DATA ITEM DESCRIPTION

1. DID NUMBER: DID-SSM-SSMP-V5.0
2. TITLE: SUPPORT SERVICES Management PLAN
3. DESCRIPTION and intended use

The Support Services Management Plan (SSMP) is the top-level plan that describes the Contractor's 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.

The Contractor uses the SSMP, including or supplemented by subordinate plans (as required), to:

provide direction and guidance to the Contractor’s team (including Subcontractors) responsible for conducting the work required under the Contract;

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

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

The Commonwealth uses the SSMP to:

gain visibility into the Contractor’s planning;

understand and evaluate the Contractor’s approach to managing the scope of work associated with the Contract;

confirm a common understanding of Commonwealth interfaces with the Contractor’s management organisation; and

provide input into the Commonwealth’s planning.

1. INTER-RELATIONSHIPS

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

1. Applicable Documents

The following document forms a part of this DID to the extent specified herein:

|  |  |
| --- | --- |
| 1. DEFLOGMAN Part 2 Volume 5 Chapter 17 | 1. Stocktaking of Defence Assets and Inventory |
| 1. DSPF | 1. Defence Security Principles Framework |
| 1. AS/NZS ISO 31000:2018 | 1. Risk Management—Principles and guidelines |

1. Preparation Instructions
   1. Generic Format and Content

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

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.

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.

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.

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.

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

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

The SSMP shall describe the objectives, scope, constraints, and assumptions associated with the Contractor’s program of activities for the provision of Services.

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.

The SSMP shall cover both firm-priced Services and Ad Hoc Services.

* + 1. Scope

The SSMP shall clearly identify:

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

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).

* + 1. Organisation

The SSMP shall describe the organisational structure responsible for managing and providing Services under the Contract, including:

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;

the Contractor's Services management organisation;

the Contractor's contractual relationship with Approved Subcontractors; and

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.

The SSMP shall:

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

show the partitioning of responsibilities between the various organisational elements for the provision of Services.

The SSMP shall describe the major interfaces within the 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.

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:

engineering team;

Software support team;

maintenance team; and

finance team.

* + 1. Personnel Management

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.

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:

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);

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

the identification of relevant background skills and experience of each Key Person.

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

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

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;

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

identifies the staffing requirements filled by Approved Subcontractor personnel, including identifying the applicable Approved Subcontractor.

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.

* + 1. Structure of Contractor Plans

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

* + 1. Support Services Master Schedule

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.

* + 1. Contract Work Breakdown Structure

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.

* + 1. Planning and Control

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.

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.

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

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.

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.

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 3.19 of the COC (Use of Contractor Resources) will be met.

The SSMP shall describe the criteria for determining when:

any new Services should be classified as Recurring Services or Ad Hoc Services, including the type of Ad Hoc Services;

any existing Ad Hoc Services should be reclassified as Recurring Services or another type of Ad Hoc Services; and

any existing Recurring Services should be reclassified as Ad Hoc Services.

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.

* + 1. Performance Measurement

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:

the identification, collection, recording, calculation and analysis of data in relation to any contracted Performance Measures, including (as applicable):

Key Performance Indicators (KPIs);

Other Performance Measures (OPMs), whether or not they are directly applicable to Contractor performance; and

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;

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);

the Validation of performance measurement data to ensure that it is current, accurate and applicable;

the use of the performance measurement data to ensure that the Contract’s performance requirements are being achieved and improved where necessary;

the mechanisms for reporting achievement to the Commonwealth against the Performance Measures; and

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.

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

when applicable to data collection, compilation and/or the scoring or calculation of results for the KPI, details of:

any business rules and/or exclusions included in the Contract (eg, in Attachment P);

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

any related process flowcharts used by the Contractor; and

the flow-down of KPI-related Performance Measures to Approved Subcontractors, particularly identifying:

the relationships between the proposed Subcontract KPIs and the Subcontract scope of work; and

how the proposed Subcontract KPIs will contribute to, or enable, the achievement of each of the Contract KPIs.

* + 1. Risk Management

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.

The SSMP shall include a description of the following:

the risk management organisation, including the allocation of risk management responsibilities to senior managers and individual functional groups;

procedures for identifying and capturing risks;

procedures for analysing risks;

procedures for assessing and evaluating risks;

procedures for treating risks, including:

avoiding the risk;

removing the risk source;

reducing the likelihood of the risk;

reducing the consequences of the risk;

transferring the risk to a party that is better able to manage the risk; and

retaining the risk;

procedures for reporting risks;

procedures for monitoring and reviewing risks;

procedures for integrating the risk management activities into work planning and control;

if the Contractor is required to provide a Modern Slavery Risk Management Plan to the Commonwealth, the details of that plan required by clause 12.10 of the COC.

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.

* + 1. Risk Register

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

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

The Risk Register shall include, in a separate record for each risk:

the CWBS element number (if applicable);

a risk identification number;

a brief outline of the risk;

the risk priority;

the source of risk (eg, whether the risk stems from the Commonwealth or from the Contractor (including Subcontractors));

the likelihood of the risk event;

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;

details of the individual responsible for eliminating or treating the risk;

the risk-treatment option(s) (eg, eliminate, avoid, remove the source, reduce the likelihood, reduce the consequence, transfer, or retain); and

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.

For risks that are to be treated, the Risk Register shall include:

the risk treatment plan;

the related Service, budget and schedule allocated to the risk treatment plan; and

progress against the risk treatment plan.

