SUPPORT SERVICES MANAGEMENT (CORE)

Note to drafters: Where a tender data requirement is not applicable to the draft Contract or is unlikely to discriminate between tenders, the heading should be retained and the details below the heading replaced with ‘Not used’ (to maintain cross-references and the TRDL structure).

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

1. SUPPORT SERVICES MANAGEMENT (Core)

Draft SOW reference: clause 3.2,1

Note to tenderers: The Commonwealth needs to understand:

1. how the tenderer plans to manage and conduct the work defined in the draft SOW;
2. the tenderer’s proposed organisational structure, including proposed Subcontractors;
3. the tenderer’s approach to risk management; and
4. other topics to be addressed in the draft SSMP, as listed in Table G-1 below.

The draft SSMP may include aspects of other plans that are identified as stand-alone plans in the draft Contract; however, for tender purposes, the related planning is addressed through the draft SSMP. For the successful tenderer, responses to some other TDRs (eg, TDR E-4, Key Staff Positions) will be relevant to the finalisation of the SSMP for any resultant Contract.

Note to drafters: Table G-1 should be reviewed and tailored as required. Drafters should avoid overlap with other TDRs.

* 1. Tenderers are to provide a draft SSMP in accordance with at least the sections of DID-SSM-SSMP listed in Table G-1.

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

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.3 | 1. Organisation (6.2.3.1 and 6.2.3.2 only) |
| 1. 6.2.5 | 1. Structure of Contractor Plans |
| 1. 6.2.8 | 1. Planning and Control |
| 1. 6.2.9 | 1. Recurring and Ad Hoc Services – Specific Management Mechanisms (6.2.9.1 and 6.2.9.3, and 6.2.9.2 if applicable to the draft Contract) |
| 1. 6.2.10 | Note to drafters: Delete this row if a draft SPMP is required by TDR G-2.   1. Performance Measurement (6.2.10.1a and b only) |
| 1. 6.2.11 | 1. Risk Management (6.2.11.1 and 6.2.11.2a to 6.2.11.2d only)   Note: An initial risk assessment and Risk Register is required by TDR E‑6. |
| 1. 6.2.15 | 1. Customer Interface |
| 1. 6.2.19 | Note to drafters: Delete this row if Surge Management is not a tender discriminator or if a draft SMP is required by TDR G-4.   1. Surge Management |
| 1. 6.2.20 | 1. Communications Management (6.2.20.1 and 6.2.20.3 only) |
| 1. 6.2.26 | 1. Technical Data Management (6.2.26.1a and 6.2.26.2 only) |
| 1. 6.2.27 | 1. Commonwealth Assets Stocktaking Plan (6.2.27.1a, 6.2.27.1b and 6.2.27.2 only) |
| 1. 6.3.1 | Note to drafters: Delete this row if Operating Support management is not a tender discriminator, or if a draft OSP is required by TDR G-7.   1. Operating Support Management (6.3.1.1b and c only) |
| 1. 6.3.2 | Note to drafters: Delete this row if Engineering management is not a tender discriminator, or if a draft CEMP is required by TDR G-8.   1. Engineering Management (6.3.2.1c, d, e, h and j only) |
| 1. 6.3.3 | Note to drafters: Delete this row if Maintenance management is not a tender discriminator, or if a draft MMP is required by TDR G-13.   1. Maintenance Management (6.3.3.1c, d and f only) |
| 1. 6.3.4 | Note to drafters: Delete this row if Supply management is not a tender discriminator, or if a draft SSP is required by TDR G-14.   1. Supply Management (6.3.4.1c and d only) |
| 1. 6.3.5 | Note to drafters: Delete this row if Training management is not a tender discriminator, or if a draft TSP is required by TDR G-15.   1. Training Management (6.3.5.1b and c only) |
|  | 1. [...INSERT ANY ADDITIONAL REQUIREMENTS FOR TENDER...] |

1. PERFORMANCE MEASUREMENT (OPTIONAL)

Draft SOW reference: clause 3.2.5

Note to drafters: For tender purposes the requirement for V&V planning is ‘CORE’ but it may be sought in one of two ways. Drafters can:

1. request a draft V&VP by tailoring Table G-2 as required, and by deleting ‘Performance Measurement’ from Table G-1; or
2. request that ‘Performance Measurement’ be addressed in the draft SSMP (TDR G-1), even if the draft Contract requires a stand-alone V&VP, and replace this TDR G-2 with ‘Not used’.

