SSMP shall describe the Contractor's arrangements for the receipt, custody, storage, care, maintenance and use, as applicable, of any Government Furnished Material (GFM), Government Furnished Facilities (GFF) and Government Furnished Services (GFS).

- 6.2.21.2** If applicable, the SSMP shall describe any GFM, GFF or GFS provided to the Contractor under a separate Commonwealth contract and utilised for this Contract.

6.2.22 Technical Data and Software Rights Management

- 6.2.22.1** The SSMP shall describe the arrangements for managing the Technical Data and Software rights (including Intellectual Property (IP) rights) under the Contract, including:

- a. the identification of the responsible manager(s) and their responsibilities;
- b. the processes for obtaining and providing, as applicable, the Technical Data and Software rights required under the Contract;
- c. the processes for managing the Contractor's and Subcontractors' use of sublicensed Technical Data and Software, and to ensure compliance with the rights and restrictions in the Contract and applicable licences; and

- d. the processes for maintaining the Technical Data and Software Rights Schedule, related Attachments, and data items such as the Technical Data List.

6.2.23 Health and Safety Management

6.2.23.1 The SSMP shall describe how the Contractor will manage WHS requirements, issues and risks associated with the work to be performed under the Contract.

6.2.23.2 The SSMP shall list the legislation relating to work health and safety including the WHS Legislation that is applicable to the work and the site(s) where the work will be performed.

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

- a. within the Contractor's organisation, the names, positions and WHS responsibilities of all persons whose positions or roles involve specific WHS responsibilities;
- b. the arrangements in place or proposed to be put in place between the Contractor, Subcontractors, the Commonwealth and Associated Parties, for consultation, co-operation and the co-ordination of activities in relation to compliance with their duties under the WHS Legislation at the workplace(s) at which the work under the Contract is being, or will be, carried out;
- c. the arrangements for managing, recording and reporting WHS incidents (including Notifiable Incidents);
- d. any site-specific WHS rules, and the arrangements for ensuring that all persons at the workplace are informed of these rules;
- e. processes for hazard identification, risk assessment, risk elimination and risk minimising control measures; and
- f. how WHS-related compliance and performance will be monitored, recorded and reported.

6.2.23.4 The SSMP shall describe how the Contractor will establish and maintain a WHS Management System (WHSMS) that satisfies the requirements of clause 12.3.3 of the SOW.

6.2.24 Problematic Substances and Problematic Sources

6.2.24.1 The SSMP shall include in an annex (if not included in another data item), details of the Problematic Substances and Problematic Sources that have been Approved for use at the Commonwealth Premises. The annex shall include:

- a. identification details, which for a Problematic Substance are sufficient to uniquely identify the relevant Safety Data Sheet in the Australian *ChemAlert* database;
- b. locations, including any discrete sites or buildings within Commonwealth Premises where the Problematic Substances and/or Problematic Sources will be located;
- c. for Problematic Substances, the maximum quantities or volume, as applicable, to be held at each location;
- d. for Problematic Sources, the applicable ARPANSA source licence number;
- e. the Approved purpose(s) for use; and
- f. Approval details, including the Commonwealth Representative or their authorised delegate's details, date of Approval, and details of related documents (eg, notices and minutes).

6.2.24.2 For Contract work not performed on Commonwealth Premises, the SSMP shall include reference(s) to the location(s) within the WHSMS, or otherwise, where Problematic Substances and Problematic Sources are detailed.

6.2.25 Environmental Management

6.2.25.1 The SSMP shall describe how the Contractor will ensure that the performance of work under the Contract on Commonwealth Premises will meet Defence environmental requirements, as identified in the Contract, relevant legislation and regulations.

6.2.26 Technical Data Management

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

- a. the processes and tools used for the Technical Data management system (if applicable);
- b. the standards to be applied for developing new Technical Data or modifying existing Technical Data;
- c. the processes for developing and updating the Technical Data List; and
- d. the management of the Technical Information Library (if applicable).

6.2.26.2 The SSMP shall describe any special data delivery systems developed for the Services (eg, requirements for the Contractor to transfer data into systems such as CAMM2, AMPS, MILIS, ERP, etc).

6.2.27 Commonwealth Assets Stocktaking Plan

6.2.27.1 The SSMP shall contain a Commonwealth Assets Stocktaking Plan (CASP), which shall describe the stocktaking program to be used by the Contractor to account for Contractor Managed Commonwealth Assets (CMCA), including inventory holdings. The CASP shall include:

- a. the strategy, processes, procedures, systems and tools for:
 - (i) accounting for CMCA, including physical counting, measuring, and weighing, as applicable to the different types of CMCA; and
 - (ii) reporting the results from the stocktake of CMCA;
- b. the frequency with which stocktaking will be carried out in respect of the different types of CMCA and the applicable stocktaking regime as detailed in DEFLOGMAN Part 2 Volume 5 Chapter 17; and
- c. the Contractor's regime for the investigation of stocktake discrepancies.

6.2.27.2 The CASP shall describe the Assets Register(s) used by the Contractor for recording the CMCA.

6.2.27.3 The Assets Register(s) shall be separate from the CASP (due to the dynamic nature of the content of the Assets Register(s)).

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

- a. identify all CMCA;
- b. identify the locations and/or accounts to be counted, or otherwise measured, during stocktakes and other assurance checks; and
- c. outline the proposed start and finish dates of stocktakes and other assurance checks.

6.3 Specific Content – Service Delivery

6.3.1 Operating Support Management

6.3.1.1 If Operating Support Services are required under the Contract, the SSMP shall describe the strategy, management arrangements, methodology, processes and tools to be used by the Contractor to ensure that the Operating Support requirements of the Contract are satisfied, including (as applicable):

- a. the identification of the scope of Operating Support Services;
- b. the organisational arrangements and processes for the provision of Operating Support Services;
- c. the management of Operating Support Services, including the identification of any Operating Support-related information-management systems to be employed; and

- d. the approach to meeting the Surge requirements of the Contract for Operating Support Services.

6.3.2 Engineering Management

6.3.2.1 If Engineering Services are required under the Contract, the SSMP shall describe the strategy, management arrangements, methodology, processes and tools to be used by the Contractor to ensure that the Engineering Support requirements of the Contract are satisfied, including (as applicable):

- a. the identification of the scope of Engineering Services for the Products Being Supported for which the Contractor has been designated as having engineering responsibility;
- b. the organisational arrangements and processes for the provision of Engineering Services;
- c. the achievement and maintenance of any ADF regulatory / assurance framework requirements, including a description of the Engineering Management System (EMS) to be employed;
- d. the management of Engineering Services, including the identification of any engineering-related information-management systems to be employed;
- e. the standards to be applied for undertaking Engineering Services (eg, in relation to configuration management, systems engineering and Software support);
- f. the approach to meeting the Surge requirements of the Contract for Engineering Services;
- g. the interfaces between the Contractor's Engineering Support systems and processes and the Contractor's Maintenance and Supply Support systems and processes;
- h. the interfaces between the Contractor's Engineering Support systems and processes and the Commonwealth's Engineering Support systems and processes;
- i. the satisfaction of Configuration Management (CM) requirements, including in relation to:
 - (i) Configuration Identification;
 - (ii) Configuration Control;
 - (iii) Configuration Status Accounting;
 - (iv) Configuration Audits; and
 - (v) Baseline management;
- j. the engineering change management systems and processes to be employed, including:
 - (i) 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);
 - (ii) the application of the Contractor's risk-management processes to engineering changes, including in relation to judgements of significance; and
 - (iii) the systems engineering systems and processes to be employed;
- k. the conduct of engineering investigations;
- l. the satisfaction of Software-support requirements for relevant parts of the Products Being Supported; and
- m. the satisfaction of safety requirements related to the support environment, including in relation to Materiel Safety for relevant parts of the Products Being Supported.

6.3.3 Maintenance Management

6.3.3.1 If Maintenance Services are required under the Contract, the SSMP shall describe the strategy, management arrangements, methodology, processes and tools to be used by the Contractor to ensure that the Maintenance Support requirements of the Contract are satisfied, including (as applicable):

- a. the identification of the scope of Maintenance Services;
- b. the organisational arrangements and processes for the provision of Maintenance Services for the Products Being Supported, including Mission System equipment, Support and Test Equipment, Training Equipment, and any other equipment that requires Maintenance;
- c. the achievement and maintenance of any ADF regulatory / assurance framework requirements, including a description of the Maintenance Management System (MMS) to be employed;
- d. the management of Maintenance Services, including the identification of any Maintenance-related information-management systems to be employed;
- e. the interfaces between the Contractor's Maintenance Support systems and processes and the Contractor's Supply Support systems and processes;
- f. the interfaces between the Contractor's Maintenance Support systems and processes and the Commonwealth's Maintenance Support systems and processes; and
- g. the approach to meeting the Surge requirements of the Contract for Maintenance Services.