* + 1. Issue Management

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

* + 1. Issue Register

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

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

For each Issue, the Issue Register shall include:

an account of the Issue;

the effect of the Issue on the Contract or the Services;

the proposed action to address the Issue, including the identification of the responsible individual for addressing the Issue and the timeframes involved;

any requested Commonwealth Representative actions to address the Issue;

the effect on the Contract and the Services if the proposed actions are put into effect; and

the consequences for the Contract and the Services if the proposed actions are not taken or fail.

* + 1. Customer Interface

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

The SSMP shall 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:

alerting the Commonwealth Representative of any disagreement occurring across the customer organisation; and

ensuring customer expectations are consistent with the budget and Contract.

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.

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.

* + 1. Subcontract Management

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

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;

the communications, meeting and review plan for each Approved Subcontractor;

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;

the method for ensuring that each Approved Subcontractor is managing its own Subcontractors; and

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

* + 1. Quality Management

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

* + 1. Security Management

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.

* + 1. Surge Management

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.

* + 1. Communications Management

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

within the Contractor’s organisation;

between the Contractor’s Contract team and the Commonwealth’s Contract team;

between the Contractor and other stakeholders; and

where appropriate and agreed, between other stakeholders.

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.

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

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.

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.

* + 1. Government Furnished Material, Facilities and Services

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).

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.

* + 1. Technical Data and Software Rights Management

The SSMP shall describe the arrangements for managing the Technical Data and Software rights (including Intellectual Property (IP) rights) under the Contract, including:

the identification of the responsible manager(s) and their responsibilities;

the processes for obtaining and providing, as applicable, the Technical Data and Software rights required under the Contract;

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

the processes for maintaining the Technical Data and Software Rights Schedule, related Attachments, and data items such as the Technical Data List.

* + 1. Health and Safety Management

The SSMP shall describe how the Contractor will manage WHS requirements, issues and risks associated with the work to be performed under the Contract.

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.

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

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

the arrangements in place or proposed to be put in place between the Contractor, Subcontractors, the Commonwealth and 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;

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

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

processes for hazard identification, risk assessment, risk elimination and risk minimising control measures; and

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

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.

* + 1. Problematic Substances and Problematic Sources

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:

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

locations, including any discrete sites or buildings within Commonwealth Premises where the Problematic Substances and/or Problematic Sources will be located;

for Problematic Substances, the maximum quantities or volume, as applicable, to be held at each location;

for Problematic Sources, the applicable ARPANSA source licence number;

the Approved purpose(s) for use; and

Approval details, including the Commonwealth Representative or their authorised delegate’s details, date of Approval, and details of related documents (eg, notices and minutes).

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.

* + 1. Environmental Management

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.

* + 1. Technical Data Management

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

the processes and tools used for the Technical Data management system (if applicable);

the standards to be applied for developing new Technical Data or modifying existing Technical Data;

the processes for developing and updating the Technical Data List; and

the management of the Technical Information Library (if applicable).

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, etc).

* + 1. Commonwealth Assets Stocktaking Plan

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:

the strategy, processes, procedures, systems and tools for:

accounting for CMCA, including physical counting, measuring, and weighing, as applicable to the different types of CMCA; and

reporting the results from the stocktake of CMCA;

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

the Contractor’s regime for the investigation of stocktake discrepancies.

The CASP shall describe the Assets Register(s) used by the Contractor for recording the CMCA.

The Assets Register(s) shall be separate from the CASP (due to the dynamic nature of the content of the Assets Register(s)).

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

identify all CMCA;

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

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

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

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):

the identification of the scope of Operating Support Services;

the organisational arrangements and processes for the provision of Operating Support Services;

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

the approach to meeting the Surge requirements of the Contract for Operating Support Services.

* + 1. Engineering Management

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):

the identification of the scope of Engineering Services for the Products Being Supported for which the Contractor has been designated as having engineering responsibility;

the organisational arrangements and processes for the provision of Engineering Services;

the achievement and maintenance of any ADF regulatory / assurance framework requirements, including a description of the Engineering Management System (EMS) to be employed;

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

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

the approach to meeting the Surge requirements of the Contract for Engineering Services;

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

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

the satisfaction of Configuration Management (CM) requirements, including in relation to:

Configuration Identification;

Configuration Control;

Configuration Status Accounting;

Configuration Audits; and

Baseline management;

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

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

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

the systems engineering systems and processes to be employed;

the conduct of engineering investigations;

the satisfaction of Software-support requirements for relevant parts of the Products Being Supported; and

the satisfaction of safety requirements related to the support environment, including in relation to Materiel Safety for relevant parts of the Products Being Supported.

* + 1. Maintenance Management

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):

the identification of the scope of Maintenance Services;

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;

the achievement and maintenance of any ADF regulatory / assurance framework requirements, including a description of the Maintenance Management System (MMS) to be employed;

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

the interfaces between the Contractor’s Maintenance Support systems and processes and the Contractor’s Supply Support systems and processes;

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

the approach to meeting the Surge requirements of the Contract for Maintenance Services.

* + 1. Supply Management

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):

the identification of the scope of Supply Services;

the organisational arrangements and processes for the provision of Supply Services;

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

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

the approach to meeting the Surge requirements of the Contract for Supply Services;

the strategies and processes for managing Stock Assessment, including Requirements Determination;

the mechanisms and processes for monitoring Stock Item obsolescence; and

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.

* + 1. Training Management

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):

the identification of the scope of Training Services;

the organisational arrangements and processes for the provision of Training Services, including the retention of applicable qualifications and registrations where applicable;

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

the approach to meeting the Surge requirements of the Contract for Training Services.