

FOLLOW ON SUPPORT

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MMF STATEMENT OF WORK

WORK PACKAGE 1A - AIRCRAFT ORIGINAL EQUIPMENT MANUFACTURER SUPPORT SERVICES

VERSION 1.0

Record of Revisions

Revision	Date	Reason for the Change

Clarification of document:

1. A SUPREQ is the acronym for Support Requirement
2. A SUPOPT is the acronym for Support Option
3. The unique identification number of the SUPREQ is a combination of the specific Work Package number and a three digit unique follow up number
4. The SUPREQ Description column describes the requirement, but not 'how' this requirement shall be met. The 'how' shall be discussed with potential bidders during the 'competitive dialogue'
5. The Compliance Statement column is to be filled out by a potential bidder
6. The Additional Remarks column is a free field to enter additional text

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
<p>Note: The scope of this Statement of Work includes the A330 MRTT, 905e Under-Wing Refuelling Pod and Aerial Refuelling Boom System (ARBS) Original Equipment Manufacturer support</p> <p>Note2: This work package has to be read in combination with the MMF Statement of Operating Intent and Master Data Assumption List.</p>			
GENERAL REQUIREMENTS			
SUPREQ 1a.001	<p>The Contractor shall hold a Design Organisation Approval in accordance with EASA Part 21, Section A, Part J for the civil part of the A330MMF type design and the (NLD)MAR-21, Section A, Part J for the military part of the A330MMF type design at <u>contract start date</u>. The Contractor will be responsible for the support of the type design and continued airworthiness of the A330MMF.</p> <p><i>Note: this includes Technical Publications & Documentation including their updates and amendments which are required to be provided by the requirements in the (NLD)MAR and EASA Part 21, Section A, Part J.</i></p>		
SUPREQ 1a.002	<p>The Contractor shall have minimum five years of proven experience within the last ten years to manage (a subcontractor with) an aircraft design organisation with an approval in accordance with EASA Part 21, Section A, Part J for the civil part of the A330 type design.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1a.003	The Contractor shall obtain an accreditation as an (NLD)MAR-21 organisation in accordance with the requirements specified in the Netherlands Special Military Aviation Regulations for recognition and accreditation ((NLD)SMAR-4).		
SUPREQ 1a.004	<p>The Contractor shall be responsible to provide OEM support services to the following MMF organisations (but not limited to):</p> <ol style="list-style-type: none"> 1. MMU (the Operator, the Continuing Airworthiness Management Organisation (CAMO) and the Part-145 Organisation; 2. NLD DMO (the Military Type Certificate Holder Organisation); 3. MAA-NLD (the Dutch Military Aviation Authority); 4. NSPA (the owner and programme management organization). 		
SUPREQ 1a.005	The Contractor shall have the OEM support available for the MMF Programme from 29 June 2022.		
SUPREQ 1a.006	The Contractor shall provide an Implementation and Transition Plan of this work package as part of its proposal.		
SUPREQ 1a.007	The Contractor shall maintain a Quality Management System (QMS) that demonstrates compliance to, or certification against ISO 9001 and/or AS/EN 9100 within the applicable scope. In addition, the requirements		

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	<p>of AQAP 2310 and, in case of Software Development, the additional requirements of AQAP 2210 shall apply.</p> <p>NSPA reserves the right to perform regular audits to ensure compliance with the submitted QAP. Corrective actions are to be implemented by the Contractor to address any findings/nonconformities observed within a commonly agreed timeframe or within the MAA-NLD prescribed timeframes.</p>		
SUPREQ 1a.008	The Contractor shall set up a risk management system compliant with the latest version of ISO 31000 for Risk Management, to ensure that all potential risks, which may have an impact on the Programme contractual requirements are managed in accordance with the Contract. This includes the submittal and maintenance of a Risk Management Plan.		
SUPREQ 1a.009	The Contractor shall use ATA iSpec 2200 aviation industry standard for exchange of A330 and A330MMF engineering and maintenance information in support of aircraft maintenance and configuration control.		
SUPREQ 1a.010	The Contractor shall provide required cost related data to NSPA for Life Cycle Cost (LCC) analysis as part of the commercial bid.		
SUPREQ 1a.011	The Contractor shall provide support to NSPA for LCC analysis activities.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1a.012	<p>The Contractor shall provide and maintain a Management Plan based on the scope of this work package. It shall include (but not limited to):</p> <ul style="list-style-type: none"> • Objectives • Performance Monitoring, incl (Key) performance indicators (KPIs) • Processes • Roles & Responsibilities • Interfaces between the parties involved in this functional area • Monitoring and reporting system <p><i>Note: the content has to be coordinated with and approved by NSPA.</i></p>		
SUPREQ 1a.013	<p>The Contractor shall define at a minimum KPIs on the following topics:</p> <ul style="list-style-type: none"> • Confirmation of receipt of request • Delivery of (Initial) planning of response to request 		
SUPREQ 1a.014	<p>The Contractor shall incorporate a monitoring and reporting system to permanently monitor and report the performance of the services.</p>		
SUPREQ 1a.015	<p>The Contractor shall provide engineering support <i>on request</i>, including design changes and/or repair solutions (monitoring, collection, control, impact analysis, reporting, advice etc., business case studies). Responsiveness to service requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 calendar days), regular (within 10 calendar days) and included in SUPREQ 1a.012.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1a.016	The Contractor shall provide Vendor/Third Party Technical Publications & Documentation including their updates and amendments. <i>Note: this includes, but is not limited to operational and maintenance documentation, but excludes documentation which is already required to be provided by the requirements in the EMAR and EASA Part 21, Section A, Part J.</i>		
SUPREQ 1a.017	The Contractor shall be able to provide up to 1.000 person-hours OEM engineering support annually for the services, but not limited to, mentioned in SUPREQ 1a.014, 1a.015 and 1a.016. Responsiveness to service requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 calendar days), regular (within calendar 10 days) and included in SUPREQ 1a.012.		
SUPREQ 1a.018	The Contractor shall provide 24/7 Engineering/ Technical Hot Line Support		
SUPREQ 1a.019	The Contractor shall provide obsolescence management support. The scope covers the type design as described per Military Type Certificate.		
SUPREQ 1a.020	The Contractor shall provide an Obsolescence Management Support Plan NLT 1 November 2021. The scope covers the type design as described per Military Type Certificate.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1a.021	The Contractor shall provide access to the Airbus DS Customer Service Web Portal (CSWP) to access technical and operational data.		
SUPREQ 1a.022	The Contractor shall provide and sustain an application to access technical and operational data (e.g., AirN@v or successor).		
SUPREQ 1a.023	<p>The Contractor ensures that the applications mentioned under SUPREQ 1a.020 and 1a.021 meet the following NATO IT security requirements:</p> <ul style="list-style-type: none"> • AC/322-D/0030-REV5 INFOSEC Technical & Implementation Directive for the Interconnection of Communication and Information Systems (CIS) • AC/322-D/0048-REV2 INFOSEC Technical & Implementation Directive for Computer and Local Area Network (LAN) Security • AC /322-D(2004)/0019, INFOSEC Technical & Implementation Guidance for the Protection of CIS from Malicious Software • AC/322-D(2005)/0044, INFOSEC Technical & Implementation Guidance on Identification and Authentication • AC/322-D(2007)/0043, Supporting Document on the Availability Aspects of Security • AC/35-D/1039, Guidelines on Business Continuity Planning for CIS, Supporting Documents 		
SUOPT 1a.001	<p>The Contractor shall be able to provide additional person-hours engineering support for the services mentioned in SUPREQ 1a.015, 1a.016 and 1a.017.</p> <p><i>Note: Engineering requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 calendar days), regular (within 10 calendar days)</i></p>		

MMF STATEMENT OF WORK

WORK PACKAGE 1B - CONTINUING AIRWORTHINESS MANAGEMENT ORGANISATION (CAMO) SERVICES

VERSION 1.0

Record of Revisions

Revision	Date	Reason for the Change

Clarification of document:

1. A SUPREQ is the acronym for Support Requirement.
2. A SUPOPT is the acronym for Support Option.
3. The unique identification number of the SUPREQ is a combination of the specific Work Package number and a three digit unique follow up number.
4. The SUPREQ Description column describes the requirement, but not 'how' this requirement shall be met. The 'how' shall be discussed with potential bidders during the 'competitive dialogue'.
5. The Compliance Statement column is to be filled out by a potential bidder.
6. The Additional Remarks column is a free field to enter additional text.