6.3.4 Supply Management

6.3.4.1 If Supply Services are required under the Contract, the SSMP shall describe the strategy, management arrangements methodology, processes and tools to be used by the Contractor to ensure that the Supply Support requirements of the Contract are satisfied, including (as applicable):

- a. the identification of the scope of Supply Services;
- b. the organisational arrangements and processes for the provision of Supply Services;
- c. the management of Supply Services, including the identification of any Supply-related information-management systems to be employed;
- d. the interfaces between the Contractor's Supply Support systems and processes and the Commonwealth's Supply Support systems and processes;
- e. the approach to meeting the Surge requirements of the Contract for Supply Services;
- f. the strategies and processes for managing Stock Assessment, including Requirements Determination;
- g. the mechanisms and processes for monitoring Stock Item Obsolescence; and
- h. the management strategies and processes for managing the potential Obsolescence of Stock Items and for determining the most cost-effective strategy to address the potential Obsolescence.

6.3.5 Training Management

6.3.5.1 If Training Services are required under the Contract, the SSMP shall describe the strategy, management arrangements, methodology, processes and tools to be used by the Contractor to ensure that the Training Support requirements of the Contract are satisfied, including (as applicable):

- a. the identification of the scope of Training Services;
- b. the organisational arrangements and processes for the provision of Training Services, including the retention of applicable qualifications and registrations where applicable;

- c. the management of Training Services, including the identification of any Training-related information-management systems to be employed; and
- d. the approach to meeting the Surge requirements of the Contract for Training Services.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-SSMS-V5.2**
- 2. TITLE: SUPPORT SERVICES MASTER SCHEDULE**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The SSMS describes the Contractor's planned sequence of activities, milestones and decision points to enable the objectives of the Contract to be met. Additionally, the SSMS defines the status of scheduled in-service support activities, comparing the current schedule with the contracted schedule(s). The SSMS also compares the current schedule status with any applicable baseline schedule(s).
 - 3.2** The Contractor uses the SSMS, including or supplemented by subordinate schedules, to:
 - a. plan the activities and sequencing of those activities to achieve the requirements of the Contract;
 - b. provide schedule direction and status to the management team responsible for conduct of the work;
 - c. provide a consolidated report to the Commonwealth to assist with demonstrating that the schedule-related requirements of the Contract can be met and whether or not they have been met; and
 - d. understand and determine impacts and causes of delays for the purpose of preparing any claim in relation to postponement or schedule recovery under COC clause 6.
 - 3.3** The Commonwealth uses the SSMS to:
 - a. gain visibility into the Contractor's planning;
 - b. understand and evaluate the Contractor's approach to meeting the requirements of the Contract;
 - c. assist with monitoring the progress of the Contractor in meeting the requirements of the Contract;
 - d. as a source of input to planning performed by the Commonwealth; and
 - e. understand the Contractor's assessment and determine the Commonwealth's assessment of matters in relation to any claim associated with postponement or schedule recovery under COC clause 6.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The SSMS is subordinate to the Support Services Management Plan (SSMP).
 - 4.2** The SSMS inter-relates with all activities that involve a schedule in the SOW, DSDs and associated data items.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form a part of this DID to the extent specified herein:
Nil
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The SSMS shall be prepared in a standard commercially available critical path method project planning Software (noting that the Contract may specify a particular Software package to use).

- 6.1.2** The project planning Software elements of the SSMS shall be delivered as a soft copy of the SSMS database. Any non-database elements of the SSMS shall be delivered in accordance with the CDRL provisions and comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.2 Specific Content

6.2.1 General

- 6.2.1.1** The SSMS shall be developed such that it would be regarded as sound and reliable by a prudent and competent contractor in the Contractor's position.

6.2.2 SSMS Content

- 6.2.2.1** The SSMS shall be the primary schedule for the Contract, and all other schedules shall be subordinate to the SSMS.

- 6.2.2.2** Separate schedules subordinate to the SSMS may be produced and delivered for all significant and stand-alone tasks and activities.

- 6.2.2.3** The SSMS and its subordinate schedules shall be capable of being displayed in a variety of formats, including:

- a. a Gantt chart;
- b. a listing of routine tasks (and Ad Hoc Services tasks once approved), together with their planned and actual start and completion dates; and
- c. a listing of milestones (including Contract Milestones), together with their original, rescheduled, forecast and actual completion dates.

- 6.2.2.4** The SSMS and its subordinate schedules shall graphically depict the schedule of in-service support activities to the equivalent of work package level.

- 6.2.2.5** The SSMS and its subordinate schedules shall identify:

- a. activities and their estimated durations;
- b. milestones, including Contract Milestones;
- c. the relationships and dependencies between activities and milestones to be accomplished by or for the Contractor in the performance of its obligations under the Contract;
- d. earliest and latest start and finish dates for all activities and milestones;
- e. critical and non-critical paths;
- f. floats available on all activities and milestones;
- g. allocated resources for each activity; and
- h. notes on the use of the SSMS and its subordinate schedules, including a glossary of terms and symbols used.

- 6.2.2.6** The SSMS shall include:

- a. all other schedules required under the Contract;
- b. Contract Milestones and any other significant milestones associated with the provision of the Services;
- c. Subcontractor schedules, to the extent consistent with the schedule detail for the Contractor's own schedule;
- d. other major events, as mutually agreed between the Contractor and the Commonwealth Representative;
- e. Commonwealth Representative tasks, where such tasks interface with, and may affect, Contractor tasks; and
- f. significant meetings and reviews associated with particular Services, such as System Reviews.

- 6.2.2.7** Subordinate schedules shall be linked to the SSMS so that the effects of changes to the subordinate schedules are recorded in the SSMS.
- 6.2.2.8** All milestones in the subordinate schedules shall be shown in the SSMS.
- 6.2.2.9** The SSMS submitted with an accompanying report (eg, Contract Status Report (CSR) or Combined Services Summary Report (CSSR)) shall include the original contracted baseline schedule (including all original Contract Milestone completion dates), all Approved rescheduled baselines, the current working schedule, and forecast completion dates.
- 6.2.2.10** Forecast milestone completion dates shall reflect anticipated actual performance that differs from the original milestone completion dates (or rescheduled dates if established).
- 6.2.2.11** Each submission of the SSMS shall provide the current status against the Approved schedule baseline, identifying:
- a. progress against all activities;
 - b. the actual start and completion dates for all activities and milestones; and
 - c. the current forecast completion dates for all activities and milestones.
- 6.2.3 Narrative Analysis**
- 6.2.3.1** If not addressed in an accompanying report (eg, CSR or CSSR), each submission of the SSMS shall contain an explanation of the cause of each rescheduled or forecast date that is earlier or later than the milestone's or activity's original scheduled date for the issue of the SSMS in which the rescheduled date or forecast date is first reported. Subsequent issues need only address changes from previously reported dates. The narrative analysis for the SSMS shall address possible impact on other milestones and activities, and shall describe work-around plans to minimise the impact.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SSM-SSVM-V5.2**
- 2. TITLE: SUPPORT SERVICES VERIFICATION MATRIX**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Support Services Verification Matrix (SSVM) is used to record measured results that relate to the Contractor's performance and, when applicable, the state of the Materiel System more broadly. Specific to Contractor performance, the SSVM records the status of the Contractor's performance measurement activities associated with meeting the standards of performance and compliance required under the Contract. Performance Measures that may be reported against in the SSVM include:
 - a. Key Performance Indicators (KPIs); and
 - b. Other Performance Measures (OPMs).
 - 3.2** The Contractor uses the SSVM to report the results for each KPI and OPM required under the Contract.
 - 3.3** The Commonwealth uses the SSVM to:
 - a. review the results for each KPI and OPM;
 - b. provide input into the assessment of the Contractor's performance in meeting the requirements of the Contract; and
 - c. assist with the identification of risks, Issues and opportunities associated with the Contract, the Materiel System, and/or the Products Being Supported.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The SSVM is subordinate to the following data items, where these data items are required under the Contract:
 - a. Support Services Management Plan (SSMP); and
 - b. Support Performance Measurement Plan (SPMP).
 - 4.2** The SSVM inter-relates with the following data items, where these data items are required under the Contract:
 - a. Contract Status Report (CSR); and
 - b. Combined Services Summary Report (CSSR).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form part of this DID to the extent specified herein:

Nil.
- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.1.2** When the Contract has specified delivery of a data item that contains aspects of the required information, the SSVM shall summarise these aspects and refer to the other data item.
 - 6.1.3** The SSVM may be based in electronic form (eg, database or spreadsheet), but when printed, shall consist of a table with an entry for each Performance Measure.
 - 6.1.4** The SSVM shall be capable of being displayed in a variety of formats, including:

- a. by Performance Measure;
- b. by performance measurement category (eg, KPI or OPM); and
- c. by category of result (ie, Exceeded Requirement, Met Requirement, Failed to Meet Requirement; or Not Applicable (eg, for interim evaluations of performance against KPIs or for lead indicators)).

