

**DATA ITEM DESCRIPTION**

- 1. DID NUMBER: DID-SPTS-CSR-V3.2**
- 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, including for the Services provided, at the end of each reporting period. The CSR is used as a basis for the Contract Performance Review (CPR).
  - 3.2** The Contractor uses the CSR to inform the Commonwealth in regard to the:
    - a. provision of the Services;
    - b. progress of planned activities; and
    - c. 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 Support Services Management Plan (SSMP).
  - 4.2** The CSR inter-relates with all agenda and minutes of scheduled review meetings, where these are required under the Contract.
- 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**


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    - 6.1.1** The data item shall be provided in the Contractor's format.
    - 6.1.2** When the Contract has specified delivery of another data item that contains aspects of the required information, 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 – Part A: Contract Status**


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    - 6.2.1 Current Status**
      - 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 the following information:
        - a. a summary of the Services provided (to be covered in detail in Part B of the CSR) during the reporting period;
        - b. a summary of work activities expected in the next reporting period and of any significant events likely to influence Services or Contract management activities;

- c. a report identifying the status of all data items, including data items for which delivery is outstanding (if any), data items awaiting Commonwealth action, and those data items reviewed for accuracy and found not to require update;
- d. a list of action items from previous performance reviews and their status, including all open action items and those that were closed during the reporting period;
- e. a list of correspondence that requires a response from the Commonwealth, but for which no response has been received; and
- f. a list of Commonwealth correspondence to the Contractor for which a response is outstanding, and an estimate of the response date.

## **6.2.2 Finance Report**

**6.2.2.1** The Finance Report shall include, for the reporting period, a summary of (as applicable);

- a. Recurring Services, noting any significant discrepancies between the Services provided and how the scope is described in Annex A to Attachment B;
- b. Task-Priced Services, noting where the requested Services were significantly higher or lower than expected; and
- c. Survey and Quote (S&Q) Services, including the types of Services provided and the quantity of S&Q Orders within nominal price ranges.

**6.2.2.2** The Finance Report shall include, for future financial management activities:

- a. any recommended changes to the Price and Payments schedules (eg, if repeated S&Q Services may be better managed as Task-Priced or Recurring Services); and
- b. a summary of any anticipated CCPs that may affect the Price and Payments.

## **6.2.3 Risk Report**

**6.2.3.1** The CSR shall include a Risk Report, which reflects the current status of risks for the Contract, including for any S&Q Services.

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

## **6.2.4 Health Safety and Environment**

**6.2.4.1** The CSR shall summarise Work Health and Safety matters, issues and incidents (including Notifiable Incidents) pertaining to work under the Contract, for the reporting period, and any outstanding remediation actions or planned improvements.

**6.2.4.2** If applicable, the CSR shall summarise any environmental management matters, issues and incidents pertaining to work under the Contract, for the reporting period, and any outstanding actions.

## **6.2.5 Indigenous Participation Report**

**6.2.5.1** If the Contract includes an Indigenous Participation Plan, the CSR shall include an Indigenous Procurement Report that contains a statement confirming if reporting through the Indigenous Procurement Policy Reporting Solution (IPPRS) has been undertaken in accordance with the Contract, for the reporting period.

## **6.3 Specific Content – Part B: Services Summary Report**

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**Note:** *The SOW may specify delivery for Part B of the CSR that is independent of other parts.*

### **6.3.1 General**

**6.3.1.1** If the SOW requires the Services Summary Report (SSR) to be submitted more frequently than Part A of the CSR, the SSR that is delivered concurrent with Part A shall include details for the most recent SSR reporting period and a summary that spans the full reporting period for Part A of the CSR.

**6.3.1.2** The SSR shall summarise the applicable Services provided during the reporting period.

**6.3.2 Operating Support Services**

**6.3.2.1** If Operating Support Services are required under the Contract, the SSR shall include, for the reporting period and as required by the Contract, details quantifying the level of effort related to the various activities undertaken within the scope of the Operating Support Services provided, and any significant events or milestones that occurred.

**6.3.3 Engineering Services**

**6.3.3.1** If Engineering Services are required under the Contract, the SSR 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 audits and any findings;
- c. Technical Instructions (TIs) that are under development or that were completed, separate from any engineering change program;
- d. any significant issues identified as a result of monitoring system safety and system security for the Products, and the outcomes of any related investigations;
- e. progress and significant issues for hardware and/or Software modifications being developed under Engineering Change Proposals (ECPs); and
- f. the progress and significant issues for Engineering-related S&Q Services.

**6.3.3.2** If the Contract includes a Commonwealth-authorized Annual Technical Effort (CAATE) the SSR shall include, for the current year, a summary of the CAATE task hours used to the end of the reporting period, the hours remaining to be used, and the expectations for using those remaining hours.

**6.3.4 Maintenance Services**

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

- a. the number and type of Maintenance activities undertaken and any significant delays or issues encountered;
- b. Technical Instructions (TIs) and Modification Orders (MOs), including the number completed, the number in progress, and the number remaining;
- c. the Defect reports submitted, summarising:
  - (i) the number and nature of the Defects or unexpected failure modes,
  - (ii) the measures already undertaken to avoid future Defects or failure modes of a similar nature, and
  - (iii) those Defects and unexpected failure modes remaining without resolution or pending Commonwealth action;
- d. each RI, by type and numbers of, which have been identified as Beyond Physical Repair (BPR) or Beyond Economic Repair (BER); and
- e. the progress and any significant issues for Maintenance-related S&Q Services.