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
<p>Note: The Multinational MRTT Unit will act as the (NLD)MAR-M Continuing Airworthiness Management Organisation (CAMO) for the A330MMF aircraft.</p> <p>Note2: The MMU CAMO uses the Maximo for Aviation (M4A) IT-application for its continuing airworthiness management activities.</p> <p>Note3: This work package has to be read in combination with the MMF Statement of Operating Intent and Master Data Assumption List.</p>			
General Requirements			
SUPREQ 1b.001	The Contractor shall have an EASA Part M approval (or equivalent) and demonstrate several years of previous experience as a CAMO for A330-like aircraft at <u>contract award date</u> .		
SUPREQ 1b.002	The Contractor shall have minimum five years of proven experience within the last ten years to manage (a subcontractor with) an EASA Part M approved organisation for Airbus A330 MRTT or Airbus A300 Series.		
SUPREQ 1b.003	The Contractor shall obtain an accreditation as an (NLD)MAR-M CAMO in accordance with the requirements specified in the Netherlands Special Military Aviation Regulations for recognition and accreditation ((NLD)SMAR-4) at <u>contract start date</u> .		
SUPREQ 1b.004	The Contractor shall be responsible to provide Continuing Airworthiness support services to MMU Continuing Airworthiness Management Organisation (CAMO).		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1b.005	The Contractor shall have the CAMO support services available for the MMF Programme from 29 June 2022.		
SUPREQ 1b.006	The Contractor shall provide an Implementation and Transition Plan of this work package as part of its proposal.		
SUPREQ 1b.007	<p>The Contractor shall maintain a Quality Management System (QMS) that demonstrates compliance to, or certification against ISO 9001 and/or AS/EN 9100 within the applicable scope. In addition, the requirements of AQAP 2310 and, in case of Software Development, the additional requirements of AQAP 2210 shall apply.</p> <p>The Contractor shall provide a Quality Assurance Plan in accordance with ISO 10005 or AQAP 2105 standard NLT 1 February 2022. NSPA will review the plan and if rejected, the Contractor shall make the necessary corrections within 2 weeks.</p> <p>NSPA reserves the right to perform regular audits to ensure compliance with the submitted QAP. Corrective actions are to be implemented by the Contractor to address any findings/nonconformities observed within a commonly agreed timeframe or within the MAA-NLD prescribed timeframes.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1b.008	The Contractor shall set up a risk management system compliant with the latest version of ISO 31000 for Risk Management, to ensure that all potential risks, which may have an impact on the Programme contractual requirements are managed in accordance with the Contract. This includes the submittal and maintenance of a Risk Management Plan.		
SUPREQ 1b.009	The Contractor shall use ATA iSpec 2200 aviation industry standard for exchange of A330 and A330MMF engineering and maintenance information in support of aircraft maintenance and configuration control.		
SUPREQ 1b.010	The Contractor shall provide required cost related data to NSPA for Life Cycle Cost (LCC) analysis as part of the commercial bid.		
SUPREQ 1b.011	The Contractor shall provide support to NSPA for LCC analysis activities.		
SUPREQ 1b.012	<p>The Contractor shall provide and maintain a Management Plan based on the scope of this work package. It shall include (but not limited to):</p> <ul style="list-style-type: none"> • Objectives • Performance Monitoring, incl (Key) performance indicators (KPIs) • Processes • Roles & Responsibilities • Interfaces between the parties involved in this functional area 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> Monitoring and reporting system that shall be incorporated by the Contractor to provide a quarterly report on its performance <p><i>Note: the content has to be coordinated with and approved by NSPA.</i></p>		
SUPREQ 1b.013	<p>The contractor shall at a minimum define KPIs on the following topics:</p> <ul style="list-style-type: none"> Confirmation of receipt of request Delivery of (Initial) planning of response to request 		
SUPREQ 1b.014	The Contractor shall incorporate a monitoring and reporting system to permanently monitor the performance of the services.		
SUPREQ 1b.015	The Contractor shall deliver a quarterly report, supported by a dedicated meeting on the performance of the services.		
SUPREQ 1b.016	The Contractor shall maintain and revise the Aircraft Maintenance Program (AMP) A330MMF. This means typically two annual revisions and additional temporary revisions as required. The AMP shall include the requirements of the Maintenance Review Board (MRB), Airworthiness limitations issued by the Military Type Certificate (MTC) holder, scheduled maintenance recommended by equipment manufacturers, requirements of the (NLD)MAA and certification and		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	design authorities. In-service experience of MMU and other operators of the same aircraft type shall also be taken into account for new revisions.		
SUPREQ 1b.017	The Contractor shall provide AMP revisions in an, with the CAMO agreed, format(s) (e.g., xls) that can be used for quality assurance and can be uploaded in the M4A IT application by the CAMO. The Contractor shall be responsible to resolve any error message generated during the upload related to the used format and content.		
SUPREQ 1b.018	The Contractor shall provide Airworthiness Directive compliance management services (monitoring, collection, control, impact analysis, reporting, advice etc.).		
SUPREQ 1b.019	The Contractor shall provide non-mandatory (minor/ major) changes and/or repair services (monitoring, collection, control, impact analysis, reporting, advice etc., business case studies).		
SUPREQ 1b.020	The Contractor shall provide a Reliability Programme services including engines and (Military) Extended-range Twin-engine Operational Performance Standards (ETOPS) (e.g., data collection and control, filtering, analysing, reporting, recommendations for operator). Fleet parameters of other operators shall also be taken into account.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1b.021	The Contractor shall provide analysis and planning of the implementation of airworthiness instructions issued by any applicable competent authority and/or certifying body.		
SUPREQ 1b.022	<p>The Contractor shall provide up to 2.000 person-hours technical/ engineering services annually for, but not limited to, the above mentioned services (SUPREQ 1b.015-1b.020).</p> <p><i>Note: Engineering requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 calendar days), regular (within 10 calendar days)</i></p>		
SUOPT 1b.001	<p>The Contractor shall be able to provide additional person-hours technical and engineering support.</p> <p><i>Note: Engineering requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 calendar days), regular (within 10 calendar days)</i></p>		

MMF STATEMENT OF WORK

WORK PACKAGE 1C - OPERATIONAL SUPPORT (OPS) SERVICES

VERSION 1.0

Record of Revisions

Revision	Date	Reason for the Change

Clarification of document:

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5. The Compliance Statement column is to be filled out by a potential bidder.
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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
Note: This work package has to be read in combination with the MMF Statement of Operating Intent and Master Data Assumption List.			
General Requirements			
SUPREQ 1c.001	<p>The Contractor shall be responsible to provide Operational Support services to the following MMF organisations:</p> <ol style="list-style-type: none"> 1. MMU (the [NLD]MAR Operator) 2. NLD DMO (the Military Type Certificate Holder Organisation) 3. NLD MAA (the Dutch Military Aviation Authority) 4. NSPA (the owner and programme management organization) 		
SUPREQ 1c.002	The Contractor shall have the Operational Support services available for the MMF Programme from 29 June 2022.		
SUPREQ 1c.003	The Contractor shall provide an Implementation and Transition Plan as part of its bid.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1c.004	<p>The Contractor shall maintain a Quality Management System (QMS) that demonstrates compliance to, or certification against ISO 9001 and/or AS/EN 9100 within the applicable scope. In addition, the requirements of AQAP 2310 and, in case of Software Development, the additional requirements of AQAP 2210 shall apply.</p> <p>NSPA reserves the right to perform regular audits to ensure compliance with the submitted QAP. Corrective actions are to be implemented by the Contractor to address any findings/nonconformities observed within a commonly agreed timeframe or within the MAA-NLD prescribed timeframes.</p>		
SUPREQ 1c.005	The Contractor shall set up a risk management system compliant with the latest version of ISO 31000 for Risk Management, to ensure that all potential risks, which may have an impact on the Programme contractual requirements are managed in accordance with the Contract.		
SUPREQ 1c.006	The Contractor shall submit and maintain a Risk Management Plan.		
SUPREQ 1c.007	The Contractor shall use ATA iSpec 2200 aviation industry standard for exchange of A330 and A330MMF engineering and maintenance information in support of aircraft maintenance and configuration control.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1c.008	The Contractor shall provide required cost related data to NSPA for Life Cycle Cost (LCC) analysis as part of the commercial bid.		
SUPREQ 1c.009	The Contractor shall provide an Implementation Plan of this work package as part of its proposal.		
SUPREQ 1c.010	<p>The Contractor shall provide and maintain a Management Plan based on the scope of this work package. It shall include (but not limited to):</p> <ul style="list-style-type: none"> • Objectives • Performance Monitoring, incl (Key) performance indicators (KPIs) • Processes • Roles & Responsibilities • Interfaces between the parties involved in this functional area • Monitoring and reporting system that shall be incorporated by the Contractor to provide a quarterly report on its performance <p><i>Note: the content has to be coordinated and approved by NSPA.</i></p>		
SUPREQ 1c.011	<p>The contractor shall at a minimum define KPIs on the following topics:</p> <ul style="list-style-type: none"> • Confirmation of receipt of request • Delivery of (Initial) planning of response to request 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1c.012	The Contractor shall incorporate a monitoring and reporting system to permanently monitor the performance of the services.		
SUPREQ 1c.013	The Contractor shall deliver a quarterly report, supported by a dedicated meeting on the performance of the services.		
OPERATIONAL SUPPORT REQUIREMENTS			
SUPREQ 1c.014	<p>The Contractor shall provide Performance Engineering Engine-Out Standard Instrument Departure (EOSID) services. This includes an impact analyses if the performance manual will be updated / is modified.</p> <p><i>Note: EOSID requests shall be specified with different service levels, e.g. very urgent (within 24hrs), urgent (within 3 calendar days), regular (within 10 calendar days)</i></p>		
SUPREQ 1c.015	The Contractor shall provide a customisation service for the operational documents/ manuals.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1c.016	The Contractor shall provide supplemental engineering services, including, but not limited to EOSID and Weight & Balance documentation generation.		
SUPREQ 1c.017	The Contractor shall provide up to 1.000 person-hours engineering services annually for, but not limited to, the aforementioned services (SUPREQ 1c.014-1c. 016) <i>Note: Engineering requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 calendar days), regular (within 10 calendar days)</i>		
SUOPT 1c.001	The Contractor shall be able to provide additional person-hours 'back office' engineering support annually for, but not limited to, the services mentioned in SUPREQ 1a.014-1a.016. <i>Note: Engineering requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 calendar days), regular (within 10 calendar days)</i>		
OPERATIONAL IT REQUIREMENTS			