6.2 Specific Content

6.2.1 The SSVM shall identify the date at which the SSVM is statused and the time period since the status date of the previous SSVM. The SSVM shall also identify the measurement period covered by the SSVM (eg, results for the month of June or results for the Mar-May Review Period).

6.2.2 Each entry in the SSVM table shall contain at least:

- a. a unique reference to the Performance Measure (eg, the KPI and OPM name and number);
- b. a description of the Performance Measure, including the Required Performance Level or other specified threshold, when one is applicable to the Performance Measure;
- c. the current results for each Performance Measure (ie, the results that are current at the time of submitting the SSVM), determined (where applicable) in accordance with the Contract;
- d. all supporting data that underpins the current results for each Performance Measure (including data supporting the interim evaluation of a Performance Measure) or, where the volume of information is significant, the identification of the source for accessing the supporting data available in a meaningful form;
- e. the identification of any data that the Contractor wishes to exclude from the current results (including those results used for an interim evaluation against a Performance Measure), including the rationale for excluding this data;

Note: An interim evaluation IS NOT an assessment to determine an interim Adjusted Performance Score or the interim Performance Band for a KPI; although, it should provide the Contractor's expectations with respect to achieving the Required Performance Level at the end of the current Review Period.

- f. where the SSVM is required to be delivered at a different frequency to a Review Period (eg, a monthly delivery of the SSVM but a three-monthly Review Period), the SSVM shall provide an interim evaluation of the results achieved against KPIs for the period to-date, if possible, including the Contractor's expectations for the Achieved Performance for the Review Period (eg, an evaluation of the KPI interim result after the first month and updated for the KPI interim result after the second month);
- g. for an SSVM being submitted immediately after the end of a Review Period, the Achieved Performance, Adjusted Performance Score and associated Performance Band for each KPI for the Review Period;
- h. a result summary for each Performance Measure (ie, Exceeded Requirement, Met Requirement, Failed to Meet Requirement, or Not Applicable);
- i. trend analysis outcomes for each Performance Measure, showing trend information for:
 - (i) the last three measurement periods;
 - (ii) the equivalent measurement periods for the last three years (or since the start of measurement, if less than three years); and
 - (iii) trend analysis over other measurement periods, as agreed between the parties; and
- j. other comments as required.

- 6.2.3** When a Performance Implementation Period (PIP) is applicable to the Contract and the measurement of Performance Measures is amended during the PIP, the SSVM shall include a description of (or cross-reference to) the changes in Performance Measures and measurement processes applicable to the measurement period.

Note: *Some Contracts include Performance Measures that vary over time (eg, a monthly availability requirement), which are defined in the applicable Attachment or governing plan for performance measurement (eg, SPMP or SSMP). Measurement periods for these Performance Measures may be shorter than Review Periods, while in other cases, the measurement period and Review Period will be the same.*

- 6.2.4** Where the required Outcomes, as measured by a Performance Measure, vary from one measurement period to another, the SSVM shall identify the level of performance to be achieved for each measurement period, and the achieved result for each measurement period.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SUP-SSP-V5.1**
- 2. TITLE: CONTRACTOR SUPPLY SUPPORT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Contractor Supply Support Plan (SSP) is the overarching plan for the management and implementation of Supply Services. The CSSP defines the Contractor's plans, methodologies and processes for meeting the Supply Support requirements of the Contract.
 - 3.2** The Contractor uses the CSSP to:
 - a. define, manage and monitor the Supply Support program for the Contract;
 - b. ensure that those parties (including Subcontractors) who are providing Supply Services understand their respective responsibilities, the processes to be used, and the time-frames involved; and
 - c. define the Contractor's expectations for Commonwealth involvement in the provision of Supply Services.
 - 3.3** The Commonwealth uses the CSSP to:
 - a. gain visibility into the Contractor's planning for meeting the Supply Support requirements of the Contract;
 - b. gain assurance that the Contractor's Supply Services will meet the requirements of the Contract;
 - c. provide a basis for monitoring and assessing the Contractor's performance in relation to the Supply Support requirements of the Contract;
 - d. confirm and coordinate Commonwealth interfaces with the Contractor's Supply Support organisation; and
 - e. provide input into the Commonwealth's planning.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The CSSP is subordinate to the Support Services Management Plan (SSMP) and inter-relates with the Commonwealth Assets Stocktaking Plan (CASP) sub-plan in the SSMP.
 - 4.2** The CSSP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Quality Plan (QP);
 - b. Surge Management Plan (SMP);
 - c. Maintenance Management Plan (MMP);
 - d. Contractor Engineering Management Plan (CEMP);
 - e. Technical Data Management Plan (TDMP); and
 - f. Combined Services Summary Report (CSSR).
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form a part of this DID to the extent specified herein:

Nil

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

- 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
- 6.1.2** When the Contract has specified delivery of another data item that contains aspects of the required information, the CSSP shall summarise these aspects and refer to the other data item.
- 6.1.3** 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.

6.2 Specific Content

6.2.1 SSP Outline

- 6.2.1.1** The CSSP outline shall provide a summary of:
- a. the purpose and scope of the CSSP, including its relationship with other plans; and
 - b. the role of the Contractor and Approved Subcontractors in terms of the types of Supply Services to be provided.

6.2.2 Supply Support Organisation

- 6.2.2.1** Unless included in the SSMP with an equivalent level of detail, the CSSP shall describe the Contractor's and Approved Subcontractors' organisational arrangements for meeting the Supply Support requirements of the Contract, including:
- a. the Contractor's and Approved Subcontractors' organisations and management structures, showing how the Supply Support organisational and managerial arrangements integrate into the higher-level management structures and organisations;
 - b. the interrelationships and lines of authority between all parties involved in the Contractor's Supply Support activities;
 - c. the responsibilities of all parties involved in the Contractor's Supply Support activities, including the identification of the individual within the Contractor's organisation who will have managerial responsibility and accountability for meeting the Supply Support requirements of the Contract; and
 - d. an organisational chart, or equivalent, showing the associated management hierarchy and the partitioning of Supply Support responsibilities between the various organisations.

6.2.3 Supply Support Management

- 6.2.3.1** If Supply Services are provided by more than one organisation, functional area, or location, the CSSP shall describe the approach used to partition work activities between the various organisations, functional areas and locations.
- 6.2.3.2** The CSSP shall describe:
- a. how resources are allocated to each Supply Support activity to ensure that the Supply Services will be provided to meet the requirements of the Contract;
 - b. how Supply Support activities and outcomes are recorded and reported; and
 - c. any Supply-related Performance Measures, other than the KPIs and OPMs specified in the Contract, and how the Contractor uses these to measure and assess the effectiveness and the efficiency of the Supply Support system, including associated supply chains, and/or the provision of the required Supply Services.
- 6.2.3.3** The CSSP shall detail the arrangements for conducting Supply Support Performance Reviews or for addressing Supply Support issues at the Combined Services Performance Review (as applicable to the Contract).

6.2.3.4 The CSSP shall describe (where applicable) the arrangements for liaison and interfacing with Defence Supply staff.

6.2.4 Supply Management System

6.2.4.1 The CSSP shall describe the system for managing the conduct of Supply Support activities, including reference to major components of the system, and all associated plans, processes, procedures and instructions.

6.2.4.2 The CSSP shall describe the process flows, interfaces, information systems, and quality control activities, as applicable to the Services, for:

- a. accounting;
- b. Stock Assessment, including Requirements Determination;
- c. procurement;
- d. receipting;
- e. Storage, including Maintenance while in Storage;
- f. packaging;
- g. demand satisfaction, including priority demand satisfaction;
- h. Stock Item rotation (eg, on a First In First Out (FIFO) basis);
- i. management of Items whose shelf life is limited;
- j. Stock Item movement; and
- k. transportation.

6.2.4.3 Except where provided to the Commonwealth Representative through other means, the CSSP shall include, as annexes to the CSSP, all associated plans, processes, procedures, and instructions that are required for the management and provision of Supply Services.

6.2.5 Supply Support Activities

6.2.5.1 The CSSP shall, for each Supply Service to be provided under the Contract, include:

- a. the title of the Service;
- b. an overview of the specific activities to be undertaken to provide the Service;
- c. the organisation(s) responsible for conducting the specific activities; and
- d. details of the interface(s) between the Commonwealth and the Contractor for the specific activities.

6.2.6 Subcontractor Management

6.2.6.1 The CSSP shall describe how Supply Support tasks performed by Subcontractors will be allocated and integrated into the Supply Support activities performed by the Contractor, including how the Subcontractor's supply chains will be integrated with the Contractor's and Defence's supply chains.