**6.3.5 Supply Services**

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

- a. any significant issues or concerns with Stock Item levels;
- b. the numbers of Stock movements under:
  - (i) warranty,
  - (ii) distribution through Commonwealth channels, and
  - (iii) disposal through Commonwealth channels;

- c. any significant problems encountered or envisaged for obtaining Stock Items;
- d. the numbers and value of procurements made on behalf of the Commonwealth for delivery to Commonwealth units; and
- e. the number of reports by Commonwealth units to the Contractor pertaining to the receipt of non-conforming Deliverables, if any.

### **6.3.6 Training Services**

**6.3.6.1** If Training Services are required under the Contract, the SSR 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 conducted;
- b. analyses of the Training Services provided, including the number of:
  - (i) trainees participating in each course or unit;
  - (ii) trainees, by course / unit, deemed 'competent' and 'not yet competent';
  - (iii) trainees withdrawing during a Training program, if any; and
  - (iv) qualifications or 'statement of attainments' issued;
- c. activities to review and upgrade Training Materials; and
- d. recommended changes, if any, to the Training courses, materials and equipment.

### **6.3.7 Performance Measurement Report**

**6.3.7.1** If performance measurement is required by the Contract, the SSR shall report on the results obtained against the performance measures during the reporting period, including any performance measured by Key Performance Indicators (KPIs).

**6.3.7.2** Subject to clause 6.1.2, the SSR shall, for each performance measure under the Contract:

- a. report the result (eg, Achieved Performance) in terms of the metric / measurement base used;
- b. if a normalised result (ie, an Adjusted Performance Score) is required to be calculated, the normalised result;
- c. summarise the cause(s) for any non-achievement and any related claim for performance relief in accordance with clause 6.4 of the conditions of contract; and
- d. provide a comparison between the reported results and the results from previous reporting periods, to enable the identification of performance trends.

### **6.3.8 Other Observations and Opportunities**

**6.3.8.1** The SSR shall include details of any other event or activity that the Contractor believes to be significant to the performance of the Services during the reporting period.

**6.3.8.2** The SSR shall include a description of any opportunities identified by the Contractor to improve the effectiveness or efficiency (or both) of the Services.

### **6.3.9 S&Q Services**

**6.3.9.1** The SSR shall report on the status of S&Q Services for the reporting period, including:

- a. a summary of the S&Q Services completed or in progress, including the nature of the Services and the commencement and completion dates, as applicable; and
- b. details of any issues or risks with initiated, pending or Approved S&Q Services.

## **6.4 Specific Content – Part C: Commonwealth Assets Stocktaking Report**

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**Note:** *The SOW may specify delivery for Part C of the CSR that is independent of other parts.*

**6.4.1** The CSR shall include a Commonwealth Assets Stocktaking Report (CASR), including:

- a. if applicable, the current Assets Register for Contractor Managed Commonwealth Assets that are not accounted for using the standard supply management system;

- b. a summary of all stocktakes completed during the 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; and
  - (v) 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; and
- d. the percentage of completed stocktakes, where the SOW requires programmed stocktakes that are applied to a percentage of the total stock.

## **6.5 Specific Content – Part D: Australian Industry Capability Report**

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**Note:** *The SOW may specify delivery for Part D of the CSR that is independent of other parts.*

- 6.5.1** If the Contract requires an Australian Industry Capability (AIC) Schedule, the CSR shall include an AIC Report that provides the following information in relation to the work performed under the Contract by Australian Industry:
- a. a summary of the activities undertaken during the reporting period that confirm the on-going implementation of the AIC Schedule, including:
    - (i) the continuation of established work activities, identifying any changes in the nature or location (including any change in postcodes) of work performed by the Contractor and Subcontractors;
    - (ii) any new activities that commenced or existing activities that expanded; and
    - (iii) any other change in relation to the performance of the activities described in the AIC Schedule;
  - b. if Australian Industry Activities (AIAs) are included in Attachment K, a summary of:
    - (i) those activities that contributed to the implementation or sustainment of the AIAs, including activities performed by a Subcontractor; and
    - (ii) any risks or issues that may affect future AIC activities contributing to the AIAs;
  - c. a summary of the Australian Contract Expenditure (ACE), for the Recurring Services, including (in dollar amounts for values of ACE):
    - (i) the value of ACE achieved against each AIC activity specified in the AIC Schedule, and the total ACE achieved, during the reporting period;
    - (ii) the cumulative value of ACE achieved during all reporting periods to date; and
    - (iii) the forecast value of ACE to be achieved in the next reporting period;
  - d. an explanation of how the ACE, for all or part of the current Recurring Services pricing period in Attachment B (annual or otherwise) has or will, as applicable, represent an achievement of the Annual ACE Value for that period;
  - e. an explanation of any over- or under-performance in achieving the AIC Schedule;
  - f. if applicable, a description of what actions will be or are being taken to address any under-performance; and
  - g. a summary of any expected changes (including Contract Change Proposals) that are expected to materially affect the AIC program.