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1c.018	<p>The Contractor shall provide an update service for:</p> <p>Charts – 13 updates per year (ARINC cycle)</p> <p>FMS Navigation Database – 13 updates per year (ARINC cycle)</p> <p><i>Note: Multiple FMS Navigation Databases required per cycle in order to have global coverage (filter applied to cover multiple geographical parts of the world) due to limited memory of FMS</i></p> <p>EGPWS Terrain Databases – 6 updates per year (Honeywell)</p> <p>MPS Navigation Database – 13 updates per year (ARINC cycle)</p> <p>AODB – 13 updates per year (ARINC cycle)</p> <p>The Contractor shall provide helpdesk support for the above services.</p>		
SUPREQ 1c.019	<p>The Contractor shall provide IT service management based on a proven framework (e.g., ITIL) that guarantees 98.5% availability for the Mission Planning System (MPS).</p> <p><i>Note: the hardware and network environment including network components used to operate MPS shall be provided and hosted by NSPA.</i></p>		
SUPREQ 1c.020	<p>The Contractor shall provide a system that supports not less than 115 users. IT service management shall be based on a proven framework (e.g., ITIL) for a EFB suite of applications similar to the FlySmart suite or successor (e.g., Mission+). This suite must include performance</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>applications for take-off, landing and inflight, a Loadsheet application, Operational Library Browser application and eCharts+ application.</p> <p><i>Note: the hardware and network environment used to operate this suite shall be provided and hosted by NSPA.</i></p> <p><i>Note1: Support KPIs will be agreed between NSPA and the Contractor during contract negotiation.</i></p>		
SUPREQ 1c.021	<p>The Contractor shall provide an update solution that meets the following requirements:</p> <ol style="list-style-type: none"> 1. Updates of the user devices including all databases shall be done (remotely) by NSPA. 2. Database updates of the EFB suite shall be able to be performed in an incremental way. Each increment should contain a minimum amount of files. 3. The system shall record all the updates per end-user for audit purposes. 4. The system shall automatically notify the end-user if a new update is available. 5. During the incremental database update process, the system shall be able to handle 'skipped' updates by the user. 6. The EFB suite shall have a dashboard where the latest updates per user are presented. The dashboard shall indicate if the database of an end-user is consistent and outdated. 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 1c.022	<p>The Contractor shall ensure that the applications mentioned under SUPREQ 1c.019 and 1c.020 meet the NATO security requirements:</p> <ul style="list-style-type: none"> • AC/322-D/0030-REV5 INFOSEC Technical & Implementation Directive for the Interconnection of Communication and Information Systems (CIS) • AC/322-D/0048-REV2 INFOSEC Technical & Implementation Directive for Computer and Local Area Network (LAN) Security • AC /322-D(2004)/0019, INFOSEC Technical & Implementation Guidance for the Protection of CIS from Malicious Software • AC/322-D(2005)/0044, INFOSEC Technical & Implementation Guidance on Identification and Authentication • AC/322-D(2007)/0043, Supporting Document on the Availability Aspects of Security • AC/35-D/1039, Guidelines on Business Continuity Planning for CIS, Supporting Documents 		

MMF STATEMENT OF WORK

WORK PACKAGE 2 - MATERIAL SUPPORT AND MATERIAL MANAGEMENT

VERSION 1.0

Record of Revisions

Revision	Date	Reason for the Change

Clarification of document:

1. A SUPREQ is the acronym for Support Requirement.
2. A SUPOPT is the acronym for Support Option.
3. The unique identification number of the SUPREQ is a combination of the specific Work Package number and a three digit unique follow up number.
4. The SUPREQ Description column describes the requirement, but not 'how' this requirement shall be met. The 'how' shall be discussed with potential bidders during the 'competitive dialogue'.
5. The Compliance Statement column is to be filled out by a potential bidder.
6. The Additional Remarks column is a free field to enter additional text.

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
Note: This work package has to be read in combination with the MMF Statement of Operating Intent and Master Data Assumption List.			
General Requirements			
SUPREQ 2.001	<p>The Contractor shall be responsible for material management, services, replenishment and repairs in support of all green aircraft and military modification spare parts* and consumables** for aircraft and aircraft subsystems, including engine, ARBS and AAR POD systems of the MMF Programme. The scope of material management, services and repairs is described in below support requirements (SUPREQs)</p> <p><i>Note: The management of Crypto Control Items (CCI) is excluded from this work package. NSPA shall act as the supplier to the Contractor of spare parts and consumables for Government Furnished Equipment (GFE), such as DIRCM spare parts, SAASM chips, MIDS terminals and crypto-modules Elcrodat ED-4.2. NSPA will also provide the required repair and replenishment services of all GFE.</i></p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p><i>*Spare parts are defined as repairables and expendables. This scope of this work package includes all spare parts included in the MMF Aircraft, Engine and Component Integrated Parts Catalogue(s) or equivalent.</i></p> <p><i>** The scope of this work package includes all consumables included in the MMF Aircraft Consumable Material List, Engine Maintenance Manual(s) and Component Maintenance Manual(s).</i></p>		
SUPREQ 2.002	The Contractor shall comply with the requirements of EASA Part-145 at <u>contract award date</u> and, (NLD)MAR-145, applicable EU and Host Nation regulations and EN 9120:2010 at <u>contract start date</u> .		
SUPREQ 2.003	The Contractor shall obtain an accreditation as an (NLD)MAR-145 organisation in accordance with the requirements specified in the Netherlands Special Military Aviation Regulations for recognition and accreditation ((NLD)SMAR-4).		
SUPREQ 2.004	The Contractor shall have the Material Support and Material Management services available for the MMF Programme from 29 June 2022.		
SUPREQ 2.005	The Contractor shall provide an Implementation and Transition Plan of this work package as part of its proposal.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.006	<p>The Contractor shall maintain a Quality Management System (QMS) that demonstrates compliance to, or certification against ISO 9001 and/or AS/EN 9100 within the applicable scope. In addition, the requirements of AQAP 2310 and, in case of Software Development, the additional requirements of AQAP 2210 shall apply.</p> <p>NSPA reserves the right to perform regular audits to ensure compliance with the submitted QAP. Corrective actions are to be implemented by the Contractor to address any findings/nonconformities observed within a commonly agreed timeframe or within the MAA-NLD prescribed timeframes.</p>		
SUPREQ 2.007	The Contractor shall set up a risk management system compliant with the latest version of ISO 31000 for Risk Management, to ensure that all potential risks, which may have an impact on the Programme contractual requirements are managed in accordance with the Contract. This includes the submittal and maintenance of a Risk Management Plan.		
SUPREQ 2.008	The Contractor shall submit and maintain a Risk Management Plan.		
SUPREQ 2.009	The Contractor shall format and generate Technical Information, Documentation and Data in accordance with ATA iSpec 2200.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.010	The Contractor shall provide required cost related data to NSPA for Life Cycle Cost (LCC) analysis as part of the commercial bid.		
SUPREQ 2.011	The Contractor shall provide support to NSPA for LCC analysis activities.		
SUPREQ 2.012	The Contractor shall provide the opportunity for a site survey of the facilities available for the Contractor at the MOB and FOB+. NSPA will provide the facilities as Government Furnished Equipment. Host Nation Agreements shall be coordinated with NSPA.		
SUPREQ 2.013	<p>The Contractor shall provide and maintain a Management Plan based on the scope of this work package. It shall include (but not limited to):</p> <ul style="list-style-type: none"> • Objectives • Performance Monitoring, incl (Key) performance indicators (KPIs) • Processes • Roles & Responsibilities • Interfaces between the parties involved in this functional area • Monitoring and reporting system <p><i>Note: the content has to be coordinated and approved by NSPA.</i></p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.014	The Contractor shall incorporate a monitoring and reporting system to permanently monitor the performance of the services.		
SUPREQ 2.015	The Contractor shall deliver a quarterly report, supported by a dedicated meeting on the performance of the services.		
SUPREQ 2.016	The Contractor shall update and keep updated the list of materials used in the spare parts and consumables provided within the scope of this SoW. The used materials shall be in compliance with the 'List of Banned and Restricted Substances' in Annex A.		
SUPREQ 2.017	The Contractor shall provide a risk mitigation plan regarding the impact of BREXIT on the supply chain.		
SUPREQ 2.018	The Contractor shall provide all deliveries of spare parts and consumables in accordance with the INCOTERMS® 2010: DAP (Delivered at Place) RNLAf Airbase, Eindhoven, The Netherlands		
SPARE PARTS REQUIREMENTS <i>Note: all spare parts and Special to Type Containers and Special to Type Packaging for Spare Parts are owned by NSPA.</i>			