The approach taken should be based on the detail required and avoid overlap between TDRs.

Amend the note to tenderers as appropriate.

Note to tenderers: The objectives of seeking a draft Support Performance Measurement Plan (SPMP) are:

1. to understand the tenderer’s approach to measuring and reporting against the Performance Measures;
2. to ensure that the performance assessment process is clearly understood; and
3. to ensure that both parties have a common understanding of the issues and risks with the performance measurement and assessment processes.

Refer to TDR E-13 in regards to any Alternative Performance Management Proposal.

* 1. Tenderers are to provide a draft SPMP in accordance with at least the sections of DID-SSM-SSMP listed in Table G-2.

Table G-2: Tender Response Requirements for the draft SPMP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.2 | 1. Performance Measurement Organisation |
| 1. 6.2.3 | 1. Performance Measurement Management (6.2.3.1 to 6.2.3.4, and 6.2.3.9 if applicable to the draft Contract) |
| 1. 6.2.4 | 1. Performance Measurement (6.2.4.1 to 6.2.4.5 only) |
| 1. 6.2.5 | 1. Time-Variant or Phase-Variant Performance Measures (if applicable to the draft Contract, 6.2.5.1a only) |
|  | 1. [...INSERT ANY ADDITIONAL REQUIREMENTS FOR TENDER...] |

1. Phase in and Ramp Up (optional)

Draft COC reference: clauses 1.12 & 1.13

Draft SOW reference: clauses 2.6 & 2.7

Note to tenderers: The objectives of seeking a draft Phase In Plan (PHIP) are:

1. to understand the plans, methodologies, processes and activities proposed by the tenderer to ensure a coordinated phase-in, leading up to the commencement of Services, and a smooth transition from the outgoing service provider or acquisition contractor (as applicable); and
2. to help to establish the ground rules for the Phase In of management responsibilities to the successful tenderer (including, for example from the outgoing contractor and subcontractors).

For the successful tenderer, the draft Phase In Plan will be required to be updated with sufficient detail to enable it, subject to pre-contract work and Approval, to form part of the Contract at the Effective Date.

Note to drafters: Table G-3 and Table G-4 should be reviewed and tailored as required. Drafters should avoid overlap with other TDRs.

* 1. Tenderers are to provide a draft PHIP in accordance with at least the sections of DID-SSM-PHIP listed in Table G-3.

Table G-3: Tender Response Requirements for the draft PHIP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.1 | 1. General |
| 1. 6.2.2 | 1. Phase In Organisation |
| 1. 6.2.3 | 1. Phase In Overview |
| 1. 6.2.4 | 1. Detailed Phase In Activities (6.2.4.1, 6.2.4.2, 6.2.4.3a to e, 6.2.4.3g and 6.2.4.3l only) |
|  | 1. [...INSERT ANY ADDITIONAL REQUIREMENTS FOR TENDER...] |

Note to drafters: If the draft Contract does not include Ramp Up (refer SOW clause 2.7) then the following note, clause and Table G-4 should be deleted. If Ramp Up is required but no Ramp Up events are included in Annex B to Attachment B to the draft COC, then paragraph b in the following note to tenderers should be deleted.

Note to tenderers: The objectives of seeking a draft Ramp Up Management Plan (RUMP) are:

1. to understand the plans, methodologies, processes and activities proposed by the tenderer to ensure a coordinated ramp up of Services and a smooth transition from the outgoing service provider or acquisition contractor (as applicable); and
2. to ensure that both parties have a common understanding of Ramp Up requirements, including requirements for specific Ramp Up events (eg, Milestones), if applicable.

Refer to Annex B to Attachment B to the draft COC regarding potential Ramp Up events.

* 1. Tenderers are to provide a draft RUMP in accordance with at least the sections of DID-SSM-RUMP listed in Table G-4.