**DATA ITEM DESCRIPTION**

- 1. DID NUMBER: DID-SPTS-MMP-V3.2**
- 2. TITLE: MAINTENANCE MANAGEMENT PLAN**
- 3. DESCRIPTION AND INTENDED USE**
  - 3.1** The Maintenance Management Plan (MMP<sup>1</sup>) 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 and manage the Maintenance Support program for the Contract, including any associated ADF regulatory / assurance framework requirements;
    - b. ensure that the Contractor personnel who provide Maintenance Services understand their responsibilities, the processes to be used, and the time-frames involved;
    - c. if applicable to the Services, demonstrate how the Contractor's Maintenance system will comply with the requirements of an ADF regulatory / assurance framework; and
    - d. define the Contractor's expectations for Commonwealth involvement and interfaces in the provision of Maintenance Services.
  - 3.3** The Commonwealth uses the MMP to:
    - a. gain visibility and assurance that the Maintenance Services will meet the requirements of the Contract, including ADF regulatory / assurance requirements when applicable;
    - b. provide a benchmark for monitoring and assessing the Contractor's performance in relation to Maintenance Services; and
    - c. confirm and coordinate Commonwealth interfaces with the Contractor's Maintenance Support organisation.
- 4. INTER-RELATIONSHIPS**
  - 4.1** The MMP is subordinate to the Support Services Management Plan (SSMP).
- 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)
LMSM	Land Materiel Safety Manual
ANP3411-0101	Navy Materiel Assurance Publication
- 6. PREPARATION INSTRUCTIONS**
  - 6.1** **Generic Format and Content**

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  - 6.1.1** The data item shall be provided in the Contractor's format.
  - 6.1.2** When the Contractor has internal plans, which are accessible to the Commonwealth Representative and that contain aspects of the required information, the MMP shall summarise these aspects and refer to the other plan.
  - 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 shall accord with the applicable Maintenance requirements

<sup>1</sup> '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.

specified within the ADF regulatory / assurance framework documents identified in the SOW ('Maintenance Organisation and System Compliance') and as required by this DID.

## 6.2 Specific Content

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**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 Statement

**6.2.1.1** The MMP shall include a statement of sponsorship by the Senior Maintenance Manager<sup>2</sup> (SMM) which refers to the SMM's responsibility for ensuring compliance of the Contractor's Maintenance systems and activities with the MMP.

### 6.2.2 Introduction

**6.2.2.1** The MMP shall include an introduction that summarises the purpose of the MMP, the Products Being Supported, 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 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; and
- b. the responsibilities of all parties involved in the Contractor's Maintenance Support activities, including the titles and contact details for management positions, which may include:
  - (i) the SMM;
  - (ii) Maintenance managers;
  - (iii) Quality manager(s); and
  - (iv) supervisors with work certification responsibilities (eg, for safety-critical tasks).

### 6.2.4 Maintenance Support Management

**6.2.4.1** The MMP shall describe, for Maintenance Support, how:

- a. work activities are planned, allocated, scheduled and controlled;
- b. work activities and outcomes are recorded and reported; and
- c. if applicable, Maintenance-related performance measures (other than any KPIs in Attachment B) will be measured, recorded and reported.

**6.2.4.2** The MMP shall detail the arrangements for addressing Maintenance issues at Services Performance Reviews and Contract Performance Reviews, as applicable.

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

**6.2.4.4** Except where provided to the Commonwealth Representative through other means the MMP shall include, as annexes, all associated plans, procedures and instructions that are required to describe the management and provision of Maintenance Services.

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<sup>2</sup> SMM is a descriptive name; the title of the senior person accountable for the provision of the Maintenance Services may differ.

### 6.2.5 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.**

- 6.2.5.1 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; and
  - d. details of interfaces between the Contractor and the Commonwealth.

### 6.2.6 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.**

- 6.2.6.1 The MMP shall include, or refer to, position profiles for the Contractor's Maintenance staff, such as authorised tradespersons, that include details of:
- a. trade licences and 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.
- 6.2.6.2 In addition to the requirements of clause 6.2.6.1, position profiles for the positions of SMM, Maintenance managers, Quality manager, supervisors and independent inspectors (or equivalent positions) shall include details of:
- a. the Maintenance / technical authority and related responsibilities to be held by a person in that position; and
  - b. formal qualifications and any other selection criteria needed for performing the role.
- 6.2.6.3 The MMP shall describe the Contractor's process for managing Maintenance during an extended absence of personnel filling the positions identified in response to clause 6.2.6.2.
- 6.2.6.4 The MMP shall detail how technical authority is managed, and identifying the authorised personnel with responsibilities for ensuring the integrity and safety of the Products being maintained (an '**Appointments Register**'). The Appointments Register shall contain:
- a. identification details of the appointee;
  - b. the appointment and related position profile (from clauses 6.2.6.1 and 6.2.6.2);
  - c. the date of authorisation; and
  - d. the date authorisation was relinquished, if applicable.
- 6.2.6.5 The MMP shall describe the Contractor's approach to training Maintenance personnel and ensuring that the technical competencies of individuals are maintained.
- ### 6.2.7 Maintenance Management System
- 6.2.7.1 The MMP shall describe the system used for managing and recording Maintenance activities, including reference to the major components of the system and the associated documentation describing its use.
- 6.2.7.2 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.
- 6.2.7.3 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 and/or transferred to the Commonwealth.