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.019	The Contractor shall guarantee an On Time Delivery Performance (OTDP) at the MOB “hole in the wall” for the “NO GO” items shall not be less than 98.5%.		
SUPREQ 2.020	The Contractor shall guarantee an OTDP at the MOB “hole in the wall” for the “GO IF” items shall not be less than 95%		
SUPREQ 2.021	The Contractor shall guarantee an OTDP at the MOB “hole in the wall” for items identified in the Master Minimum Equipment List (MMEL) Category B shall not be less than 90%.		
SUPREQ 2.022	The Contractor shall guarantee an OTDP at the MOB “hole in the wall” for items identified in the MMEL Category C shall not be less than 90%.		
SUPREQ 2.023	The Contractor shall guarantee an OTDP at the MOB “hole in the wall” for all other items shall not be less than 90%		
SUPREQ 2.024	The Contractor shall recommend Key Performance Indicators (KPIs) for NSPA as supplier of GFE to ensure the Contractor shall meet the defined KPIs mentioned in above support requirements (e.g., return of unserviceable spare parts, supply of GFE spares, Maximo for Aviation availability).		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<i>Note: The agreed KPIs applicable to the Contractor and NSPA will be included in the final contract.</i>		
SUPREQ 2.025	The Contractor shall dispose material that is beyond economical repair after NSPA approval, excluding CCI, but including GFE items.		
SUPREQ 2.026	The Contractor shall replenish material that has been disposed by the Contractor, excluding CCI and GFE items.		
SUPREQ 2.027	The Contractor shall ensure all spare parts procured through or used in the Contract shall meet all applicable legal regulations issued by the European Union and approved by the OEM.		
SUPREQ 2.028	The Contractor shall review and recommend changes to the MMF Recommended Spare Parts Provisioning List (RSPPL), including recommendations for airframe structural parts to be stored, which have KPIs applied to them.		
SUPREQ 2.029	The Contractor shall organise an Initial Provisioning Conference to assess whether the KPIs mentioned in this statement of work can be met with the parts already owned by NSPA.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.030	The Contractor shall provide quality assurance services of all spare parts under its contractual responsibility. This includes shelf life management and (NLD)MAR-145 compliance management.		
SUPREQ 2.031	The contractor shall provide inventory management services for all spare parts including the execution of configuration management and obsolescence management policies and plans for all spare parts. <i>Note: obsolescence management includes 'Diminishing Manufacturers & Materiel Shortages'</i>		
SUPREQ 2.032	The Contractor shall provide the required documentation (e.g., EASA/MAA NLD Form1, CoC, DGD, Customs) with each spare part during initial provisioning, replenishment, repair and packaging, handling, storage and transportation.		
SUPREQ 2.033	The Contractor shall provide packaging, handling, storage and transportation activities for all spare parts. <i>Note: NSPA will provide transportation services from the moment the items being issued by the Contractor to the location of demand (e.g., flight line at the FOB, deployed location).</i>		
SUPREQ 2.034	The Contractor shall use OEM, ADR and IATA prescribed packaging to protect all spare parts during handling, storage and transportation.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.035	The Contractor shall supply insurance for possible damage during transportation under its responsibility.		
SUPREQ 2.036	The Contractor shall act as the legal 'shipper' of the spare parts (repairables and expandables), including hazardous materials, under its contractual responsibility. This includes, but not limited to preparing the shipment documentation, including ADR documentation, cargo and loading/ unloading of the freight.		
SUPREQ 2.037	The Contractor shall implement an active Stock Level and No Fault Found reduction policy.		
SUPREQ 2.038	The Contractor shall provide a global Aircraft-on-Ground (AOG) service for the spare parts. Applicable KPIs will be included in the Management Plan mentioned in SUPREQ 2.013. Responsiveness to service requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 days), regular (within 10 days).		
SUPREQ 2.039	The Contractor shall provide spare part replenishment and spare part repair services.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.040	The Contractor shall provide a spare part catalogue with firm fixed prices, delivery and repair Turn around Times (TAT) and reliability data (Mean Time Between Unscheduled Removals [MTBUR].		
SUPREQ 2.041	The Contractor shall provide the above warehouse and transportation management services for test and support equipment spare parts and consumables with a maximum of 100 line items. <i>Note: No KPIs will apply to these items. These items will be supplied as GFE by NSPA.</i>		
SUOPT 2.001	The Contractor shall guarantee an On Time Delivery Performance (OTDP) at the MOB “hole in the wall” for the “NO GO” items shall not be less than 90%.		
SUOPT 2.002	The Contractor shall guarantee an OTDP at the MOB “hole in the wall” for the “GO IF” items shall not be less than 85%		
SUOPT 2.003	The Contractor shall guarantee an OTDP at the MOB “hole in the wall” for items identified in the Master Minimum Equipment List (MMEL) Category B shall not be less than 80%.		
SUOPT 2.004	The Contractor shall guarantee an OTDP at the MOB “hole in the wall” for items identified in the MMEL Category C shall not be less than 80%.		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPOPT 2.005	The Contractor shall guarantee an OTDP at the MOB “hole in the wall” for all other spare parts shall not be less than 80%		
CONSUMABLES REQUIREMENTS <i>Note: Consumables shall be property of NSPA</i>			
SUPREQ 2.042	The Contractor shall guarantee an OTDP at the MOB “hole in the wall” for all consumables shall not be less than 90%		The replenishment service of consumables shall start in 2023.
SUPREQ 2.043	<p>The Contractor shall recommend Key Performance Indicators (KPIs) for NSPA as supplier to ensure it can meet the defined KPIs mentioned in above support requirement (e.g., supply of consumables, Maximo for Aviation availability).</p> <p><i>Note: the agreed KPIs for the Contractor and NSPA will be included in the final contract.</i></p>		
SUPREQ 2.044	The contractor shall provide inventory management services for all consumables under its contractual responsibilities, including configuration control and obsolescence management for all consumables.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.045	The Contractor shall provide quality assurance services of all consumables under its contractual responsibility. This includes shelf life management and (NLD)MAR-145 compliance management.		
SUPREQ 2.046	The Contractor shall provide appropriate documentation (e.g., EASA/MAA NLD Form1, CoC, DGD, Customs) with each consumable during initial provisioning, replenishment, repair and transportation.		
SUPREQ 2.047	The contractor shall provide packaging, handling, storage and transportation activities for all. <i>Note: NSPA will provide transportation services from the items being issued by the Contractor to the location of demand (e.g., flight line at the FOB, deployed location).</i>		
SUPREQ 2.048	The Contractor shall use OEM, IATA and ADR prescribed packaging to protect all consumables during handling, storage and transportation.		
SUPREQ 2.049	The Contractor shall act as the legal 'shipper' of the consumables that will be shipped under its contractual responsibility, including hazardous materials. This includes, but not limited to preparing the shipment documentation, including ADR documentation, cargo and loading/unloading of the freight.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.050	The Contractor shall provide a global Aircraft-on-Ground (AOG) service for consumables. Applicable KPIs will be included in the Management Plan mentioned in SUPREQ 2.013. Responsiveness to service requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 days), regular (within 10 days).		
SUPREQ 2.051	The Contractor shall provide an ad hoc consumable replenishment services.		
SUPREQ 2.052	The Contractor shall provide a consumable catalogue with firm fixed prices and delivery times.		
SUPOPT 2.006	The Contractor shall guarantee an OTDP at the MOB “hole in the wall” for all consumables shall not be less than 80%		
DEPLOYMENT KITS REQUIREMENTS <i>Note: the Operation Test & Evaluation (OT&E) process of the operational unit may change this approach.</i>			
SUPREQ 2.053	For missions to a deployed location for up to ninety (90) calendar days, fifteen (15) calendar days Short Deployment Kits (SDK) shall be provided by the Contractor.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.054	For missions to a deployed location for up to three hundred sixty five (365) calendar days, ninety (90) calendar days Long Deployment Kits (LDK) shall be provided.		
SUPREQ 2.055	The Contractor shall guarantee that the SDK and LDK shall be fully constituted and available for deployment, a minimum of two (2) calendar days before commencement of the deployment. <i>Note: NSPA shall notify the Contractor at least seven (7) calendar days before commencement of the deployment.</i>		
INFORMATION TECHNOLOGY REQUIREMENTS			
SUPREQ 2.056	The Contractor shall perform all material management and material services activities in the IT application Maximo for Aviation. This IT application shall be provided by NSPA		
SUPREQ 2.057	The Contractor shall interchange any logistic information between the Contractor logistic system and NSPA portal. The NSPA portal will transfer any information between the Contractor logistic system and Maximo for Aviation. For this purpose, the Contractor shall develop and implement an interface.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 2.058	The Contractor shall use a Barcoding Identification capability that is interoperable with Maximo for Aviation.		
SUPOPT 2.007	The Contractor shall support NSPA actively to implement Distributed Ledger Technology to improve the immutability, transparency, traceability and security to get a more efficient data management & sharing environment in the area of material support and material management		
SUPOPT 2.008	The Contractor shall support NSPA actively to implement a Radio Frequency Identification capability to improve the transparency and efficiency in the area of material support and material management		