Table G-4: Tender Response Requirements for the draft RUMP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.1 | 1. General |
| 1. 6.2.2 | 1. Ramp Up Overview |
| 1. 6.2.3 | 1. Ramp Up Management and Organisational Change |
| 1. 6.2.4 | 1. Detailed Ramp Up Activities (6.2.4.1, 6.2.4.2, 6.2.4.3a to f, 6.2.4.3h and 6.2.4.3l only) |
| 1. 6.2.8 | 1. Ramp Up Milestone Checklists (6.2.8.1a and b only, except that, for the tender version of the plan, separate annexes are not required) |
|  | 1. [...INSERT ANY ADDITIONAL REQUIREMENTS FOR TENDER...] |

1. Surge (OPTIONAL)

Draft SOW reference: clause 3.2.4

Note to drafters: If Surge management is not required under the draft Contract, or is unlikely to discriminate between tenders, the following note, clause and Table G-5 should be replaced with ‘Not used’. If Surge management information is required in tenders, drafters can:

1. request a draft Surge Management Plan (SMP) by tailoring Table G-5 as required, and by deleting ‘Surge Management’ from Table G-1; or
2. request that Surge management be addressed in the draft SSMP (TDR G-1), even if the draft Contract requires a stand-alone SMP, and replace this TDR G-4 with ‘Not used’.

The approach taken should be based on the detail required and avoid overlap with other TDRs.

Drafters are to ensure that Glossary definitions for Exigency and Contingency are updated and that any necessary supplementary information is provided.

Note to tenderers: The objective of seeking a draft Surge Management Plan (SMP) is to understand how the tenderer would meet Surge requirements under any resultant Contract.

* 1. Tenderers are to provide a draft SMP in accordance with at least the sections of DID-SSM-SMP listed in Table G-5.

Table G-5: Tender Response Requirements for the draft SMP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.2 | 1. Surge Management Organisation (except that, for the tender version, individuals are to be identified by position only) |
| 1. 6.2.3 | 1. Surge Management Systems and Processes (6.2.3.1 to 6.2.3.2 only) |
| 1. 6.2.6 | 1. Surge Limitations |
|  | 1. [...INSERT ANY ADDITIONAL DATA REQUIRED FOR TENDER...] |

1. Environmental Management STATEMENT (OPTIONAL)

Draft COC reference: clause 12.5

Draft SOW reference: clause 12.2

Note to drafters: If the draft Contract does not include environmental management requirements then the following clauses should be deleted and replaced with ‘Not used’.

* 1. Tenderers are to briefly describe their environmental management policies and processes that would be applied to the scope of work defined in the draft Contract.
  2. Tenderers are to briefly describe their Environmental Management System (ENVMS), including details of its scope, with respect to the draft Contract, and audit regime.
  3. Tenderers are to identify any Authorisations relating to the Environment that will be required for the work proposed under the draft Contract, if applicable, and describe how the tenderer proposes to obtain all Authorisations not currently held.

1. Work Health and Safety Management STATEMENT (Core)

Draft COC reference: clause 12.4

Draft SOW reference: clause 12.3

* 1. Tenderers are to briefly describe how their WHS policies and processes, including safety risk assessment procedures, would be applied to the scope of work defined in the draft Contract.
  2. For work proposed under the draft Contract that will be performed in accordance with WHS Legislation, tenderers are to briefly describe their WHS Management System (WHSMS), including details of its scope, with respect to the draft Contract, and audit regime. If the WHSMS is certified, tenderers are to provide copies of the applicable certificate(s).
  3. For work proposed under the draft Contract that will be performed in accordance with WHS Legislation, tenderers are to identify any Authorisations relating to WHS that it will require for the work proposed under the draft Contract, and describe how the tenderer proposes to obtain all applicable Authorisations not currently held.

1. OPERATING SUPPORT (OPTIONAL)

Draft SOW reference: clause 4.1

Note to drafters: If Operating Support is not required under the draft Contract, or is unlikely to discriminate between tenders, the following note, clause and Table G-6 should be replaced with ‘Not used’. If Operating Support information is required in tenders, drafters can:

1. request a draft OSP by tailoring Table G-6 as required, and by deleting ‘Operating Support Management’ from Table G-1; or
2. request that ‘Operating Support’ be addressed in the draft SSMP (TDR G-1), even if the draft Contract requires a stand-alone OSP, and replace TDR G-7 with ‘Not used’.

The approach taken should be based on the detail required and avoid overlap between TDRs.