## 6.2.8 Maintenance Technical Data and Documentation

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

- 6.2.8.1** The MMP shall include, as an annex or by reference, a list of all required technical maintenance plans, Maintenance manuals, repair specifications, safety standards, regulations and other reference documentation required to enable Maintenance Services to be performed.
- 6.2.8.2** The MMP shall describe the Contractor's management processes to review and ensure currency and configuration control of Maintenance documents pursuant to clause 6.2.8.1.
- 6.2.8.3** 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:
- Maintenance requests;
  - equipment Maintenance logs / logbooks;
  - inspection registers;
  - completion certificates, post-Maintenance certification (or equivalent) and test results; and
  - 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.

## 6.2.9 Defects and Maintenance Investigations

- 6.2.9.1** The MMP shall describe the process for recording, investigating and reporting the occurrence of Defects identified during Maintenance Services.

## 6.2.10 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.**

- 6.2.10.1** The MMP shall describe the processes for managing Deviations from standard repair procedures and for Non-Standard Repairs, including:
- requests for engineering advice when investigating required Deviations and Non-Standard Repairs;
  - the processes for submitting an Application for a Deviation and managing the associated Approval or non-Approval of Deviations and Non-Standard Repairs;
  - maintaining records of Maintenance actions where each Deviation or Non-Standard Repairs has been applied; and
  - the periodic review of Deviations and Non-Standard Repairs, undertaken to plan and manage the restoration of Products to a standard state of repair or configuration.

## 6.2.11 Supply Interface

- 6.2.11.1** If the Contractor is required to provide Supply Services, and/or to interface with Commonwealth Supply Support organisations, the MMP shall describe the interface between the Supply Support and Maintenance Support systems.
- 6.2.11.2** 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 product.

## 6.2.12 Configuration Management

- 6.2.12.1** The MMP shall describe how the requirements of clause 5.3 of the SOW shall be addressed with respect to Maintenance, and identify the relevant plans, procedures and systems in place to maintain Configuration Control of the Products being maintained.

**6.2.13 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.*

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

**6.2.14 Additional ADF Regulatory / Assurance Framework Requirements**

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

**DATA ITEM DESCRIPTION**

- 1. DID NUMBER: DID-SPTS-S&Q-V3.2**
- 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 Annex A 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
    - b. any other plans governing the provision of Services that detail the management of S&Q Services.
- 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**


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    - 6.1.1** The data item shall comply with the general format, content and preparation instructions contained in clause 2.3 of the Statement of Work.
  - 6.2 Specific Content**


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    - 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. clause 4 of Attachment B, S&Q Services; and
        - d. the SOW clause 'Quoting for Survey and Quote Services'.

ANNEX A: QUOTE FOR SURVEY AND QUOTE SERVICES



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

By post to: [...INSERT ALTERNATIVE DELIVERY ADDRESS...]
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Security Classification:

[...INSERT SECURITY CLASSIFICATION...]
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**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							
<b>Title:</b>	[...INSERT TITLE (AND TASK NUMBER IF APPLICABLE)...]						Revision No.:
<b>Description of the Service to be provided:</b>	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)...]						
	<b>Nature / category of Service</b> (eg, engineering investigation, Major Change, damage repair, item provisioning):		<b>Product(s) / platform / site to which the Service relates:</b>		<b>Earliest start date:</b>	<b>Service completion date:</b>	<b>GFM (yes / no, refer section 5):</b>
				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	Delivery Location
	XXXX-XX-XXX-XXXX			qty		DDMMYY	
SECTION 3 – PRICE BASIS							
<b>Firm Price Basis:</b> <input type="checkbox"/> payable upon: Milestones <input type="checkbox"/> and/or Acceptance of Services / Deliverables <input type="checkbox"/> <b>Not-To-Exceed Price Basis:</b> <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) <b>Combination of above:</b> <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 ...]		
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								
<b>Work plan</b>	[... 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 ...]							
<b>Adverse Impact</b>	[...Contractor to address adverse impacts with respect to other Services or performance (including any specified requirements in the SOW for addressing adverse impacts)...]							
<b>GFM</b>	<b>Item description</b> (eg, additional GFE, GFD or GFI)	<b>Qty</b>	<b>Delivery Date and Location</b>	<b>Return Date and Location</b>	<b>Remarks/ Intended Purpose</b>	<b>TO BE COMPLETED BY THE COMMONWEALTH</b>		
						<b>Time Period for Inspection</b>	<b>Technical Data or Software restriction*</b>	
		qty	DDMMYY /	DDMMYY /		DDMMYY to DDMMYY		
<b>GFS</b>	<b>GFS</b> (in addition to any existing GFS)				<b>Dates for provision of GFS</b>	<b>TO BE COMPLETED BY THE COMMONWEALTH</b>		
						<b>Comments / Conditions of Access</b>		
	[...INSERT GFS DETAILS...]				DDMMYY to DDMMYY			
<b>Subcontractors</b>	<b>Name</b>	<b>ABN/ACN</b>	<b>Work, Services to be provided and/or Items to be supplied</b>	<b>Details for Approved Subcontractors only</b>			<b>PT PCP Subcontract or Reporting Entity Subcontract (identify which)</b>	<b>Comments</b>
				<b>Location of work (include post code)</b>	<b>Australian Industry Activity references (if applicable)</b>	<b>Technical Data or Software restriction†</b>		
	[...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										
<b>Labour</b>	<b>Task</b>		<b>Contract Attachment B details (GST exclusive)</b>				<b>Hours required (Normal Time)</b>	<b>Hours required (Other Time)</b>	<b>Item subtotal (ex-GST)</b>	
			<b>Line Item No.</b>	<b>Category of Labour or Skill Level</b>	<b>Hourly Rate (Normal Time)</b>	<b>Hourly Rate (Other Time)</b>				
	<b>Total Labour (ex-GST)</b>									
<b>Materials</b>	<b>Line No.</b>	<b>Part No. / NATO Stock No. (if applicable)</b>	<b>Description</b>	<b>Type of Item (eg, Stock Item, Software, Technical Data)</b>	<b>Unit Price (ex-GST)</b>	<b>Qty</b>	<b>Mark-up (%) ‡</b>	<b>Item subtotal (ex-GST)</b>		
		XXXX-XX-XXX-XXXX				qty				
	<b>Total Materials costs (ex-GST)</b>									\$
<b>Subcontracts</b>	<b>Subcontractor name</b>						<b>Mark-up (%) ‡</b>	<b>Subcontract value (ex-GST)</b>		
	[...INSERT NAME...]									
	<b>Total Subcontract costs (ex-GST)</b>									\$
<b>Other Direct Costs<sup>§</sup></b>	<b>Description</b>						<b>Mark-up (%) ‡</b>	<b>Amount (ex-GST)</b>		
	[...INSERT DESCRIPTION OF OTHER COSTS TO BE INCLUDED / REIMBURSED FOR THE S&Q SERVICE...]									
	<b>Total of Other Direct Costs (ex-GST)</b>									\$
<b>TOTAL NTE PRICE / QUOTATION (exclusive of GST)</b>									\$	
<b>GST</b>									\$	
<b>TOTAL NTE PRICE / QUOTATION (inclusive of GST)</b>									\$	