6.2.6.2 The CSSP shall describe how all Supply Support work conducted by Subcontractors will be monitored and managed to ensure that the required Supply Services are achieved.

6.2.7 Supply Actions

6.2.7.1 If the Contractor is provided with on-line access to a Defence information system for the purposes of inventory, supply, order management and/or other applicable functions, the CSSP shall describe how the details of Supply Support actions will be reported via that system.

6.2.7.2 If the Contractor is not provided with on-line access to the Defence information system, the CSSP shall describe how the details of Supply Support actions for those Stock Items owned by the Commonwealth will be reported to the Commonwealth Representative, or persons nominated by the Commonwealth Representative, for transfer to the Defence information system.

6.2.8 Maintenance Interface

6.2.8.1 If Maintenance Services are required under the Contract, the CSSP shall describe the interface between the Supply Support and Maintenance Support systems.

6.2.9 Surge

6.2.9.1 If Surge is required under the Contract, the CSSP shall describe how the Contractor intends to provide Supply Services during periods of Surge, including:

- a. the Contractor's expectations and/or assumptions with respect to the variations in Supply Services during periods of Surge;
- b. the ability of the Contractor to meet Surge requirements for Supply Services within available resources;
- c. the point or level in increased effort when additional resources will be required;
- d. the details of the changes required to areas affected, such as organisation, training, resources and management systems; and
- e. any constraints that affect the ability of the Contractor to meet the Surge requirements for Supply Services.

6.2.10 Receipt and Delivery of Contractor Managed Commonwealth Assets

6.2.10.1 The CSSP shall describe the Contractor's and Subcontractors' processes and procedures for managing the Supply Support aspects associated with Contractor Managed Commonwealth Assets (CMCA), including:

- a. receipt;
- b. recording;
- c. issue;
- d. Maintenance while in storage, if applicable;
- e. stocktaking; and
- f. return.

6.2.11 Disposals

6.2.11.1 The CSSP shall describe the Contractor's and Subcontractors' processes for Disposal of CMCA, including:

- a. processes to be applied when the Contractor is required to seek the Approval of the Commonwealth Representative for Disposal; and
- b. processes to be used for the Disposal, following Approval by the Commonwealth Representative.

6.2.11.2 The CSSP shall describe the Contractor's and Subcontractors' processes to be used for the disposal of Consumables used during the delivery of Services to the Commonwealth.

6.2.11.3 The CSSP shall describe the Contractor's and Subcontractors' processes to be used for the disposal of Problematic Substances.

6.2.12 Obsolescence Management

6.2.12.1 If Obsolescence management is required under the Contract, the CSSP shall describe the Contractor's program for meeting the Obsolescence management requirements of the Contract, including:

- a. mechanisms for monitoring the Obsolescence of Stock Items and Non-Stock Items (eg, Software and Technical Data);
- b. management strategies and processes for managing the Obsolescence of both Stock Items and Non-Stock Items and for determining the most cost-effective strategy to address Obsolescence, including:
 - (i) when Items become identified as Obsolescent or Obsolete;

- (ii) when Items, which are managed by other Defence Item managers, become identified as Obsolescent Items or Obsolete Items; and
 - (iii) when Items, for which the Contractor is the Item manager, shall be identified as Obsolescent Items or Obsolete Items; and
- c. the reporting mechanisms for advising the Commonwealth of Stock Item Obsolescence issues and the Contractor's recommendations for dealing with the issues.

6.2.13 Foreign Military Sales Arrangements

6.2.13.1 If all or part of the Supply Support function is to be achieved through the use of FMS arrangements, the CSSP shall provide details of these arrangements.

6.2.14 Government Furnished Services

6.2.14.1 If the Contract includes any Supply Services to be provided as GFS, the CSSP shall describe:

- a. the nature and scope of the GFS;
- b. the interfaces between the Commonwealth and the Contractor with respect to the GFS; and
- c. the mechanisms that the Contractor will employ to ensure that the GFS do not affect the Contractor's ability to meet the Supply Support performance measures.

6.2.15 Items under Warranty

6.2.15.1 If the Contract includes warranty requirements, the CSSP shall describe:

- a. how warranty repairs will be managed, including how Stock Items under warranty will be marked and tracked separately from Stock Items that are not under warranty, and how remaining warranty will be tracked for each Stock Item that is still under warranty;
- b. how any additional warranty, as a result of a repair action, will be tracked; and
- c. how warranty for a staggered delivery of Stock Items, over a long period of time, will be managed.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-SUP-DISP-V5.2**
- 2. TITLE: DISPOSAL PLAN**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Disposal Plan (DISP) provides details of the Contractor's analysis of, and proposed recommendations for, the Disposal of Contractor Managed Commonwealth Assets (CMCA) that may require Disposal.
 - 3.2** The Contractor uses the DISP to define:
 - a. procedures for the Disposal of CMCA; and
 - b. the coordination needed for Disposal activities involving the Commonwealth and Approved Subcontractors, where applicable.
 - 3.3** The Commonwealth uses the DISP to ensure that:
 - a. adequate Disposal provisions are established and that the potential safety and environmental impacts are understood prior to any Disposal action; and
 - b. interfaces with the Commonwealth for any pre-Disposal actions and authorisations are coordinated.
- 4. INTER-RELATIONSHIPS**
 - 4.1** The DISP is subordinate to the following data items, where these data items are required under the Contract:
 - a. Support Services Management Plan (SSMP);
 - b. Supply Support Plan (SSP);
 - c. Health and Safety Management Plan (HSMP); and
 - d. Environmental Management Plan (ENVMP).
 - 4.2** The DISP inter-relates with the following data items, where these data items are required under the Contract:
 - a. Commonwealth Assets Stocktaking Report (CASR); and
 - b. Combined Services Summary Report (CSSR).
 - 4.3** The DISP also inter-relates with clause 3.13 of the SOW, 'Defence Security Compliance', and clause 12.1 of the SOW, 'Problematic Substance and Problematic Sources'.
- 5. APPLICABLE DOCUMENTS**
 - 5.1** The following documents form a part of this DID to the extent specified herein:

ESCM	<i>Electronic Supply Chain Manual</i>
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- 6. PREPARATION INSTRUCTIONS**
 - 6.1 Generic Format and Content**

 - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
 - 6.1.2** When the Contract has specified delivery of another data item that contains aspects of the required information, the DISP shall summarise these aspects and refer to the other data item.
 - 6.1.3** 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.

6.2 Specific Content

6.2.1 General Requirements

6.2.1.1 The DISP shall:

- a. identify the items or types of items of CMCA that could require Disposal during the Term; and
- b. define the Disposal methods and procedures required for the identified CMCA, including the required interactions with the Commonwealth, when Disposal of CMCA becomes due.

6.2.1.2 The DISP shall be consistent with:

- a. the requirements of Volume 4 Section 7 Chapter 1 of the ESCM to the extent that these requirements are applicable to the nature and purpose of the DISP;
- b. the Approved HSMP and, if applicable, the Approved ENVMP; and
- c. any Federal, State, Territory and Local Government legislation, by-laws, regulations, guidelines, and Australian standards relating to WHS and the environment.

6.2.2 Responsibilities

6.2.2.1 The DISP shall identify those agencies or positions within the Contractor's and Approved Subcontractors' organisations with specific Disposal responsibilities, including:

- a. technical responsibilities for the assessment and recommendation of Items for Disposal;
- b. personnel with financial delegations required for Item Disposal and amendment of inventory, following Commonwealth Approval; and
- c. positions responsible for the Disposal of Problematic Substances and Problematic Sources where this activity requires formal certification.

6.2.3 Removal of Items from the Operational Inventory

6.2.3.1 The DISP shall describe the recommended Disposal activities to be conducted for the Items specified at clause 6.2.1.1 that, during the Term:

- a. will be (or are likely to be) retired from the inventory as part of planned Maintenance, modification or upgrade schedules;
- b. are non-repairable and will be removed and replaced as part of Corrective Maintenance or Preventive Maintenance activities; and
- c. will be retired and removed from the inventory at the end of their operational life (eg, due to Obsolescence issues).

6.2.3.2 The recommended Disposal activities shall address any special provisions associated with the Disposal of particular Items, including in relation to:

- a. Problematic Substances;
- b. Problematic Sources;
- c. security considerations, export controls, or similar constraints; and
- d. restrictions on the Technical Data and Software rights for the Items.

6.2.4 Program Planning Details

6.2.4.1 The DISP shall provide details of:

- a. the schedule for the withdrawal of the Items specified at clause 6.2.1.1 that have finite lives or have planned retirement times, and the means by which this shall be achieved;
- b. the analysis and results of the potential and the planned schedule of Items to undergo material recycling when Disposal becomes due;
- c. the method of reclamation, re-cycling or Disposal of each Item; and

- d. the logistic support required to accomplish the Disposal of Items, including:
 - (i) Packaging, handling, storage and transportation;
 - (ii) Disposal of associated Technical Data and amendment of other Technical Data that refers to the Items;
 - (iii) associated Support and Test Equipment; and
 - (iv) associated spares.