Note to tenderers: The Commonwealth intends to assess the tenderer’s strategy for the management of Operating Support, and any associated risks, using the draft plan specified.

* 1. Tenderers are to provide a draft Operating Support Plan (OSP) in accordance with at least the sections of DID-OPS-OSP listed in Table G-6.

Table G-6: Tender Response Requirements for the draft OSP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.1 | 1. OSP Outline |
| 1. 6.2.4 | 1. Operating Support Management System (6.2.4.1 only) |
| 1. 6.2.5 | 1. Operating Support Activities |
| 1. 6.2.7 | 1. Skills Acquisition and Retention |
|  | 1. [...INSERT ANY ADDITIONAL DATA REQUIRED FOR TENDER...] |

1. coNtractor ENGINEERING MANAGEMENT (OPTIONAL)

Draft SOW reference: clause 5.1

Note to drafters: If Engineering Support is not required under the draft Contract, or is unlikely to discriminate between tenders, the following note, clauses and Table G-7 should be replaced with ‘Not used’. If Engineering Support information is required in tenders, drafters can:

1. request a draft CEMP by selecting Option A below, tailoring Table G-7 as required, and by deleting Option B and deleting ‘Engineering Management’ from Table G-1;
2. request a sample CEMP by selecting Option B below, and by deleting Option A and deleting ‘Engineering Management’ from Table G-1; or
3. request that ‘Engineering Management’ be addressed in the draft SSMP (TDR G-1), even if the draft Contract requires a stand-alone CEMP, and replace TDR G-8 with ‘Not used’.

The approach taken should be based on the detail required and avoid overlap between TDRs.

Amend the note to tenderers as appropriate.

Note to tenderers: The Commonwealth intends to assess the tenderer’s engineering strategy, management and approach, along with any associated risks, through the plans, procedures, methods and processes documented in the [… INSERT ‘draft Contractor Engineering Management Plan’ OR ‘sample Contractor Engineering Management Plan’…] (CEMP).

If the tenderer plans to Subcontract significant Engineering Support activities, the response should include plans for monitoring Subcontractors, and the integration and control of the Engineering Support Services provided by Subcontractors.

|  |
| --- |
| Option A: For when the tenderer is to provide a draft CEMP for tender purposes.   * 1. Tenderers are to provide a draft CEMP in accordance with at least the sections of DID-ENG-CEMP listed in Table G-7. |

Note to drafters: Table G-7 forms part of Option A.

Table G-7: Tender Response Requirements for the draft CEMP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.2 | 1. Introduction |
| 1. 6.2.3 | 1. Engineering Organisation Structure |
| 1. 6.2.4 | 1. Engineering Support Management (6.2.4.1, 6.2.4.2 and 6.2.4.7 only) |
| 1. 6.2.5 | 1. Engineering Information System |
| 1. 6.2.8 | 1. Personnel (6.2.8.1, 6.2.8.2 and 6.2.8.4 (if applicable)) |
| 1. 6.2.9 | 1. Subcontractor and Support Network Management |
| 1. 6.2.10 | 1. Data and Records Management (6.2.11.2 only) |
| 1. 6.3.2 | 1. Software Support (6.3.2.1a.(ii), b and c only) |
| 1. 6.3.3 | 1. In-Service Materiel Safety (System Safety) Program |
|  | 1. [...INSERT ANY ADDITIONAL DATA REQUIRED FOR TENDER...] |

|  |
| --- |
| Option B: For when the tenderer is to provide a sample engineering management plan.   * 1. Tenderers are to provide a sample CEMP (or equivalent) developed and used by the tenderer for another support contract of similar type, scope and complexity. |

1. engineering organisation and System Compliance (optional)

Draft SOW reference: clause 5.4

Note to drafters: This clause should be included when, under any resultant Contract, the Contractor will need to demonstrate that their engineering organisation and systems comply with an ADF regulatory / assurance framework. Refer to clause 5.4 of the draft SOW when considering this requirement. If not required, the clause should be replaced with ‘Not used’.

Note to tenderers: The Commonwealth intends to assess the tenderer’s ability to comply with the ADF regulatory / assurance framework, applicable to the required Engineering Services, based on current and previous compliance with ADF and/or similar regulatory / assurance regimes.