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

§ Refer to direct expenses in the Defence Cost Principles. Other Direct Costs include travel, freight, and equipment and venue hire. Indirect costs (eg, corporate overheads) are to be included in mark-up.



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
<p><b>To be completed by the Commonwealth:</b>                      Do the S&amp;Q Services require GFM that is subject to restrictions of Technical Data and Software rights not detailed in the current Contract?  <input type="checkbox"/> no / <input type="checkbox"/> yes, refer to attachment [...INSERT REFERENCE...].  <i>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.</i></p>
<p><b>To be completed by the Contractor:</b>                      Do the S&amp;Q Services require additional Technical Data and Software and associated rights that are not detailed in the current Contract? <input type="checkbox"/> no / <input type="checkbox"/> 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? <input type="checkbox"/> no / <input type="checkbox"/> yes, refer to attachment [...INSERT REFERENCE...].  <i>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.</i></p>

SECTION 9 CONFIDENTIAL INFORMATION
<p>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)? <input type="checkbox"/> no / <input type="checkbox"/> yes  <i>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 requirements of the definition of Confidential Information in the Glossary. The attachment to the S&amp;Q Quote should be prepared in the form of the Confidential Information and Reporting attachment to the Contract.</i></p>

SECTION 10 – CONTRACTOR'S AUTHORISATION
<p>Signed for and on behalf of the Contractor:</p> <p>-----</p> <p>(signature) (print name and position) (date)</p>

**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 (excluding GST):	\$
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....]

[...If the Commonwealth Representative considers it appropriate for the given schedule, include the following or similar: "For S&Q Services scheduled to be performed after an Adjustment Date, payments (including amounts for Subcontracts) may be adjusted in accordance with clause 7.4 of the COC." ...]

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 checked="" type="checkbox"/> No
Address			
Signed on behalf of the Commonwealth of Australia			DDMMYY
----- (signature)			----- (date)
----- (print name and position)			

**Note: When applicable, include attachments for sections 8 and 9.**

**DATA ITEM DESCRIPTION**

**1. DID NUMBER: DID-SPTS-SSMP-V3.2**

**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 plans and processes for meeting the requirements of the Contract, showing how processes fit together to form an integrated solution for the provision of Services.

**3.2** The Contractor uses the SSMP, including supporting information (as required), to:

- a. provide direction and guidance to the Contractor's team (including Subcontractors) responsible for conduct of the work;
- b. define, manage and monitor its program 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 approach to managing the scope of work associated with the Contract;
- b. gain assurance that the Contractor's plan will enable the requirements of the Contract to be met;
- c. confirm the Commonwealth interfaces with the Contractor's 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 documents form a part of this DID to the extent specified herein:

DSM	Defence Stocktake Manual
DSPF	Defence Security Principles Framework

**6. PREPARATION INSTRUCTIONS**

**6.1 Generic Format and Content**

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**Note: On the basis of the following clauses, the SSMP is not intended to be a lengthy document. Rather, it should include only the essential information to manage this Contract and then refer to other Contractor plans and/or quality procedures (as described below).**

**6.1.1** The data item shall be provided in the Contractor's format.

**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 the 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 required for the provision of the Services.

**6.1.4** The SSMP may be divided into 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 plan that contains aspects of the required information (eg, a Maintenance Management Plan), the SSMP shall summarise these aspects and refer to the other plan.

**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**

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### **6.2.1 Scope**

**6.2.1.1** The SSMP shall summarise the scope of work under the Contract, including the activities to be undertaken by the Contractor and Subcontractors (if any). The summary of scope shall cover both firm-priced Services and potential ad hoc Services, including Survey and Quote (S&Q) Services and Task-Priced Services (as applicable).

