DATA ITEM DESCRIPTION

1. DID NUMBER: -V5.2
2. TITLE: Contractor Supply Support Plan
3. DESCRIPTION and intended use

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.

The Contractor uses the CSSP to:

define, manage and monitor the Supply Support program for the Contract;

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

define the Contractor’s expectations for Commonwealth involvement in the provision of Supply Services.

The Commonwealth uses the CSSP to:

gain visibility into the Contractor’s planning for meeting the Supply Support requirements of the Contract;

gain assurance that the Contractor’s Supply Services will meet the requirements of the Contract;

provide a basis for monitoring and assessing the Contractor’s performance in relation to the Supply Support requirements of the Contract;

confirm and coordinate Commonwealth interfaces with the Contractor’s Supply Support organisation; and

provide input into the Commonwealth’s planning.

1. INTER-RELATIONSHIPS

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.

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

Quality Plan (QP);

Surge Management Plan (SMP);

Maintenance Management Plan (MMP);

Contractor Engineering Management Plan (CEMP);

Technical Data Management Plan (TDMP); and

Combined Services Summary Report (CSSR).

1. Applicable Documents

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

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| --- | --- |
| 1. Nil |  |

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’.

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.

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
     1. SSP Outline

The CSSP outline shall provide a summary of:

the purpose and scope of the CSSP, including its relationship with other plans; and

the role of the Contractor and Approved Subcontractors in terms of the types of Supply Services to be provided.

* + 1. Supply Support Organisation

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:

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;

the interrelationships and lines of authority between all parties involved in the Contractor’s Supply Support activities;

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

an organisational chart, or equivalent, showing the associated management hierarchy and the partitioning of Supply Support responsibilities between the various organisations.

* + 1. Supply Support Management

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.

The CSSP shall describe:

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;

how Supply Support activities and outcomes are recorded and reported; and

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.

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).

The CSSP shall describe (where applicable) the arrangements for liaison and interfacing with Defence Supply staff.

* + 1. Supply Management System

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.

The CSSP shall describe the process flows, interfaces, information systems, and quality control activities, as applicable to the Services, for:

accounting;

Stock Assessment, including Requirements Determination;

procurement;

receipting;

Storage, including Maintenance while in Storage;

packaging;

demand satisfaction, including priority demand satisfaction;

Stock Item rotation (eg, on a First In First Out (FIFO) basis);

management of Items whose shelf life is limited;

Stock Item movement; and

transportation.

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.

* + 1. Supply Support Activities

The CSSP shall, for each Supply Service to be provided under the Contract, include:

the title of the 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.

* + 1. Subcontractor Management

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.

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.

* + 1. Supply Actions

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.

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.

* + 1. Maintenance Interface

If Maintenance Services are required under the Contract, the CSSP shall describe the interface between the Supply Support and Maintenance Support systems.

* + 1. Surge

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

the Contractor’s expectations and/or assumptions with respect to the variations in Supply Services during periods of Surge;

the ability of the Contractor to meet Surge requirements for Supply Services within available resources;

the point or level in increased effort when additional resources will be required;

the details of the changes required to areas affected, such as organisation, training, resources and management systems; and

any constraints that affect the ability of the Contractor to meet the Surge requirements for Supply Services.

* + 1. Receipt and Delivery of Contractor Managed Commonwealth Assets

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:

receipt;

recording;

issue;

Maintenance while in storage, if applicable;

stocktaking; and

return.

* + 1. Disposals

The CSSP shall describe the Contractor’s and Subcontractors’ processes for Disposal of CMCA, including:

processes to be applied when the Contractor is required to seek the Approval of the Commonwealth Representative for Disposal; and

processes to be used for the Disposal, following Approval by the Commonwealth Representative.

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.

The CSSP shall describe the Contractor’s and Subcontractors’ processes to be used for the disposal of Problematic Substances.

* + 1. Obsolescence Management

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:

mechanisms for monitoring the Obsolescence of Stock Items and Non-Stock Items (eg, Software and Technical Data);

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:

when Items become identified as Obsolescent or Obsolete;

when Items, which are managed by other Defence Item managers, become identified as Obsolescent Items or Obsolete Items; and

when Items, for which the Contractor is the Item manager, shall be identified as Obsolescent Items or Obsolete Items; and

the reporting mechanisms for advising the Commonwealth of Stock Item Obsolescence issues and the Contractor’s recommendations for dealing with the issues.

* + 1. Foreign Military Sales Arrangements

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.

* + 1. Government Furnished Services

If the Contract includes any Supply Services to be provided as GFS, the CSSP shall describe:

the nature and scope of the GFS;

the interfaces between the Commonwealth and the Contractor with respect to the GFS; and

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.

* + 1. Items under Warranty

If the Contract includes warranty requirements, the CSSP shall describe:

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;

how any additional warranty, as a result of a repair action, will be tracked; and

how warranty for a staggered delivery of Stock Items, over a long period of time, will be managed.