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

1. Maintenance organisation  and System Compliance (optional)

Draft SOW reference: clause 6.4

Note to drafters: This clause should be included when, under any resultant Contract, the Contractor will need to demonstrate that their Maintenance organisations and systems comply with an ADF regulatory / assurance framework. Refer to clause 6.4 of the draft SOW when considering this requirement. If not required, the clause should be replaced with ‘Not used’.

Note to tenderers: The Commonwealth intends to assess the tenderer’s ability to comply with the ADF regulatory / assurance framework, applicable to the required Maintenance Services, based on current and previous compliance with ADF and/or similar regulatory / assurance regimes.

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

1. SOFTWARE support (OPTIONAL)

Draft SOW reference: clause 7.1

Note to drafters: If Software support is not required under the draft Contract, or is unlikely to discriminate between tenders, the following note and clauses should be replaced with ‘Not used’. If Software support information is required in tenders, drafters can:

1. request a draft SWSP by selecting Option A below, tailoring as required, and by deleting Option B and deleting ‘Software Support’ from Table G-7 (the draft CEMP);
2. request a sample SWSP by selecting Option B below, and by deleting Option A and deleting ‘Software Support’ from Table G-7; or
3. request that ‘Software Support’ be addressed in the draft CEMP (TDR G-8), even if the draft Contract requires a stand-alone SWSP, and replace TDR G-11 with ‘Not used’.

The approach taken should be based on the detail required and avoid overlap between TDRs.

Amend the note to tenderers as appropriate.

Note to tenderers: The Commonwealth intends to assess the tenderer’s Software support strategy, management and approach, along with any associated risks, through the procedures, methods and processes documented in the [… INSERT ‘draft Software Support Plan’ OR ‘sample Software Support Plan’ …] (SWSP).

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

|  |
| --- |
| Option B: For when the tenderer is to provide a sample SWSP (or equivalent).   * 1. The tenderer is to provide a sample SWSP (or equivalent) developed and used by the tenderer for another support contract of similar type, scope and complexity. |

1. systems safety program (optional)

Draft SOW reference: DSD-ENG-SERV clause 6.2.7

Note to drafters: If an in-service Materiel Safety / systems safety program is not required under the draft Contract (refer DSD-ENG-SERV), or is unlikely to discriminate between tenders, the following note, clauses and Table G-8 should be replaced with ‘Not used’. If Materiel Safety program information is required in tenders, drafters can:

1. request a draft IMSP by selecting Option A below, tailoring Table G-8 as required, and by deleting Option B and deleting ‘In-Service Materiel Safety (System Safety) Program’ from Table G-7;
2. request a sample IMSP by selecting Option B below, and by deleting Option A and deleting ‘In-Service Materiel Safety (System Safety) Program’ from Table G-7; or
3. request that ‘In-Service Materiel Safety’ be addressed in the draft CEMP (TDR G-8), even if the draft Contract requires a stand-alone IMSP, and replace TDR G-12 with ‘Not used’.

The approach taken should be based on the detail required and avoid overlap between TDRs.

Amend the note to tenderers as appropriate.

Note to tenderers: The Commonwealth intends to assess the tenderer’s system safety program management and approach, along with any associated risks, through the procedures, methods and processes documented in the […INSERT ‘draft In-service Materiel Safety Plan’ or ‘sample In-service Materiel Safety Plan’…] (IMSP).

If the tenderer plans to Subcontract significant Materiel Safety-related activities, the response should include plans for monitoring Subcontractors, and the integration and control of Materiel Safety Services provided by Subcontractors.

|  |
| --- |
| Option A: For when the tenderer is to provide a draft IMSP for tender purposes.   * 1. The tenderer is to provide a draft IMSP in accordance with at least the sections of DID-ENG-IMSP listed in Table G-8. |

Note to drafters: Table G-8 forms part of Option A.