DATA ITEM DESCRIPTION

- 1. DID NUMBER: DID-TDATA-TDL-V5.2**
- 2. TITLE: TECHNICAL DATA LIST**
- 3. DESCRIPTION AND INTENDED USE**
 - 3.1** The Technical Data List (TDL) identifies and describes all of the Technical Data related to the Contract, including the Technical Data required for the purposes identified in this clause 3 and clause 6.2.1.1. The TDL is to be updated in order to maintain an accurate list of Technical Data throughout the Term of the Contract.
 - 3.2** The Contractor uses the TDL to:
 - a. document the relevant Technical Data for the Contract, including Technical Data used, or required to be used, in the provision of the Services or generated, or required to be generated, as an outcome of providing the Services;
 - b. advise the Commonwealth of the set of Technical Data associated with the Contract;
 - c. document and advise the Commonwealth of the Technical Data to be delivered to the Commonwealth and Associated Parties in relation to the Contract; and
 - d. enable the Contractor to meet its Australian Industry Capability (AIC) Obligations and to achieve the AIC Objectives, including to:
 - (i) establish, enhance or sustain Industrial Capabilities within Australia relating to the Products Being Supported; and
 - (ii) enable Subcontractors to undertake activities in relation to the AIC program.
 - 3.3** The Commonwealth uses the TDL to:
 - a. ensure that the full scope of Technical Data relevant to the Contract is visible to, and understood by, the Commonwealth and that there are coherent management arrangements in place;
 - b. understand, evaluate and monitor the Contractor's and Approved Subcontractors' scope of work with respect to Technical Data under the Contract;
 - c. identify and understand the Commonwealth's scope of work with respect to Technical Data under the Contract;
 - d. gain assurance that the AIC Obligations and the AIC Objectives will be achieved;
 - e. for Technical Data associated with design or design-change activities, assist with the evaluation of modifications to the Products Being Supported, the Support System, and to the AIC arrangements (if applicable); and
 - f. enable the Commonwealth to meet obligations and to benefit from certain rights under the Contract (particularly those rights arising under clause 5 of the COC).
- 4. INTER-RELATIONSHIPS**
 - 4.1** The TDL is subordinate to the following data items, where these data items are required under the Contract:
 - a. Support Services Management Plan (SSMP);
 - b. Configuration Management Plan (CMP); and
 - c. Technical Data Management Plan (TDMP).
 - 4.2** The TDL inter-relates with the following data items, where these data items are required under the Contract:
 - a. Supply Support Plan (SSP);
 - b. Maintenance Management Plan (MMP);

- c. Contractor Engineering Management Plan (CEMP);
- d. Configuration Status Accounting Reports (CSARs);
- e. all data items required under the AIC clause in the SOW; and
- f. all other data items that identify, list, or are Technical Data.

4.3 The TDL inter-relates with the Technical Data and Software Rights (TDSR) Schedule, the Products Being Supported Restrictions Schedule, and the Government Furnished Material (GFM) Attachments.

5. APPLICABLE DOCUMENTS

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

S1000D™	<i>International Specification for Technical Publications using a Common Source Database, Issue 5.0</i>
DEF(AUST)5629C	Production of Military Technical Manuals
DEF(AUST)IPS-5630	<i>Developing S1000D Interactive Electronic Technical Publications (IETPs)</i>

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 The TDL shall be provided in soft copy as a structured data file (eg, one or more databases, spreadsheets or other structured data format) that enables the TDL content to be accessed, queried, read, printed, and used to generate soft copy tabulated text reports.

6.1.3 Except where the soft copy data file is compatible with a standard Software application defined elsewhere in the Contract, or otherwise agreed in advance and in writing by the Commonwealth Representative, the TDL shall be accompanied by any Software and Technical Data required to enable those functions identified in clause 6.1.2.

6.2 Specific Content

6.2.1 General Requirements

6.2.1.1 The TDL shall list all of the Technical Data:

- a. used by the Contractor and Subcontractors in the provision of the Services;
- b. generated by the Contractor and/or Subcontractors as an outcome of providing the Services;
- c. delivered, or required to be delivered, to the Commonwealth or an Associated Party;
- d. required by the Commonwealth to undertake Contract governance, to exercise its rights (eg, Intellectual Property rights) to Use and sublicense Technical Data, and to use and support the Products Being Supported and the Capability or Capabilities to which these Products relate;
- e. required to inform decision-making by the Commonwealth in relation to the Contract and the Materiel System, including in relation to Capability, cost (including Life Cycle Cost), schedule, operational and/or Maintenance considerations, Defects, and Configuration Changes including Deviations; and
- f. used, or required to be used, by the Commonwealth in meeting its obligations under the Contract and broader obligations (eg, in relation to financial accountability, government and Defence regulatory and assurance requirements, security, safety, environmental protection, and Government reporting obligations) associated with the provision of the Services or otherwise in relation to the Products Being Supported.

6.2.1.2 Without limiting clause 6.2.1.1, the TDL shall list individual items of Technical Data; however, if a particular item of Technical Data does not exist but will be created as an

outcome of the Services, the TDL shall identify the Technical Data generically (eg, Maintenance records, investigation reports, Application for a Deviation).

6.2.2 Detailed Requirements

6.2.2.1 The TDL shall include the following information for each item of Technical Data:

- a. the unique item reference number, drawing number, or an S1000D Data Management List (DML) control number, as applicable;
- b. the name or title of the item of Technical Data;
- c. the version (eg, existing and not to be modified, draft, update or final) as applicable;
- d. the revision number / DML issue number / amendment status and release / issue date, as applicable;
- e. a brief description of the item of Technical Data (or the amendment to an existing item of Technical Data), including its purpose or use;
- f. the unique product identifier for the system / sub-system / Configuration Item (CI) / end-product (including hardware and Software) to which the Technical Data relates;
- g. the name of the system / sub-system / CI / end-product (including hardware and Software) to which the Technical Data relates;
- h. the source (eg, name of Subcontractor / supplier that created or provided it, or GFI or GFD);
- i. if Commonwealth rights to the Technical Data, as defined through clause 5 of the COC (eg, Intellectual Property rights), are restricted:
 - (i) cross-reference to the 'Unique Line Item Description' of any line item in the TDSR Schedule that applies to the item of Technical Data;
 - (ii) whether the item of Technical Data is Commercial TD; and
 - (iii) if the item of Technical Data is Commercial TD that is not related to a Key Commercial Item, a cross-reference to the terms on which the item of Technical Data is licensed to the Commonwealth;
- j. if the Commonwealth's rights to the Technical Data are restricted for reasons other than those defined through clause 5 of the COC (eg, restricted due to Export Approval), details of or a cross-reference to the applicable licence or agreement (eg, Technical Assistance Agreement);
- k. if the Contractor's rights to use and sublicense an item of Technical Data are restricted (eg, when the item of Technical Data is GFD, GFI or related to a Product in the Products Being Supported Restrictions Schedule), details of or a cross-reference to the applicable Attachment, licence or agreement;
- l. any applicable Australian or foreign security classification;
- m. a Technical Data category (eg, a manual, drawing, Software source code, technical report, Training Materials, etc) as identified in the Approved TDMP or the Approved SSMP, appropriate to enable listing and sorting of the TDL data;
- n. when development or update is applicable, the standards to which the item of Technical Data will be, or has been, prepared (eg, a data item description, S1000D™ and DEF(AUST)IPS-5630, or DEF(AUST)5629C);
- o. when applicable, delivery details, including:
 - (i) if the item of Technical Data is to be delivered to the Commonwealth;
 - (ii) details of the recipient (which includes the Commonwealth, Subcontractors, regulatory authorities / assurance agencies, Escrow Agent (if applicable), Associated Parties, and other support organisations) including (or cross-referencing) the location, organisation, and position of the recipient;
 - (iii) the quantity to be delivered and the method of delivery (eg, transfer by the DMS or delivery to another agreed information system); and

- (iv) the delivery date, and any event or milestone to which delivery relates (eg, a design review held as part of an engineering change process);
- p. the native format of the item of Technical Data and:
 - (i) if digital, the file name and type and, for Technical Data other than Commercial TD, the authoring application, the document / schema / data type definition and translator files (if applicable); or
 - (ii) if not digital, the type of hard copy format (eg, paper, microfilm, aperture card);
- q. if applicable, the Data Item Description (DID) number or S&Q Order number;
- r. the current or intended end-user(s) (eg, Commonwealth system operator, Contractor, an applicable Subcontractor or an Associated Party); and
- s. if a current or intended end-user of the Technical Data is an ANZ Subcontractor:
 - (i) the activities to be performed by the ANZ Subcontractor to which the TD relates;
 - (ii) if Australian Industry Activities (AIAs) are applicable to the Contract, the AIA to which the item of TD relates;
 - (iii) if rights to the TD are restricted due to IP, patents, or similar, details of or cross-references to the licenses or other arrangements to allow the ANZ Subcontractor to perform the work allocated to it under the Contract; and
 - (iv) if the use of TD is restricted for reasons other those defined for clause 6.2.2.1s(iii) (eg, Export Controls), details of the applicable approvals (eg, Technical Assistance Agreements) required to allow the Subcontractor to perform the work allocated to it under the Contract.