Appendix A – List of Banned and Restricted Substances

Date of publication: March 2018

Restrictions in the use of hazardous substances in equipment and consumables

100. Introduction

101. When formulating the technical requirements for the procurement of equipment and consumables, the NSPA also takes the health, safety and environmental requirements of the primary Host Nation, the Netherlands, into account. These last requirements have to cover the entire lifecycle from procurement, use until disposal.
102. When (potential) suppliers or manufacturers are being contacted by the NSPA, the NSPA informs them on the restrictions in the use of hazardous substances. The reasons for these restrictions can be as follows:
 - a. Ban or limitation on (certain) uses of hazardous substances;
 - b. Hazardous substance is mentioned on a priority list;
 - c. Emission of hazardous substances;
 - d. Radiation.

200. Categories of uses and hazardous substances

201. In order to put restrictions to the procurement of hazardous substances, the primary Host Nation has publicised list of “Banned and Restricted Substances”, summarised “The List”. The list is divided in a total of twelve categories, based on uses as well as on limitations originating from law or the Dutch MOD’s internal regulations.
202. The list has the following categories of uses and/or substances:
 1. Industrial chemicals, used for the maintenance of equipment;
 2. Fire-extinguisher;
 3. Corrosion protection;
 4. Electronics / lighting;
 5. Textiles, clothing, personal equipment and shoes;
 6. Refrigerants;
 7. Radioactive sources;
 8. Ammunition;
 9. Nano materials;
 10. Biocides;
 11. Asbestos.
 12. Reporting of substances of very high concern in (complex) objects.

203. The List has the following list of restrictions:

- 1A. The legislator has issued a generic ban for the use of the hazardous substance;
- 1B. The legislator allows the use of the hazardous substance for a specific described purpose. The legislator has issued a ban for all other – not described - purposes.
- 1C. The legislator has issued a ban for the use of the hazardous substance.

The NLD MOD can request the competent authority for an (specific) exemption. The NLD MOD is reluctant to apply for an exemption and will only apply for an exemption when no alternatives are available.

The competent authority can issue (specific) requirements to the exemption;
- 2A. The NLD MOD does not allow the use of the hazardous substance. Sufficient alternatives are available;
- 2B. The NLD MOD discourages the use of the hazardous substance. In case the supplier has to use the substance in equipment, he has to inform the contract manager in writing:
 - Which alternatives have been investigated;
 - What is the reason, that he has not chosen one of the alternatives;
 - Where the substance is present in the equipment
- 3A. The NLD MOD registers the use of the hazardous substance. The contract manager from the NSPA reports the use of the hazardous substance in the Environmental and Occupational Health and Safety chapter of the Introduction manual.

204. The ban to use the hazardous substance / obligation to register the use of the hazardous substance is not valid if the maximum allowed level or detection level mentioned in the appropriate table has not been exceeded.

205. When a supplier tenders for a contract, he has to inform the responsible manager of NSPA in writing:
- That he will not use any hazardous substance, which has been banned under the restriction categories 1A, 1B, 1C and/or 2A;
 - Which consumables and or components contains one or more substances of restriction 2B and their intended use. The supplier has to actively support the responsible manager within the NSPA in his search for an alternative - less hazardous – substance of restriction 2B;
 - Which consumables and or components contains one or more substances of restriction 3A.
206. The responsible manager will make a risk assessment on the basis of the supplied information. The result of this risk assessment will be as follows:
- The tender may be turned down, when the offered consumable / equipment contains one or more hazardous substances of the restriction category 1A, 1C and/or 2A.
In case the responsible manager intends to accept the tender, he has to apply for permission from the Central Staff (category 1A, 1C and 2A). The presence of substances of category 2B will be assessed during the evaluation of the tender.

RESTRICTIONS IN THE USE OF HAZARDOUS SUBSTANCES IN EQUIPMENT AND CONSUMABLES

This publication on restrictions in the use of hazardous substances in equipment and consumables is part of the Netherlands Ministry of Defence (NLD MOD) policy on Health, Environment and Safety (HE&S). The MMF is located at Eindhoven Air Base, the Netherlands and therefore follow Host Nation regulations.

This publication is part of the Dutch MoD Secretary General Instruction SG-007.

This publication shall be incorporated in the NSPA procurement process of equipment and consumables in support of MMF.

Changes:

- | | |
|-------------|---|
| March 2018 | Update regarding the restrictions on refrigerants
Annex 12 is added to the list |
| May 2017 | Update regarding the restrictions on sensitising substances
Update regarding the restrictions on cadmium connectors
Update regarding the restrictions on anti-fouling systems |
| August 2015 | Update on the restrictions regarding the use of nanomaterials; |
| May 2015 | Update on the restrictions regarding the use of CMR-substances and Chromium(VI) especially; |
| April 2014 | Update on the restriction regarding batteries. |

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Annex 1:Operating chemicals:

Substance / product	CAS no.	Measure	Legislation	Restriction category
Benzene	71-43-2	Legislation permits use as a component of motor fuels	Directive 98/70/EG	1B
Benzene	71-43-2	Legislation prohibits use for all other purposes. Upper limit may not exceed: 0,1 % by weight	REACH Regulation, annex XVII, section 5 (Regulation 1907/2006/EC).	1A
Chloroparafines (C10 – C13)		Legislator prohibits use in metal working fluids.	REACH Regulation,Candidate list annex XIV (Regulation 1907/2006/EC)	1A
		NLD MOD does not allow the use in lubricants, Upper limit may not exceed: 0,1 % by weight	REACH Regulation,Candidate list annex XIV (Regulation 1907/2006/EC) Health & Safety Decree, chapter 4, article 4.4	2A
Organotin compounds: - Tributyltin	688-73-3	Legislation prohibits use in antifouling paint.	REACH Regulation, annex XVII, section 20 (Regulation 1907/2006/EC)	1A

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Substance / product	CAS no.	Measure	Legislation	Restriction category
- Trifenylytin - Tributyl(vinyl)tin - Azocyclotin - Fentinhydroxyde - Trifenylytinacetate	36643-28-4 7486-35-3 41083-11-8 76-87-9 900-95-8			
Cybutryne	28159-98-0	NLD MOD discourages use in anti-fouling paint	International Convention on the Control of Harmful Anti-Fouling System on Ships	2B
Mercury compounds		Legislation prohibits use in antifouling paint.	REACH Regulation, annex XVII, section 18 (Regulation 1907/2006/EC)	1A
Fenylmercuryacetate Fenylmercurypropionate Fenylmercury-2-ethylhexanoate Fenylmercuryoctonate Fenylmercury-neodecanoate	62-38-4 103-27-5 13302-00-6 13864-38-5 26545-49-3	Legislation prohibits use in mixtures. Upper limit may not exceed: 0,01 % by weight.	REACH Regulation, annex XVII, section 62 (Regulation 1907/2006/EC)	1A

Substance / product	CAS no.	Measure	Legislation	Restriction category
Cobaltchloride	7646-79-9	NLD MOD does not allow use as a medium for drying.	REACH Regulation, Candidate list annex XIV (Regulation 1907/2006/EC)	2A
Lead compounds: Among others Leadcarbonate Leadsulfate	 598-63-0 7446-14-2	Legislation prohibits use in paints.	REACH Regulation, annex XVII, section 16 and 17 (Regulation 1907/2006/EC)	1A
Silica crystalline; Quarts Cristoballite Tridynite	 14808-60-7 14464-46-1 15468-32-3	NLD MOD discourages use in paint, sealants and the like.	Health & Safety Decree, chapter 4, article 4.4 CLP Regulation, annex I, chapter 3.5 (Regulation 1272/2008/EC)	2B
Glycol ethers - 2-ethoxyethanole - 2-ethoxyethylacetate - 2-methoxyethanole	 110-80-5 111-15-9 109-86-4	NLD MOD discourages use as solvent	Health & Safety Decree, chapter 4, article 4.4	2B