Table G-8: Tender Response Requirements for the draft IMSP

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

|  |
| --- |
| Option B: For when the tenderer is to provide a sample IMSP (or equivalent).   * 1. The tenderer is to provide a sample IMSP (or equivalent) developed and used by the tenderer for another support contract of similar type, scope and complexity. |

1. maintenance management (OPTIONAL)

Draft SOW reference: clause 6.1

Note to drafters: If Maintenance Support is not required under the draft Contract, or is unlikely to discriminate between tenders, the following note, clauses and Table G-9 should be replaced with ‘Not used’. If Maintenance Support information is required in tenders, drafters can:

1. request a draft MMP by selecting Option A below, tailoring Table G-9 as required, and by deleting Option B and deleting ‘Maintenance Management’ from Table G-1;
2. request a sample MMP by selecting Option B below, and by deleting Option A and deleting ‘Maintenance Management’ from Table G-1; or
3. request that ‘Maintenance Management’ be addressed in the draft SSMP (TDR G-1), even if the draft Contract requires a stand-alone MMP, and replace TDR G-13 with ‘Not used’.

The approach taken should be based on the detail required and avoid overlap between TDRs.

Amend the note to tenderers as appropriate.

Note to tenderers: The Commonwealth intends to assess the tenderer’s Maintenance management strategy and approach, along with any associated risks, through the procedures, methods and processes documented in the […INSERT ‘draft Maintenance Management Plan’ or ‘sample Maintenance Management Plan’…] (MMP).

If the tenderer plans to Subcontract significant maintenance activities, the response should include plans for the monitoring of Subcontractors and the integration and control of Maintenance Services provided by Subcontractors.

|  |
| --- |
| Option A: For when the tenderer is to provide a draft MMP for tender purposes.   * 1. The tenderer is to provide a draft MMP in accordance with at least the sections of DID-MNT-MMP listed in Table G-9. |

Note to drafters: Table G-9 forms part of Option A.

Table G-9: Tender Response Requirements for the draft MMP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.2 | 1. Introduction |
| 1. 6.2.3 | 1. Maintenance Organisation Structure |
| 1. 6.2.4 | 1. Maintenance Support Management (6.2.4.1 and 6.2.4.2 only) |
| 1. 6.2.5 | 1. Maintenance Management System (6.2.5.1 and 6.2.5.4 only) |
| 1. 6.2.6 | 1. Maintenance Activities |
| 1. 6.2.7 | 1. Personnel (6.2.7.1 to 6.2.7.3 and 6.2.5.7 only) |
| 1. 6.2.9 | 1. Subcontractor and Support Network Management |
| 1. 6.2.10 | 1. Maintenance Technical Data and Documentation (6.2.10.1 only, except prepared as a summary when referring to Technical Data in draft SOW Annex D) |
|  | 1. [...INSERT ANY ADDITIONAL DATA REQUIRED FOR TENDER...] |

|  |
| --- |
| Option B: For when the tenderer is to provide a sample MMP (or equivalent).   * 1. The tenderer is to provide a sample MMP (or equivalent) developed and used by the tenderer for another support contract of similar type, scope and complexity. |

1. Supply Support (OPTIONAL)

Draft SOW reference: clause 7.1

Note to drafters: If Supply Support is not required under the draft Contract, or is unlikely to discriminate between tenders, the following note, clauses and Table G-10 should be replaced with ‘Not used’. If Supply Support information is required in tenders, drafters can:

1. request a draft SSP by selecting Option A below, tailoring Table G-10 as required, and by deleting Option B and deleting ‘Supply Management’ from Table G-1;
2. request a sample SSP by selecting Option B below, and by deleting Option A and deleting ‘Supply Management’ from Table G-1; or
3. request that ‘Supply Management’ be addressed in the draft SSMP (TDR G-1), even if the draft Contract requires a stand-alone SSP, and replace TDR G-14 with ‘Not used’.

The approach taken should be based on the detail required and avoid overlap between TDRs.

Amend the note to tenderers as appropriate.

Note to tenderers: The Commonwealth intends to assess the tenderer’s Supply Support management strategy and approach, along with any associated risks, through the procedures, methods and processes documented in the […INSERT ‘draft Supply Support Plan’ OR ‘sample Supply Support Plan’…] (SSP).

If the tenderer plans to Subcontract significant Supply Support activities, the response should include plans for the monitoring of Subcontractors and the integration and control of Supply Support Services provided by Subcontractors.

|  |
| --- |
| Option A: For when the tenderer is to provide a draft SSP for tender purposes.   * 1. The tenderer is to provide a draft SSP in accordance with at least the sections DID-SUP-SSP listed in Table G-10. |

Note to drafters: Table G-10 forms part of Option A.