6.2.2.2 The TDL shall enable the items of Technical Data to be listed (filtered) and sorted, including by:

- a. the applicable Support System Constituent Capability;
- b. the applicable Product identifier, system identification, CI, or other index number;
- c. the source of the Technical Data;
- d. the current or intended end-user(s);
- e. the recipient of any Technical Data that is delivered or required to be delivered under the Contract (excluding the 'delivery' of GFI and GFD to the Contractor); and
- f. attributes that identify an item of Technical Data as being included in one or more of the Technical Data categories identified for clause 6.2.2.1m.

6.2.3 Technical Data to be Delivered to the Commonwealth

6.2.3.1 Without limiting any other requirements under the SOW or this DID, the TDL shall, as a minimum, identify the following Technical Data as required to be delivered to the Commonwealth:

- a. all Technical Data explicitly identified in the SOW for delivery to the Commonwealth, such as all data items that are or contain Technical Data (eg, Engineering Change Proposals (ECPs) and Learning Management Packages (LMPs)), and Technical Data that arises as an outcome of the provision of particular Services, such as the development of Deviations and Configuration Changes and the conduct of engineering investigations and Maintenance investigations;
- b. the Technical Data required to be identified in accordance with clauses 6.2.1.1c-6.2.1.1f; and
- c. to the extent not covered by subclauses 6.2.3.1a and b above, the Technical Data required to enable the Commonwealth or a person on behalf of the Commonwealth to:
 - (i) install or configure the Deliverables or the Products Being Supported;

- (ii) integrate the Deliverables with the Products Being Supported or other systems;
- (iii) operate or maintain the Deliverables or the Products Being Supported;
- (iv) undertake training in relation to the Deliverables or the Products Being Supported;
- (v) remove or uninstall the Deliverables or the Products Being Supported;
- (vi) decommission or destroy the Deliverables or the Products Being Supported; and
- (vii) modify and upgrade the Deliverables or the Products Being Supported as may be required to meet the growth and Obsolescence management objectives and requirements set out in the SOW (including DSDs).

6.2.3.2 Except where otherwise defined in this DID, the SOW or CDRL or agreed by the Commonwealth Representative, the TDL shall identify all Technical Data to be delivered to the Commonwealth as:

- a. subject to Review by the Commonwealth Representative; and
- b. required to be delivered to the Commonwealth within 20 Working Days of the Approval of the TDL or an update to the TDL.

DATA ITEM DESCRIPTION

1. DID NUMBER: DID-TDATA-TDMP-V5.2

2. TITLE: TECHNICAL DATA MANAGEMENT PLAN

3. DESCRIPTION AND INTENDED USE

3.1 The Technical Data Management Plan (TDMP) describes the Contractor's strategy, plans, methodology, and processes for meeting the Contract requirements for the identification, control, preparation, update, verification, validation, delivery and support of Technical Data.

3.2 The Contractor uses the TDMP to:

- a. document the strategy, plans and procedures to define, manage and monitor the Technical Data activities under the Contract; and
- b. ensure that those parties (including Subcontractors) who are undertaking Technical Data related activities understand their respective responsibilities, the processes to be used, and the time-frames involved.

3.3 The Commonwealth uses the TDMP to:

- a. ensure that the full scope of Technical Data associated with the Contract will be appropriately defined, managed and monitored, and that coherent management arrangements are in place;
- b. understand and evaluate the Contractor's approach to meeting the Technical Data requirements of the Contract; and
- c. understand the Commonwealth's involvement in the Contractor's Technical Data activities, including the monitoring of the Contractor's activities.

4. INTER-RELATIONSHIPS

4.1 The TDMP is subordinate to the following data items:

- a. Support Services Management Plan (SSMP);
- b. Contractor Engineering Management Plan (CEMP); and
- c. Configuration Management Plan (CMP).

4.2 The TDMP inter-relates with the following data items, where these data items are required under the Contract:

- a. Configuration Status Accounting Reports (CSARs);
- b. Engineering Drawings;
- c. Maintenance Management Plan (MMP);
- d. Supply Support Plan (SSP);
- e. Software Support Plan (SWSP); and
- f. Technical Data List (TDL).

5. APPLICABLE DOCUMENTS

Note to drafters: The following list of standards is indicative of the range of available standards associated with Technical Data. Procurement teams need to amend the list to ensure that the references align with current Defence policy and the requirements of the Contract.

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

S1000D™	International Specification for Technical Publications using a Common Source Database, Issue 5.0
DEF(AUST)5629C	Production of Military Technical Manuals

DEF(AUST)IPS-5630	Developing S1000D Interactive Electronic Technical Publications (IETPs)
DEF(AUST)CMTD-5085C	Engineering Design Data for Defence Materiel
ISO 10303	Automation systems and integration – Product data representation and exchange
ISO 10918	JPEG
ISO 32000-1	Document management – Portable document format
MIL-PRF-28000	Digital Representation for Communication of Product Data: IGES Application Subsets and IGES Application Protocols
MIL-PRF-28001	Markup Requirements and Generic Style Specification for Electronic Printed Output and Exchange of Text
MIL-PRF-28002	Raster Graphics Representation in Binary Format ADF Service publication standard(s), as specified in the Statement of Work

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

- 6.1.1** This data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.
- 6.1.2** When the Contract has specified delivery of another data item that contains aspects of the required information, the TDMP shall summarise these aspects and refer to the other data item.
- 6.1.3** 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.

6.2 Specific Content

6.2.1 General

- 6.2.1.1** The TDMP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor's Technical Data activities. Any risks associated with these activities shall be documented in the Risk Register; however, the TDMP shall describe the risk-management strategies associated with any global risks relating to Technical Data.

6.2.2 Technical Data Management Organisation

- 6.2.2.1** The TDMP shall describe the Contractor's organisational arrangements for meeting the Technical Data requirements of the Contract, including:
- identification of the Contractor's Technical Data manager, who will have managerial responsibility for meeting the Technical Data requirements of the Contract;
 - the organisations with a primary responsibility for managing Technical Data; and
 - the Contractor's and Approved Subcontractors' management positions with significant responsibilities for Technical Data (eg, configuration managers and managers of technical information libraries).

6.2.3 Overview of Technical Data Management and Support

- 6.2.3.1** The TDMP shall provide an overview of the Contractor's strategy, methodology, systems and processes for managing and supporting Technical Data, including:
- a description of the Technical Data Services, including the applicability of different Services to each category of Technical Data (eg, Interactive Electronic Technical Publications (IETPs), paper-based publications, engineering drawings, Software source code and design data, and Technical Data within Maintenance and Supply information management systems);

- b. procedures for the distribution of Technical Data and updates to Technical Data, within Contractor, Subcontractor and, if applicable, Commonwealth organisations;
- c. the interrelationship and interfaces between the Technical Data management systems and processes and the Configuration Management systems and processes;
- d. the Configuration Control of Technical Data including, as applicable:
 - (i) version control;
 - (ii) distribution and access control;
 - (iii) processes to reconstruct the configuration status of Technical Data at any given date; and
 - (iv) matching Technical Data, including publications, with Product configurations where multiple configurations exist;
- e. audits of Technical Data;
- f. storage, backup and recovery of electronic Technical Data;
- g. sentencing to archives, archive management and retrieval; and
- h. any training related to Technical Data that the Contractor's and Subcontractors' staff need to undertake, including details of any proposed Training courses.

6.2.3.2 If not addressed in other data items delivered to the Commonwealth, the TDMP shall identify the issues, methodologies and processes for controlling and enabling access to Technical Data that is subject to restrictions, such as restrictions from Intellectual Property rights, security, Export Approvals, Technical Assistance Agreements, Escrow arrangements, or other.

6.2.3.3 The TDMP shall describe the Contractor's processes for coordinating with Product manufacturers and Associated Parties to ensure the availability of accurate Technical Data, necessary for the provision of the Services.

6.2.3.4 The TDMP shall describe the Contractor's expectations of the Commonwealth with respect to the management of Technical Data including, if applicable, the interfaces and interactions with Commonwealth organisations other than the Commonwealth Representative.