### **6.2.2 Organisation**

**6.2.2.1** The SSMP shall describe, in respect of the Contract:

- a. the Contractor's organisational structure, showing applicable business units;
- b. the role of each business unit, including any Subcontractors, involved in the provision of Services or specific functions (eg, Maintenance Services, finance); and
- c. the staff positions (ie, points of contact) with Contract and Services responsibilities.

### **6.2.3 Key Persons Management**

**6.2.3.1** If Key Persons management is a requirement of the Contract, the SSMP shall:

- a. identify the Key Staff Positions in the Contractor's and Approved Subcontractors' organisations (eg, positions such as the Support Services Manager, Maintenance Manager and key technical personnel, as applicable to the Services);
- b. include a specification for each Key Staff Position, with details of responsibilities, authorities and the skills required to fill that position;
- c. identify each Key Person and the Key Staff Position that they hold; and
- d. identify the relevant skills and experience of each Key Person.

### **6.2.4 Recurring and Ad Hoc Services – Specific Management Mechanisms**

**6.2.4.1** The SSMP shall describe the Contractor's processes for the management of ad hoc Services, including S&Q Services and Task-Priced Services, and the mechanisms to ensure clean boundaries between Recurring Services and these ad hoc Services. The SSMP shall also describe the visibility into these mechanisms that will be provided to the Commonwealth.

**6.2.4.2** If a Commonwealth-authorized Annual Technical Effort (CAATE) is a requirement of the Contract, the SSMP shall also describe the processes for managing the CAATE to ensure clean boundaries between the CAATE and other Recurring Services, and S&Q Services.

### **6.2.5 Performance Measurement**

**6.2.5.1** If performance measures are required to be measured and reported under the Contract, the SSMP shall describe how the Contractor will:

- a. undertake the identification, collection, recording, analysis and validation of data in relation to the performance measures;
- b. use performance data to determine if Contract performance requirements are being achieved and to identify where, if applicable, performance is to be improved; and
- c. report performance measurement results, and any related calculations, to the Commonwealth.

### **6.2.6 Risk Management**

**6.2.6.1** The SSMP shall describe the risk management processes and tools to be used in managing risk associated with the performance of the Contract, including the procedures

for identifying, capturing, analysing, assessing, prioritising, eliminating the risk so far as is reasonably practicable, treating (where elimination is not reasonably practicable), reporting, monitoring and reviewing risks.

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

### **6.2.7 Customer Interface**

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

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

### **6.2.8 Quality Management**

**6.2.8.1** Subject to clause 6.1.5, the SSMP shall describe the processes to be applied by the Contractor to satisfy the quality-management requirements of the Contract.

### **6.2.9 Security Management**

**6.2.9.1** Subject to clause 6.1.5, the SSMP shall describe the processes to be applied by the Contractor to satisfy the requirements of the DSPF in relation to the requirements of the Contract and the Products Being Supported.

### **6.2.10 Communications Strategy (Reports and Reviews)**

**6.2.10.1** The SSMP shall identify the reports to be provided to the Commonwealth to meet the Contract requirements, including the timeframes for delivering reports.

**6.2.10.2** The SSMP shall describe how the Contractor proposes to conduct reviews, as required in the Contract. The SSMP shall identify the frequency of reviews and identify the reports that provide information to be discussed at the reviews.

### **6.2.11 Government Furnished Material**

**6.2.11.1** If Government Furnished Material (GFM) is provided for the Contract, the SSMP shall describe the Contractor's arrangements for the receipt, custody, storage, care, maintenance and use, as applicable, of the GFM.

**6.2.11.2** If applicable, the SSMP shall describe any GFM provided to the Contractor under a separate Commonwealth contract and utilised for this Contract.

### **6.2.12 Problematic Substances and Problematic Sources**

**6.2.12.1** The SSMP shall include in an annex (if not included in another data items), details of the Problematic Substances and Problematic Sources that have been Approved for use in the provision of the Services (in addition to those specified for use by the Commonwealth). The annex shall include:

- a. identification details, which for a Problematic Substance are sufficient to identify the relevant Safety Data Sheet in the Australian *ChemAlert* database;
- b. locations where the Problematic Substances and Problematic Sources are held;
- c. for any Problematic Substances to be delivered to or held on Commonwealth Premises, 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;
- f. if applicable, reference to the Work Health and Safety (WHS) Management System (WHSMS), or otherwise, where risk assessments and mitigation procedures (eg, safe-work method statements) are detailed; and

- g. Approval details, including the Commonwealth Representative or their delegate's details, the date of Approval, related documents (eg, Approved Applications for Deviation and notices) and any conditional requirements placed on the Approval.

### **6.2.13 Health, Safety and Environmental Management**

**6.2.13.1** The SSMP shall list the relevant Commonwealth, state and territory WHS Legislation and environmental legislation that is applicable to the work and the site(s) where the work is being, or will be, performed.

**6.2.13.2** 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 (eg, other Commonwealth agencies and other Commonwealth contractors, as applicable), for consultation, co-operation and the co-ordination of activities in relation to compliance with their duties under applicable WHS Legislation at the workplace(s) at which the work under the Contract is being, or will be, carried out;
- c. the arrangements for 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 managing WHS risks, including processes for hazard identification, risk assessment, risk elimination, risk minimisation control measures and reporting; and
- f. how WHS-related compliance and performance will be monitored, recorded and reported.