Table G-10: Tender Response Requirements for the draft SSP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.1 | 1. SSP Outline |
| 1. 6.2.2 | 1. Supply Support Organisation |
| 1. 6.2.3 | 1. Supply Support Management (6.2.3.1 and 6.2.3.2 only) |
| 1. 6.2.4 | 1. Supply Management System (6.2.4.1 and 6.2.4.2 only) |
| 1. 6.2.6 | 1. Subcontractor Management |
|  | 1. [...INSERT ANY ADDITIONAL DATA REQUIRED FOR TENDER...] |

|  |
| --- |
| Option B: For when the tenderer is to provide a sample SSP (or equivalent).   * 1. The tenderer is to provide a sample SSP (or equivalent) developed and used by the tenderer for another support contract of similar type, scope and complexity. |

1. Training Support (OPTIONAL)

Draft SOW reference: clause 8.1

Note to drafters: If Training Support is not required under the draft Contract, or is unlikely to discriminate between tenders, the following note, clauses and Table G-11 should be replaced with ‘Not used’. If Training Support information is required in tenders, drafters can:

1. request a draft TSP by selecting Option A below, tailoring Table G-11 as required, and by deleting Option B and deleting ‘Training Management’ from Table G-1;
2. request a sample TSP by selecting Option B below, and by deleting Option A and deleting ‘Training Management’ from Table G-1; or
3. request that ‘Training Management’ be addressed in the draft SSMP (TDR G-1), even if the draft Contract requires a stand-alone TSP, and replace TDR G-15 with ‘Not used’.

The approach taken should be based on the detail required and avoid overlap between TDRs.

Amend the note to tenderers as appropriate.

Note to tenderers: The Commonwealth intends to assess the tenderer’s Training Support management strategy and approach, along with any associated risks, through the procedures, methods and processes documented in the […INSERT ‘draft Training Support Plan’ OR ‘sample Training Support Plan’…] (TSP).

|  |
| --- |
| Option A: For when the tenderer is to provide a draft TSP for tender purposes.   * 1. The tenderer is to provide a draft TSP in accordance with at least the sections of DID-TNG-TSP listed in Table G-11. |

Note to drafters: Table G-11 forms part of Option A.

Table G-11: Tender Response Requirements for the draft TSP

| Section | Name / subject and modifications to scope |
| --- | --- |
| 1. 6.2.1 | 1. TSP Outline |
| 1. 6.2.2 | 1. Training Support Organisation |
| 1. 6.2.3 | 1. Training Support Management (6.2.3.1, 6.2.3.2, and 6.2.3.4 (if applicable)) |
| 1. 6.2.4 | 1. Training Management System (6.2.4.1 and 6.2.4.2 only) |
| 1. 6.2.6 | 1. Subcontractor Management |
| 1. 6.2.7 | 1. Training Staff Qualifications and Experience (6.2.7.1 only) |
|  | 1. [...INSERT ANY ADDITIONAL DATA REQUIRED FOR TENDER...] |

|  |
| --- |
| Option B: For when the tenderer is to provide a sample TSP (or equivalent).   * 1. The tenderer is to provide a sample TSP (or equivalent) developed and used by the tenderer for another contract of similar type, scope and complexity. |

1. STATEMENT OF RELEVANT EXPERIENCE (CORE)

Note to tenderers: The Commonwealth intends to assess the tenderer’s recent experience in conducting similar support programs of equivalent type, scope and technical complexity in order to assist with the assessment of risk associated with the tenderer’s proposal.

* 1. Tenderers are to outline recent relevant experience in conducting similar support programs of equivalent type, scope and technical complexity.
  2. Tenderers are to describe for at least one, but preferably three, reference contracts and the type, scope and technical complexity of the support programs undertaken. The details should describe the reference contracts in terms of the services being provided and the mission, functionality, safety criticality, technology and other characteristics of the products being supported. Where relevant, comparisons between reference contracts and the draft Contract should be drawn.
  3. Tenderers are to identify a point of contact in the customer organisation for each reference contract to enable the Commonwealth to verify claims of experience in conducting support programs of equivalent type, scope and technical complexity to the draft Contract.