Substance / product	CAS no.	Measure	Legislation	Restriction category
- 2-methoxyethylacetate	110-49-6			
- 2-methoxypropanole	1589-47-5			
- Nonylphenol	25154-52-3 (84852-15-3)	NLD MOD discourages use in paint	REACH Regulation, annex XVII, section 16 and 17 (Regulation 1907/2006/EC)	2B
- Nonylphenol/ethoxylates	9016-45-9			
- 4-para0nonylphenole	104-40-5			
- Octylfenol	1806-26-4			
- Para-tert-octylfenol	140-66-9			
- 2,4,6-tri-tert-butylfenol	732-26-3			
Chlorinated hydrocarbons, used as a solvent:		Legislation prohibits use	Directive 76/769/EC	1A
Hexachloroethane				
Pentachloroethane	67-72-1			
1,1,1,2 Tetrachloroethane	76-01-7			
1,1,2,2 Tetrachloroethane	630-20-6			
1,1,2 Trichloroethane	79-34-5			
Trichloroethane	79-00-5			
Trichloromethane	79-01-6			

Substance / product	CAS no.	Measure	Legislation	Restriction category
1,2-Dichloroethane 1,1-Dichloroethylene Trichlorobenzene	67-66-3 107-06-2 75-35-4 120-82-1			
Other chlorinated hydrocarbons		NLD MOD discourages use	Health & Safety Decree, chapter 4, article 4.4	2B
2-Naftylamine and it's salts Benzidine and it's salts 4-Nitrobifenyyl 4-Aminobifenyyl, xenyamine and it's salts	91-59-8 92-87-5 92-93-3 92-67-1	Legislation prohibits use.	REACH Regulation, annex XVII, section 12 untill 16 (Regulation 1907/2006/EC)	1A
Hydrochlorofluorcarbons HCFC's), used as solvent.		Legislation prohibits use.	Regulation on substances that deplete the ozone layer (Regulation 1005/2009/EC)	1A
Dichloromethane	75-09-2	Legislation prohibits use as paintstripper.	REACH Regulation, annex XVII, section 59, (Regulation 1907/2006/EC)	1A
Volatile Organic Substances (VOS)		According to law, a paint system to be applied to military equipment may not contain quantities of the following volatile organic substances in excess of	Directive 2004/42/EC	1B

Substance / product	CAS no.	Measure	Legislation	Restriction category
		<p>those specified hereafter (based on the ready to use product):</p> <ul style="list-style-type: none"> • Pretreatment: 850 g/l • Surface cleaning: 200 g/l • Putty, filling 250 g/l • Surfacer/sealer 540 g/l • General (metal)primers: 540 g/l • Wash primers: 780 g/l • Water-based paints: 140 g/l • High solid paints: 420 g/l • Finish coatings: 420 g/l • Special coatings for munitions and other military equipment: 840 g/l <p>Volatile organic substances* are hydrocarbons with a vapour pressure > 0,01 kPa (0,1 mbar).</p>		
Cadmium	7440-43-9	<p>Legislation prohibits use in coatings</p> <p>Upper limit may not exceed 0,01 % by weight</p>	REACH Regulation, annex XVII, section 23, (Regulation 1907/2006/EC)	1A
Substances, mentioned in annex XIV of the REACH Regulation		Legislation prohibits use in substances and mixtures, unless an authorisation has been granted	REACH Regulation, annex XIV (Regulation 1907/2006/EC)	1A

Substance / product	CAS no.	Measure	Legislation	Restriction category
CMR-substances.		<p>According to law, the use of carcinogenic, mutagenic and/or reprotoxic substances is prohibited, in case a technically suitable alternative is available.</p> <p>Upper limit may not exceed; 0,1 % by weight.</p>	<p>REACH Regulation, annex XVII, section 28, 29 and 30 (Regulation 1907/2006)</p> <p>Health & Safety Decree, chapter 4, article 4.17 (Regulation 1272/2008/EC)</p> <p>CLP Regulation, annex I chapter 3.5, 3.6 and 3.7 (Regulation 1272/2008/EC)</p>	1A
Substances classified as acute toxic and/or suspected CMR.		<p>NLD MOD discourages use of substances, classified by CLP Regulation as H 300, H301, H 310, H 311 and/or H 330, H 331 respectively H 341, H 351 and/or H361.</p> <p>Upper limit may not exceed:</p> <ul style="list-style-type: none"> - H 300, H 301, H 310, H 311, H 330, H 331, <li style="padding-left: 40px;">H 351, H 361: 0,1 % by weight - H 341: 1 % by weight. 	<p>Health & Safety Decree, chapter 4, article 4.4</p> <p>CLP Regulation, annex I chapter 3.1, 3.5, 3.6 and 3.7 (Regulation 1272/2008/EC)</p>	2B
Sensitising substances		NLD MOD discourages use of substances, classified by CLP Regulation as H 334 and/or H 317	Health & Safety Decree, chapter 4, article 4.4	2B

Substance / product	CAS no.	Measure	Legislation	Restriction category
		<p>Upper limit may not exceed :</p> <ul style="list-style-type: none"> - H 334 (cat 1A) 0,1 % by weight - H 317 (cat 1A) 0,1 % by weight - H 334 (cat 1B) 1,0 % by weight - H 317 (cat 1B) 1,0 % by weight 	CLP Regulation, annex I chapter 3.1, 3.5, 3.6 and 3.7 (Regulation 1272/2008/EC)	

Annex 2: Fire-extinguishing agents

Substance / product	CAS no.	Measure	Legislation	Restriction category
Halon 1211 Halon 1301	353-59-3 75-63-8	Legislation exclusively permits use for existing critical applications.	Annex VI of Regulation 1005/2009/EC	1B
Halon 1211 Halon 1301	353-59-3 75-63-8	Legislation prohibits the use in new military vehicles, ships and ground equipment	Annex VI of Regulation 1005/2009/EC	1A
Halon 1211 Halon 1301	353-59-3 75-63-8	NLD MOD discourages use in new aircraft.	Annex VI of Regulation 1005/2009/EC	2B
Halon 1011 Halon 2402	74-97-5 124-73-2	Legislation prohibits use.	Regulation 1005/2009/EC	1A
Perfluorhydrocarbons: - Perfluormethane - Perfluorethane - Perfluorpropane - Perfluorbutane - Perfluorpentane - Perfluorhexane - Perfluorcyclobutane	75-73-0 76-16-4 76-19-7 355-25-9 678-26-2 355-42-0 115-25-3	Legislation prohibits use.	Regulation 1005/2009/EC	1A

Substance / product	CAS no.	Measure	Legislation	Restriction category
Perfluorooctanoic acid and derivatives	335-67-1	NLD MOD discourages use.	POP Regulation (Regulation 757/2010/EC)	2B

Annex 3: Corrosion protection / surface treatment

Substance / product	CAS no.	Measure	Legislation	Restriction category
Cadmium	7440-43-9	NLD MOD does not allow new military land vehicles, ships and equipment to be supplied with a corrosion resistant layer based on galvanised cadmium plating. Sufficient alternatives are available.	REACH Regulation, Candidate list annex XIV (Regulation 1907/2006/EC)	2A
Cadmium* en cadmium compounds: Cadmiumoxide Cadmiumsulfide	7440-43-9* 1306-19-0 1306-23-6	NLD MOD does not allow use of cadmium in new deliveries of electronic contacts unless: <ul style="list-style-type: none"> there are no technically equivalent alternatives; the OEM of the aircraft prohibits use of non-cadmium electronic contacts. 	ROHS Regulation (Regulation 2011/65/EC) Health & Safety Decree, chapter 4, article 4.17 CLP Regulation, annex I chapter 3.5 (Regulation 1272/2008/EC)	2B
Chromium(VI)compounds	18450-29-9	According to law, military land vehicles, ships, munitions and equipment may not contain a corrosion resistant layer based on chromium(VI)compounds. Sufficient alternatives are available.	REACH Regulation, Candidate list annex XIV (Regulation 1907/2006/EC) Health & Safety Decree, chapter 4, article 4.17	2A

Substance / product	CAS no.	Measure	Legislation	Restriction category
			CLP Regulation, annex I chapter 3.5 (Regulation 1272/2008/EC)	
Chromium(VI)compounds	18450-29-9	According to law, the use of chromium(VI) in coating system to be applied on aircraft is prohibited for these parts of the aircraft, for which the Original Equipment Manufacturer (OEM) has certified the use of a non-chromium(VI) coating system.	NLD MOD Policy REACH Regulation, Candidate list annex XIV (Regulation 1907/2006/EC) Health & Safety Decree, chapter 4, article 4.17 CLP Regulation, annex I chapter 3.5 (Regulation 1272/2008/EC)	2A
		In case a chromium(VI)-containing coating system is to be applied on (parts of) an aircraft, the concentration of the chromium(VI)compounds in the coating system has to be as low as technically achievable.		
Lead compounds: Among others Leadcarbonates	598-63-0 1319-46-6	Legislation prohibits use in a corrosion protection layer	REACH Regulation, annex XVII, section 16 and 17 (Regulation 1907/2006/EC)	1A