**6.2.13.3** The SSMP shall describe the WHSMS to be used by the Contractor to satisfy the requirements of clause 11.3 of the SOW.

**6.2.13.4** If environmental management is a requirement of the Contract, the SSMP shall describe the applicable environmental issue(s) and how these will be addressed by the Contractor.

### **6.2.14 Technical Data Management**

**6.2.14.1** 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 for developing and updating Technical Data (if applicable); and
- b. the management of the technical information library (if applicable).

**6.2.14.2** The SSMP shall describe any special data delivery systems developed for the Services (eg, to enable the Contractor to transfer Maintenance data to Commonwealth systems).

### **6.2.15 Commonwealth Assets Stocktaking Plan**

**6.2.15.1** The SSMP shall contain a Commonwealth Assets Stocktaking Plan (CASP), which shall describe the stocktaking and other assurance checks to be performed by the Contractor for inventory and stock control of Contractor Managed Commonwealth Assets (CMCA), including:

- a. the processes and tools for:
  - (i) the accounting for, and the control, handling, preservation, protection and maintenance of, CMCA;
  - (ii) undertaking stocktakes, other assurance checks, and reporting for 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 the Defence Stocktake Manual; and

- c. the Contractor's process for the investigation of stock discrepancies.

**6.2.15.2** The CASP shall identify 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 their content.

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

- a. all CMCA applicable to each Asset Register;
- b. the locations or accounts to be counted, or otherwise measured, during stocktakes and other assurance checks; and
- c. the proposed start and finish dates of stocktakes and other assurance checks.

### **6.2.16 Training in Defence Information Systems**

**Note: Approval of the SSMP by the Commonwealth Representative is used as the basis for defining the scope of training to be provided under SOW Annex B.**

**6.2.16.1** If training in Defence information systems is required in accordance with Annex B to the SOW, the SSMP shall identify:

- a. the Contractor staff positions (including Approved Subcontractor staff positions, when applicable) requiring access to Defence information systems;
- b. the information system access requirements or user roles for the staff positions; and
- c. any training courses required for access or for the performance of user roles, as applicable.

### **6.2.17 Australian Industry Capability Management**

**6.2.17.1** If the Contract requires an Australian Industry Capability (AIC) Schedule at Attachment K, the SSMP shall describe how the AIC program will be conducted and managed, including:

- a. to ensure that the work identified in the AIC Schedule is performed by Australian Industry;
- b. how the achievement of the AIC Schedule will be measured and reported (through CSRs), including the achievement of Australian Contract Expenditure (ACE); and
- c. if Australian Industry Activities (AIAs) are included in Attachment K, by summarising the processes required to implement and maintain those AIC activities that contribute to an AIA, including where those activities are undertaken by Subcontractors.

## **6.3 Specific Content – Service Delivery**

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### **6.3.1 Operating Support Management**

**6.3.1.1** If Operating Support Services are a requirement of the Contract, the SSMP shall describe, as applicable, the:

- a. scope of Operating Support Services;
- b. organisations and processes used for the provision of Operating Support Services; and
- c. management of Operating Support Services, including the identification of any Operating Support-related information-management systems to be employed.

### **6.3.2 Engineering Management**

**6.3.2.1** If Engineering Services are a requirement of the Contract, the SSMP shall describe, as applicable, the:

- a. scope of Engineering Services;
- b. organisation and processes used for the provision of Engineering Services;
- c. achievement and maintenance of any ADF regulatory / assurance framework requirements identified in the Contract, including a description of the Engineering Management System to be employed;

- d. management of Engineering Services, including:
  - (i) the identification of any engineering-related information-management systems to be employed; and
  - (ii) the systems and processes for managing the CAATE, including the process to manage the authorised CAATE-task hours for each applicable task;
- e. standards to be applied for undertaking Engineering Services (eg, in relation to configuration management, systems engineering and software support);
- f. interfaces between the Contractor's Engineering Support systems and processes and the Commonwealth's Engineering Support systems and processes;
- g. systems and processes to be used to achieve the 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;
- h. engineering change management systems and processes to be used, 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 engineering systems and processes to be employed;
- i. conduct of engineering investigations; and
- j. systems and processes used to support the Commonwealth to monitor and maintain system safety in relation to the Products, components and documented support processes (eg, Maintenance procedures); and
- k. system and processes used to support the Commonwealth to monitor and maintain system security in relation to applicable Products and related processes, procedures, and Technical Data.

### **6.3.3 Maintenance Management**

**6.3.3.1** If Maintenance Services are a requirement of the Contract, then subject to clause 6.1.5, the SSMP shall describe, as applicable, the:

- a. scope of Maintenance Services;
- b. organisations and processes used for the provision of Maintenance Services for the Products being supported;
- c. achievement and maintenance of any ADF regulatory / assurance framework requirements identified in the Contract, including a description of the Maintenance Management System to be employed;
- d. management of Maintenance Services, including the identification of any Maintenance-related information-management systems to be employed; and
- e. interfaces between the Contractor's Maintenance Support systems and processes and the Commonwealth's Maintenance Support systems and processes.