6.2.4 Technical Data Management System

6.2.4.1 The TDMP shall describe the Technical Data management system to be implemented and maintained by the Contractor to satisfy the requirements of the Contract, including:

- a. the Technical Data requirements of clause 9.2 of the SOW; and
- b. compliance with ADF regulatory / assurance frameworks, where applicable.

6.2.5 Technical Information Libraries

6.2.5.1 The TDMP shall identify the technical information libraries to be operated by the Contractor and Approved Subcontractors to enable the provision of Services.

6.2.5.2 The TDMP shall describe how the library holdings will be established, reviewed and maintained in order to ensure the currency of the Technical Data held.

6.2.6 Technical Data Development and Updates - General

6.2.6.1 The TDMP shall describe:

- a. the Contractor's typical activities for managing the development of new Technical Data and updates to existing Technical Data;
- b. the Contractor's typical activities for Technical Data requirements analysis, the identification, design, development, review and delivery of new Technical Data and updates to existing Technical Data, including the incorporation of amendments;
- c. the hardware and Software tools to be used in the generation and interpretation (authoring and viewing) of new Technical Data and updates to existing Technical Data;

- d. the procedures, by category of Technical Data, for the receipt, review, Configuration Control, amendment, production and delivery for all new Technical Data and updates to existing Technical Data;
- e. the procedures for the management and control of:
 - (i) the TDL, to ensure that it is complete and accurate; and
 - (ii) the Technical Data and Software Rights Schedule (with reference to the Approved SSMP);
- f. the procedures for validating the TDL;
- g. the strategy, methodology and processes to meet any regulatory requirements of the Contract (eg, compliance with an ADF regulatory / assurance framework);

Note: The terms 'validate' and 'verify' in the following sub-clauses are derived from DEF(AUST)5629C and DEF(AUST)IPS-5630, are unique to these standards, and do not apply to other sections of the Contract.

- h. the Contractor's strategy, methodology and processes to validate Technical Data, including an indicative schedule and standards to be used; and
- i. the Contractor's strategy and methodology for assisting the Commonwealth to verify Technical Data.

6.2.7 Technical Data – Standards and Specifications

6.2.7.1 The TDMP shall describe the Contractor's methodology, processes and tools used to validate that each type of Technical Data complies with the relevant standards and specifications identified at Appendix 1 to this DID, including for:

- a. new Technical Data and updates to existing Technical Data maintained as Common Source Database (CSDB) Objects in accordance with DEF(AUST)IPS-5630 and S1000D™ (Issue 5.0);
- b. updates to existing Technical Data maintained in accordance with DEF(AUST)5629C or previous versions of S1000D (ie, prior to Issue 5.0); and
- c. Engineering Drawings.

6.2.7.2 The TDMP shall list and define the standards and specifications, and the systems and processes for managing data exchange, including:

- a. internal data exchange between the Contractor's information management systems used to enable the provision of Services;
- b. data exchange requirements between the Contractor's and Subcontractors' information management systems; and
- c. data exchange requirements between the Contractor's and Commonwealth entities' information management systems, including the Data Management System (DMS).

6.2.8 Development and Updates – Interactive Electronic Technical Publications

6.2.8.1 In addition to the requirements of clause 6.2.6, if S1000D (Issue 5.0) Technical Data is required to be supported under the Contract, the TDMP shall describe:

Note: The term 'Business Rules' in the following clause has the meaning given in DEF(AUST)IPS-5630.

- a. the Business Rules, from DEF(AUST)IPS-5630, ADF Service and Product-specific Business Rules Indexes, applicable to the Technical Data being supported;
- b. the processes for the development of new and updated CSDB Objects (including for any new IETPs), including the processes to apply the Business Rules required by clause a and to ensure consistent functionality of updated and any new IETPs;
- c. the linkages with any Computer-Based Training or other types of Technical Data supported under the Contract;

- d. the Contractor's processes in respect to data exchange arrangements including the role and scope of the Commonwealth, the frequency of delivery for regular updates, and the approach to be implemented for urgent releases; and
- e. the methods of data exchange and transfer including data transfer points, in accordance with DEF(AUST)IPS-5630 or as otherwise agreed by the Commonwealth.

6.2.8.2 In addition to the requirements of clause 6.2.6, where page-based publications (including class 1 and 2 electronic technical manuals produced in accordance with previous versions of S1000D (ie, prior to Issue 5.0) and DEF(AUST)5629C) are required to be supported under the Contract, the TDMP shall describe the systems and processes for managing and maintaining the IETPs, including in relation to:

- a. XML/SGML source data and associated Document Type Definition (DTD), schema and entity files;
- b. fonts used in production of display media;
- c. images (eg, JPEG, TIFF, CGM, SVG);
- d. image source data files for future change (eg, engineering design / drawing files);
- e. all translators, including style sheets and filters used to generate the required presentation formats (eg, XSLT, CSS, XSL:FO, FOSIs, EDD, Microsoft Word® templates); and
- f. if HTML is used as a display format, the relationship between the source files and HTML display format, including the Software tools and processes needed to modify the source files and regenerate the display format.

6.2.8.3 Where IETPs are required to be supported under the Contract, the TDMP shall describe the systems and processes for the support of IETP hardware and Software, authoring tools, and any other IETP support items.

6.2.9 Development and Updates – Engineering Drawings

Note: *'Engineering drawings' refers to engineering design data for hardware products of the Materiel System, including technical drawings and data sets (eg, three-dimensional modelling and computer-aided design data).*

6.2.9.1 The TDMP shall describe:

- a. the indexing method employed by the Contractor to manage and control the suite of engineering drawings;
- b. the process for validating the engineering drawings for technical accuracy;
- c. the Contractor's internal review and approval processes and procedures, for new and updated engineering drawings, prior to delivery to the Commonwealth; and
- d. the methodology for handling routine and priority changes to engineering drawings.

APPENDIX 1

CURRENT COMMONWEALTH TECHNICAL DATA STANDARDS AND SPECIFICATIONS

1. TECHNICAL PUBLICATIONS

1.1 Primary Delivery Compliant Format:

- a. for IETPs, the publications accord with S1000D™ and DEF(AUST)IPS-5630, and any Contract-specific requirements for S1000D™ (ie, Defence-specified Business Rules applicable to the Technical Data); and
- b. for page-based publications (including class 1 and 2 electronic technical manuals), the publications accord with either:
 - (i) S1000D™ and DEF(AUST)IPS-5630 (including for publications produced in accordance with previous versions of S1000D (ie, prior to Issue 5.0)); or
 - (ii) DEF(AUST)5629C.

1.2 Primary Data-Source Compliant Format – Processable / Dynamic Documents:

- a. Text - XML applying the applicable schemas as per DEF(AUST)IPS-5630;
- b. Text - Standard Generalised Markup Language (SGML) applying the applicable DTDs, as per DEF(AUST)5629C (for updates to existing publications in this format); and
- c. Graphics – vector and raster formats as detailed in S1000D™ (eg, Computer Graphics Metafile (CGM) for vector graphics and TIFF, PNG, JPEG for raster formats).

1.3 Alternative Data-Source Compliant Format:

- a. Text - XML applying schemas Approved for use by the Commonwealth;
- b. Text - SGML applying a DTD Approved for use by the Commonwealth (for updates to existing publications in such a format);
- c. Graphics – vector and raster formats as defined in S1000D™ (eg, CGM for vector graphics and TIFF, PNG, JPEG for raster formats); and
- d. Composed Document - Documents provided, which require no amendments throughout the life cycle of the equipment, may be delivered in Portable Document Format (PDF) in accordance with ISO 32000-1:2008.

1.4 Acceptable Data-Source Non-Compliant Format:

- a. a neutral data file (platform independent file format) containing as a minimum hyper link referencing between the table of contents and the applicable text. Preference is PDF in accordance with ISO 32000-1:2008; and
- b. native digital format in use by the Commonwealth (eg, Word 2010 ‘.docx’ or later).

2. ENGINEERING DRAWINGS

2.1 Primary Data-Source Compliant Formats:

- a. DEF(AUST)CMTD-5085C; and
- b. ISO 10303.

2.2 Acceptable Data-Source Non-Compliant Format:

- a. AutoCAD native drawing format (DWG) in accordance with versions used by the Commonwealth or as agreed by the Commonwealth Representative. Drawings are to be a direct output from the authoring system, and not the result of a translation process. All information necessary to open and manipulate the data files, including libraries, fonts, logical name definitions, and other supporting files shall be delivered with the drawing files; and
- b. Autodesk Drawing Exchange Format (DXF) in accordance with versions used by the Commonwealth or as agreed by the Commonwealth Representative.

DATA ITEM DESCRIPTION

1. DID NUMBER: DID-TNG-TSP-V5.2

2. TITLE: TRAINING SUPPORT PLAN

3. DESCRIPTION AND INTENDED USE

3.1 The Training Support Plan (TSP) is the overarching plan for the management and implementation of Training Services. The TSP defines the Contractor's plans, methodology and processes for meeting the Training Support requirements of the Contract.