Substance / product	CAS no.	Measure	Legislation	Restriction category
Leadsulphate	7446-14-2			
Lead compounds: Leadchromate Leadchromate molybdate	7758-97-6 235-759-9	NLD MOD does not allow use.	REACH Regulation, Candidate list annex XIV (Regulation 1907/2006/EC) Health & Safety Decree, chapter 4, article 4.17 CLP Regulation, annex I chapter 3.5 (Regulation 1272/2008/EC)	2A
Silica crystalline; Quarts Cristoballite Tridynite	14808-60-7 14464-46-1 15468-32-3	NLD MOD discourages use in paints, sealants and the like.	Health & Safety Decree, chapter 4, article 4.17 CLP Regulation, annex I chapter 3.5 (Regulation 1272/2008/EC)	2B

Annex 4: Electronics / lighting

Substance / product	CAS no.	Measure	Legislation	Restriction category
Lead compounds	7439-92-1	NLD MOD MOD discourages use	ROHS Regulation (Regulation 2011/65/EC)	2B
Flame retardants: PBB TRIS PBDE (PBDE) PBDO (PBBO)	59536-65-1 126-72-7	Legislation prohibits use. Upper limit that may not be exceeded: 0,1 % by weight	ROHS Regulation (Regulation 2011/65/EC)	1A
Cadmium* en cadmium compounds: Cadmiumoxide Cadmiumsulfide	7440-43-9* 1306-19-0 1306-23-6	NLD MOD does not allow use of cadmium in new deliveries of electronic contacts unless: <ul style="list-style-type: none"> • there are no technically equivalent alternatives; • the OEM of the aircraft prohibits use of non-cadmium electronic contacts. 	ROHS Regulation (Regulation 2011/65/EC) Health & Safety Decree, chapter 4, article 4.17 CLP Regulation, annex I chapter 3.5 (Regulation 1272/2008/EC)	2B
Beryllium* en berylliumcompounds:	7440-41-7*	NLD MOD discourages use in electronics.	Health & Safety Decree, chapter 4, article 4.17	2B

Substance / product	CAS no.	Measure	Legislation	Restriction category
Beriliumchloride	7787-47-5		CLP Regulation, annex I chapter 3.5 (Regulation 1272/2008/EC)	
Beriliumfluoride	7787-49-7			
Beriliumhydroxide	13327-32-7			
Beriliumsulfate	13510-49-1			
Lithium batteries		<p>Transport legislation prohibits the transportation of lithium batteries, unless they successfully passed all required tests.</p> <p>Elucidation:</p> <p>The manufacturer must supply a statement, that the battery has successfully passed all legally required tests.</p>	UN-manual of Tests, and Criteria, Part III, subsection 38.3	<p>1B</p> <p>3A</p>
Batteries containing cadmium	7440-47-7	<p>NLD MOD does not allow use of batteries containing cadmium, unless no technically equivalent alternatives are available or the aircraft OEM prohibits use of alternatives.</p> <p>Upper limit may not exceed: 0,002 % by weight.</p>	Directive 2013/56/EC	2B
Batteries		From 01-01-2014, the supplier is required to report the presence of batteries in equipment	Directive 2013/56/EC, paragraph 11	3A
PVC		NLD MOD discourages the use of PVC in electric wiring, especially in closed spaces	NLD MOD policy	2B

Annex 5: Textiles, articles of clothing, personal gear and shoes

Substance / product	CAS no.	Measure	Legislation	Restriction category
Azo-dyes:		Legislation prohibits the use.	REACH Regulation, annex XVII, section 43 (Regulation 1907/2006/EC)	1A
4-Aminodiphenyl	92-67-1	All Azo-dyes who might disintegrate into amines which are (suspected to be) carcinogenic are mentioned on this list.		
Benzidine	92-87-5			
4-Chloro-o-toluidine	95-69-2			
2-NMaphtylamine	91-59-8			
o-Aminoazotoluene	97-56-3	Upper limit may not exceeded: 30 mg/kg for each of the substances mentioned on this list		
2-Amino-4-Nitrotoluene	99-55-8			
	615-05-4			
2,4-Diaminocanisole	101-77-9			
4,4-Diaminodiphenyl-methane				
3,3-Dichlorobezidine	91-94-1			
3,3-Dimethoxybenzidine	119-90-4			
3,3-Dimethylbenzidine	119-93-7			
3,3-Dimethyl—4,4-diaminiphenylmethane	838-88-0			

Substance / product	CAS no.	Measure	Legislation	Restriction category
p-Chloroaniline				
p-Cresidine	106-47-8			
4,4-Methylene-bis-2-chloroaniline	120-71-8			
4,4-Oxydianiline	101-14-4			
4,4-Thiodianiline				
2,4-Toluenediamine	101-80-4			
o-Toluidine	139-65-1			
2,4,5-Trimethylaniline	95-80-7			
o-Anididine	95-53-4			
p-Amino-azobenzene	137-17-7			
2,4-Xylidine	90-04-0			
2,6-Xylidine	60-09-3			
C₃₉H₂₃ClCrN₇O₁₂S₂N	95-68-1			
C₄₆H₃₀CrN₁₀O₂₀S₂3N	87-62-7			
	118685-33-9			
Asbestos n.o.s.	1332-21-4	Legislation prohibits use	REACH Regulation, annex XVII, section 6	1A

Substance / product	CAS no.	Measure	Legislation	Restriction category
Actinolite	77536-66-4	Not detectable for any asbestos mentioned in the list.	(Regulation 1907/2006/EC)	
Asbestos	12172-73-5			
Anthophyllite	77536-67-5			
Chrysotile	12001-29-5			
Tremolite	77536-68-6			
Crocidolite	12001-28-4			
Disperse dyes:		Legislation prohibits use	REACH Regulation, annex XVII, section 43 (Regulation 1907/2006/EC)	1A
Disperse blue 1	2475-45-8			
Disperse bleu 35	12222-75-2			
Disperse blue 106	12223-01-7			
Disperse blue 124	61951-51-7			
Disperse orange 3	730-40-5			
Disperse orange 37/76	13301-61-6			
Disperse orange 37	12223-33-5			
Disperse orange 76	51811-42-8			
Disperse yellow 76	2832-40-			
Disperse yellow 3	82475-45-83179-90-6	NLD MOD does not allow use.		2A

Substance / product	CAS no.	Measure	Legislation	Restriction category
Disperse blue 3	3179-90-6	Disperse dyes, which are suspected of skin sensitisation and cause allergic reactions, are mentioned in this list. Upper limit that may not be exceeded: 5 mg/litre for each of the substances mentioned on this list.		
Disperse blue 7	3860-63-7			
Disperse blue 26	12222-97-8			
Disperse blue 102	119-15-3			
Disperse yellow 1	6373-73-5			
Disperse yellow 9	12236-29-2			
Disperse yellow 39	54824-37-2			
Disperse yellow 49	2581-69-3			
Disperse orange 1	2872-48-2			
Disperse red 11	3179-89-3			
Disperse red 17	23355-64-8			
Disperse brown 1				

Substance / product	CAS no.	Measure	Legislation	Restriction category
Flame retardants: Tetrabromodiphenyl ether Pentabromodiphenyl ether Hexabromodiphenyl ether Heptabromodiphenyl ether Perfluorooctane sulfonic acid and derivatives Bis-(2,3-dibromopropyl) phosphate	5412-25-9 5455-55-1	The legislator prohibits use. The substances, mentioned on this list are persistent for the environment and are also suspected to harm the human immune system. Upper limit that may not be exceeded: 50 mg/kg.	POP Regulation (Regulation 757/2010/EC)	1A
Formaldehyde	50-00-0	Legislation prohibits use Upper limit that may not be exceeded: 100 ppm.	Consumer product safety decree formaldehyde d.d. 22-03-2001	1A

Substance / product	CAS no.	Measure	Legislation	Restriction category
Cadmium	7440-43-9	NLD MOD does not allow use Upper limit that may not be exceeded: 100 ppm	REACH Regulation, annex XVII, section 23 (Regulation 1907/2006/EC)	2A
Leather containing Chromium(VI)	7440-47-3	Legislation prohibits use of leather articles contains chromium(VI), which comes in contact with the skin. Legislation prohibits use of articles containing chromium(VI), in case these leather parts are in contact with the skin. Upper limit may not exceed: 3 mg/kg (0,0003 % by weight) of the total dry weight of the leather.	REACH Regulation, annex XVII, section 47 (Regulation 1907/2006/EC) Health & Safety Decree, chapter 4, article 4.17 CLP Regulation, annex I chapter 3.5 (Regulation 1272/2008/EC)	1A
Mercury	7439-97-6	Legislation prohibits use. Upper limit that may not be exceeded: 1 ppm	REACH Regulation, annex XVII, section 18 (Regulation 1907/2006/EC)	1A
Lead	7439-92-1	NLD MOD does not allow use. Upper limit that may not be exceeded: 100 ppm.	Government policy on sustainable procurement	2A
Nickel	7440-02-0	NLD MOD does not allow use	REACH Regulation, annex XVII, section 27	1A