### **6.3.4 Supply Management**

**6.3.4.1** If Supply Services are a requirement of the Contract, the SSMP shall describe, as applicable, the:

- a. scope of Supply Services;
- b. organisations and processes used for the provision of Supply Services;
- c. management of Supply Services, including the identification of any Supply-related information-management systems to be employed; and
- d. interfaces between the Contractor's Supply Support systems and processes and the Commonwealth's Supply Support systems and processes.

### **6.3.5 Training Management**

**6.3.5.1** If Training Services are a requirement of the Contract, the SSMP shall describe, as applicable:

- a. the scope of Training Services, including training and assessment programs;
- b. the organisations and processes used for the provision of Training Services;
- c. how the Training schedule will be managed, including where courses are scheduled or the lead times for on-demand Training courses;
- d. the approach taken to ensure the on-going availability of qualified Training staff; and
- e. the Training Equipment required and operational standard.

**DATA ITEM DESCRIPTION**

- 1. DID NUMBER: DID-SPTS-TDL-V3.2**
- 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 for the provision of the Services or generated as an outcome of 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. document, by reference to the Technical Data and Software Rights (TDSR) Schedule, any restrictions to the rights granted to the Commonwealth in accordance with clause 5 of the COC.
  - 3.3** The Commonwealth uses the TDL to:
    - a. understand, evaluate and monitor the scope of Technical Data under the Contract;
    - b. understand the scope of Technical Data to be delivered to the Commonwealth and Associated Parties;
    - c. identify and implement appropriate actions required with respect to the Technical Data and any restrictions to the rights to the Technical Data; and
    - d. enable the Commonwealth to meet its 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 Support Services Management Plan (SSMP).
  - 4.2** The TDL inter-relates with all other data items that identify or contain Technical Data.
  - 4.3** The TDL inter-relates with the 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)IPS-5630	<i>Developing Defence Technical Publications: Interactive Electronic Technical Publications and Page Oriented Publications</i>
- 6. PREPARATION INSTRUCTIONS**
  - 6.1 Generic Format and Content**


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    - 6.1.1** The data item 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.

- 6.1.2** 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 6.1.1.

## **6.2 Specific Content**

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### **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 Subcontractors as an outcome of providing the Services;
- c. delivered or required to be delivered to the recipients (including the Commonwealth, Associated Parties and Subcontractors) under the Contract;
- d. required by the Commonwealth or Associated Parties to co-ordinate their activities with the Services;
- e. required to enable the Commonwealth to meet its obligations under the Contract, including in relation to the Services and the Products Being Supported (eg, for Defence regulatory and assurance compliance, security, safety and Government reporting obligations); and
- f. as otherwise required in accordance with clause 5.8 of the COC.

- 6.2.1.2** Without limiting clause 6.2.1.1, the TDL shall list individual items of Technical Data, and if a particular item of Technical Data does not exist but will be created in relation to the Services, the TDL shall identify the Technical Data generically (eg, Maintenance records, investigation reports and data items such as the Application for a Deviation).

### **6.2.2 Detailed Requirements**

- 6.2.2.1** The TDL shall include the following information, as applicable to each item of Technical Data:

- a. the unique item reference number, document 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 to which the Technical Data relates;
- h. the source (eg, name of Subcontractor that created or provided it, or GFI or GFD);
- i. if the Commonwealth's rights to the Technical Data, as defined in clause 5 of the COC (eg, Intellectual Property rights) are restricted, a cross-reference to the 'Unique Line Item Description' of the relevant entry in the TDSR Schedule;
- j. if Commonwealth rights to the Technical Data are restricted for reasons other than those defined through clause 5 of the COC (eg, restricted due to Export Approvals), 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) appropriate to enable listing and sorting of 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, or S1000D™ and DEF(AUST)IPS-5630);
- 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, including the location, organisation and position of the recipient;
  - (iii) the quantity to be delivered and the method (eg, use of data repository); and
  - (iv) the proposed or actual delivery date;
- p. the native format of the item of Technical Data and:
  - (i) if digital, the name and file 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; and
- r. the current or intended end-user(s) (eg, Commonwealth system operator, Contractor, an applicable Subcontractor and/or an Associated Party), including whether or not that end-user is a Subcontractor in Australia or New Zealand.

**6.2.2.2** The TDL shall enable the items of Technical Data to be listed (filtered) and sorted, including by:

- a. the Services area (ie, Operating Support Services, Engineering Services, Maintenance Services, Supply Services, or Training Services, as applicable);
- 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 the 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 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 requirement under this DID or the SOW, 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, Configuration Change data, investigation reports, Training Materials updates, as applicable);
- b. the Technical Data required to be identified under clauses 6.2.1.1c to 6.2.1.1f; and
- c. to the extent not covered by subclauses 6.2.3.1a and 6.2.3.1b, all Technical Data required to enable the Commonwealth, or a person on behalf of the Commonwealth, to:
  - (i) install, configure, operate, maintain, remove, uninstall or disposing of the Deliverables or Products;
  - (ii) integrate the Deliverables with the Products or other systems;
  - (iii) undertake training in relation to the Deliverables or the Products; and

- (iv) modify the Deliverables or the Products as may be required to ensure the continued operation of the Products (eg, to address damage repairs and to enable parts substitution).

**6.2.3.2** Except where otherwise defined in this DID, the SOW, or agreed by the Commonwealth Representative in writing, 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.