3.2 The Contractor uses the TSP to:

- a. define, manage and monitor the Training Support program for the Contract;
- b. ensure that those parties (including Subcontractors) who are providing Training Services understand their respective responsibilities, the processes to be used, and the time-frames involved; and
- c. define the Contractor's expectations for Commonwealth involvement in the provision of Training Services.

3.3 The Commonwealth uses the TSP to:

- a. gain visibility into the Contractor's plans for meeting the Training Support requirements of the Contract;
- b. gain assurance that the Contractor's Training Services will meet the requirements of the Contract;
- c. provide a basis for monitoring and assessing the Contractor's performance in relation to the Training Support requirements of the Contract;
- d. confirm and coordinate Commonwealth interfaces with the Contractor's Training Support organisation; and
- e. provide input into the Commonwealth's planning.

4. INTER-RELATIONSHIPS

4.1 The TSP is subordinate to the Support Services Management Plan (SSMP).

4.2 The TSP inter-relates with the following data items, where these data items are required under the Contract:

- a. all Training Requirements Specifications (TRSs);
- b. all Learning Management Packages (LMPs);
- c. Quality Plan (QP);
- d. Surge Management Plan (SMP);
- e. Support Services Master Schedule (SSMS);
- f. Technical Data List (TDL); and
- g. Combined Services Summary Report (CSSR).

5. APPLICABLE DOCUMENTS

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

SADL *Systems Approach to Defence Learning*

Any standards associated with Training specific to the individual ADF Services and defined in the SOW, including DSDs.

6. PREPARATION INSTRUCTIONS

6.1 Generic Format and Content

6.1.1 The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled 'General Requirements for Data Items'.

6.1.2 When the Contract has specified delivery of another data item that contains aspects of the required information, the TSP shall summarise these aspects and refer to the other data item.

6.1.3 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.

6.2 Specific Content

6.2.1 General

6.2.1.1 The TSP outline shall provide a summary of:

- a. the purpose and contents of the TSP, including its relationship with other plans; and
- b. the role of the Contractor and Approved Subcontractors in terms of the types of Training Services to be provided.

6.2.2 Training Support Organisation

6.2.2.1 The TSP shall describe the Contractor's and Approved Subcontractors' organisational arrangements for meeting the Training Support requirements of the Contract, including:

- a. the Contractor's and Approved Subcontractors' organisations and management structures, showing how Training Support organisational arrangements integrate into the higher-level management structures and organisations;
- b. the interrelationships and lines of authority between all parties involved in the Contractor's Training Support activities;
- c. the responsibilities of all parties involved in the Contractor's Training Support activities, including the identification of:
 - (i) the individual within the Contractor's organisation who will have managerial responsibility and accountability for meeting the Training Support requirements of the Contract; and
 - (ii) the numbers and types of personnel involved in the provision of Training Services; and
- d. an organisational chart, or equivalent, showing the associated management hierarchy and the partitioning of Training Support responsibilities between the various organisations.

6.2.3 Training Support Management

6.2.3.1 If Training Services are provided by more than one organisation, functional area or location, the TSP shall describe the approach used to partition work activities between the various organisations, functional areas and locations.

6.2.3.2 The TSP shall describe:

- a. how resources are allocated to each Training Support activity to ensure that the Training Services will be provided to meet the requirements of the Contract;
- b. how Training Support activities and outcomes are recorded and reported; and
- c. any Training-related Performance Measures, other than KPIs and OPMs specified in the Contract, and how the Contractor uses these measures to assess Training Support and the provision of Training Services.

6.2.3.3 The TSP shall detail the arrangements for conducting Training Support Performance Reviews, and/or for addressing Training Support at the Combined Services Performance Review, as required by the Contract.

- 6.2.3.4** If the Training Services include Training recognised under the Vocational Education and Training (VET) Quality Framework, the TSP shall summarise the Contractor's Registered Training Organisation (RTO) details and the scope of registration relevant to the Training Services.
- 6.2.4 Training Management System**
- 6.2.4.1** The TSP shall describe the system for managing the conduct of Training Support activities, including reference to major components of the system, and all associated plans, processes, procedures and instructions.
- 6.2.4.2** The TSP shall describe the process flows, interfaces, information systems, and quality control activities, as applicable to the Services, for managing:
- Training design information, including course syllabi, curricula, Training and assessment strategies, and TRSs or other competency requirements;
 - LMPs, including student and facilitator Training Materials for Training delivery;
 - assessment programs and results;
 - student panelling and participation; and
 - the Training schedule.
- 6.2.4.3** If the Training Services include Training recognised under the VET system, the TSP shall summarise the Contractor's arrangements for meeting applicable mandatory requirements, including record-keeping and reporting.
- 6.2.4.4** Except where provided to the Commonwealth Representative through other means, the TSP shall include, as annexes to the TSP, all associated plans, processes, procedures, and instructions that are required for the management and provision of Training Services.
- 6.2.5 Training Support Activities**
- 6.2.5.1** The TSP shall, for each Training Service to be provided under the Contract, include:
- the title of the Training Service;
 - an overview of the specific activities to be undertaken to provide the Service;
 - the organisation(s) responsible for conducting the specific activities; and
 - details of the interface(s) between the Commonwealth and the Contractor for the specific activities.
- 6.2.6 Subcontractor Management**
- 6.2.6.1** The TSP shall describe how Training Support tasks performed by Subcontractors will be allocated and integrated into the Training Support activities performed by the Contractor.
- 6.2.6.2** The TSP shall describe how all Training Support work conducted by Subcontractors will be monitored and managed to ensure that the required Training Services are achieved.
- 6.2.7 Training Staff Qualifications and Experience**
- 6.2.7.1** The TSP shall include a staff profile, listing the numbers and the types of personnel involved in the provision of Training Services, including for each Training specialisation:
- the Training specialisation name and description;
 - the formal qualifications required;
 - the teaching experience required; and
 - the technical experience and background required.
- 6.2.7.2** The TSP shall identify the names of individual Training specialists and their formal qualifications and experience.
- 6.2.7.3** The TSP shall describe the Contractor's strategy for ensuring the continued availability of suitably qualified, experienced and competent Training specialists.

6.2.8 Maintenance of Training Materials

6.2.8.1 If on-going maintenance of Training Materials is required under the Contract, the TSP shall describe the Contractor's processes for ensuring that Training Materials remain up-to-date.

6.2.9 Training Development

6.2.9.1 If Training Materials support (ie, Training development) is required under the Contract then the TSP shall describe the Contractor's strategy, methodology, processes, and tools for managing the different development requirements for Training (eg, new development versus updating existing Training), including:

- a. the Contractor's approach to applying the SADL, and tailoring any other Training standards identified in the Contract;
- b. the activities to be undertaken, as applicable, to:
 - (i) analyse new and/or modified performance requirements and associated Personnel Competencies;
 - (ii) design new and/or modified elements of Training;
 - (iii) develop new and/or modified elements of Training; and
 - (iv) implement and evaluate new and/or modified Training courses;
- c. the integration of required data items (eg, TRS and LMP) into the process;
- d. the tools to be utilised to undertake the activities and processes; and
- e. the expected role of the Commonwealth, including the review of outputs of the Contractor Training development activities.

6.2.10 Training Materials List

Note: *A Training Materials list may be provided as filtered set of applicable data from the TDL.*

6.2.10.1 The TSP shall include a Training Materials list for each course being managed or delivered (or both) by the Contractor under the Contract, including:

- a. TRSs and competency specifications;
- b. Training and assessment strategies;
- c. curricula and syllabi for Training courses and modules, as applicable;
- d. instructor and assessor plans and guides; and
- e. student Training Materials.

6.2.11 Training Equipment List

6.2.11.1 The TSP shall include a Training Equipment list, which, for each item of Training Equipment:

- a. identifies the Training Equipment, including its associated Software and data;
- b. describes the management arrangements for the Training Equipment, including (as applicable):
 - (i) Subcontractor contractual arrangements;
 - (ii) quality assurance provisions;
 - (iii) warranty provisions and requirements; and
 - (iv) Maintenance requirements and technology refresh cycles;
- c. identifies the Training associated with the Training Equipment; and
- d. identifies the associated configuration documentation (as applicable).

6.2.12 Surge

6.2.12.1 If Surge is required under the Contract, the TSP shall describe how the Contractor intends to provide Training Services during periods of Surge, including:

- a. the Contractor's expectations and/or assumptions with respect to the variations in Training Services during periods of Surge;
- b. the ability of the Contractor to meet Surge requirements for Training Services within available resources;
- c. the point or level in increased effort when additional resources will be required;
- d. the details of the changes required to the areas affected, such as organisation, Contractor staff training, resources and management systems; and
- e. any constraints that affect the ability of the Contractor to meet the Surge requirements for Training Services.