Substance / product	CAS no.	Measure	Legislation	Restriction category
		Upper limit that may not be exceeded: 0,5 ug/cm2/week.	(Regulation 1907/2006/EC)	
Organotincompounds: - Tributyltin - Trifenyln - Tributyl(vinyl)tin - Azocyclotin - Fentinhydroxyde - Trifenylnacetate	688-73-3 36643-28-4 7486-35-3 41083-11-8 76-87-9 900-95-8	Legislation prohibits use. Upper limit that may not be exceeded: 0,1 gram / kilogramme.	REACH Regulation, annex XVII, section 20 (Regulation 1907/2006/EC)	1A
Pesticides: HCH and all isomers Lindane Aldrin Chloroacne Dieldrin Endrin Heptachlor Heptachlor epoxide	 608-73-4 58-89-9 300-00-2 57-74-9 60-57-1 72-20-8	Legislation prohibits use. (Pesticides can be present in natural fibres, especially cotton) Upper limit that may not be exceeded (valid for every separate pesticide): 0,5 ppm.	POP Regulation (Regulation 757/2010/EC) Biocide Regulation (Regulation 528/2012/EC)	1A

Substance / product	CAS no.	Measure	Legislation	Restriction category
Isodrin	76-44-8			
Kelevane	1024-57-3			
Chlordecone (keptone)	465-73-6			
	4234-79-1			
Telodrin	143-50-0			
Strobane	297-78-9			
Toxaphene	8001-50-1			
Hexachlorobenzene	8001-35-2			
DDT	118-74-1			
DDE	50-29-3			
DDD	72-55-9			
Methoxychlor	72-54-8			
Perthane	72-43-5			
Quintozene	72-56-0			
	82-68-8			

Substance / product	CAS no.	Measure	Legislation	Restriction category
Solvents: Pentachloroethane Tetrachloromethane 1,1,1,2-Tetrachloroethane 1,1,2,2-Tetrachloroethane	76-01-7 56-23-5 630-20-6 79-34-5	Legislation prohibits use Upper limit that may not be exceeded: 1000 mg / kg.	REACH Regulation, annex XVII, section 33 until 40 (Regulation 1907/2006/EC)	1A
Solvents: Benzene Phenol Toluene Xylene (alle isomeren.	71-43-2 108-95-2 108-88-3 1330-20-7	NLD MOD does not allow use during the production process of yarn and/or fabrics.	Government policy on sustainable procurement	2A

Substance / product	CAS no.	Measure	Legislation	Restriction category
CMR-substances		The MOD does not allow the use of Carcinogenic-, Mutagenic- and/or Reprotoxic substances.	REACH Regulation, annex XVII, section 28 until 31 (Regulation 1907/2006/EC)	2A
Methylbromide Phosphine	74-83-9 7803-51-2	NLD MOD does not allow the use as a disinfectant in/on packaging and/or containers	Biocide Regulation (Regulation 528/2012/EC)	2A
Nano-materials		<p>Supplier reports use to contract manager.</p> <p>The report must contain a risk assessment and the necessary risk management measurements</p> <p>The risk assessment must be based on the publication “Guidance on the protection of the health and safety of workers from the potential risks related to nanomaterials at work”, Guidance for employers and health and safety practitioners, published by the European Commission, Directorate of Employment, Social affairs and Inclusion, version June 2014.</p> <p>The document can be downloaded by internet.</p>	European Commission policy	2B

Substance / product	CAS no.	Measure	Legislation	Restriction category
Biocides		A foreign supplier may not use a biocide for treatment of (wooden) packaging and/or containers, unless the active substance: is admitted for the intended use	Biocide Regulation (Regulation 528/2012/EC)	2A
Biocides		Legislation prohibited use for treatment of clothing, shoes etc. unless the active substance is admitted for the intended use	Biocide Regulation (Regulation 528/2012/EC)	1B

Annex 6: Refrigerants

Substance / product	CAS no.	Measure	Legislation	Restriction category
CFC's		Legislation prohibits use	Regulation 1005/2009/EC	1A
HCFC's		Legislation prohibits use in new refrigerators and deep-freezers.	Regulation 1005/2009/EC.	1A
		Legislation prohibits the refilling of equipment with recycled HCFC's.		
Ammonia	7664-41-7	NLD MOD does not allow use of these refrigerants in land vehicles, ships, aircraft and/or equipment.	NLD MOD policy	2A
Propane	74-98-6			
Carbondioxide	124-38-9			
HFC's		NLD MOD does not allow use of refrigerants with a global warming potential (GWP) of more than 2500	NLD MOD policy Regulation 517/2014/EC	2A
HFC's		NLD MOD does not allow use of refrigerants with a global warming potential (GWP) of more than 150, unless no technical equivalent alternative is available	NLD MOD policy Regulation 517/2014/EC	2B

Annex 7: Radioactive sources

Substance / product	CAS no.	Measure	Legislation	Restriction category
Radioactive source		<p>NLD MOD does not allow use, unless the contract manager can prove that use of closed radioactive sources is a necessity.</p> <p>This requirement is not valid for closed radioactive sources, for whom the radiation levels do not exceed the levels mentioned in annex 1 of the Radiation Protection Degree (2001).</p>	Nuclear energy act	2B
Radioactive source		Supplier reports all radioactive sources to the contract manager. The report must contain the radiation levels (BeQ) of each source.	NLD MOD policy	3A

Annex 8: Munitions

Substance / product	CAS no.	Measure	Legislation	Restriction category
Substances, mentioned in annex XIV of the REACH Regulation		Legislation prohibits use in substances and mixtures, unless an authorisation has been granted	REACH Regulation, annex XIV (Regulation 1907/2006/EC)	1A
Depleted uranium	7440	NLD MOD does not allow use	NLD MOD policy	2A
Tungsten-Nickel-Cobalt alloy		NLD MOD does not allow use unless no alternative alloy is available	Health & Safety Decree, chapter 4, article 4.17	2B
Carcinogenic, mutagenic and/or reprotoxic substances (CMR-substances).		NLD MOD discourages use	REACH Regulation, annex XVII, section 28, 29 and 30 (Regulation 1907/2006/EC) Health & Safety Decree, chapter 4, article 4.17 CLP Regulation, annex I chapter 3.5, 3.6 and 3.7 (Regulation 1272/2008/EC)	2B

Substance / product	CAS no.	Measure	Legislation	Restriction category
All substances		<p>For every part of munitions, the supplier must report:</p> <ul style="list-style-type: none"> - name, CAS no and weight of every substance - if the substance contributes to emissions during - firing/ignition; - flight* - strike* <p>* when applicable</p>	CLP Regulation, annex I chapter 3.5, 3.6 and 3.7 (Regulation 1272/2008/EC)	3A

Annex 9: Nano materials

Substance / product	CAS no.	Measure	Legislation	Restriction category
Nano-materials		<p>Supplier reports use to contract manager.</p> <p>The report must contain a risk assessment and the necessary risk management measurements</p> <p>The risk assessment must be based on the publication “Guidance on the protection of the health and safety of workers from the potential risks related to nanomaterials at work”, Guidance for employers and health and safety practitioners, published by the European Commission, Directorate of Employment, Social affairs and Inclusion, version June 2014.</p> <p>The document can be downloaded by internet.</p>	European Commission policy	2B

Annex 10: Biocides and disinfectants

Substance / product	CAS no.	Measure	Legislation	Restriction category
Biocides		Legislation prohibits use, unless CTGB (NLD regulator) has admitted the active substance for the intended use	Biocide regulation (Regulation 528/2012/EC)	1B
Methylbromide Phosphine	74-83-9 7803-51-2	NLD MOD does not allow use as a disinfectant in/on packaging and/or containers	Biocide regulation (Regulation 528/2012/EC)	2A
Cybutryne	28159-98-0	NLD MOD discourages use in Anti-fouling paint	International Convention on the Control of Harmful Anti-Fouling Systems on Ships	2B
Biocides		A foreign supplier may not use a biocide for treatment of (wooden) packaging and/or containers, unless the active substance: - is mentioned in annex 1, 1A or 1B of this directive and is admitted for the intended use	Biocide regulation (Regulation 98/8/EC)	2A

Annex 11: Asbestos

Substance / product	CAS no.	Measure	Legislation	Restriction category
Asbestos n.o.s.	1332-21-4	Legislation prohibits use	REACH Regulation, annex XVII, section 6 (Regulation 1907/2006/EC)	1A
Actinolite	77536-66-4	Not detectable for any asbestos mentioned in the list.		
Asmosite	12172-73-5			
Anthofyllite	77536-67-5			
Chrysolite	12001-29-5			
Tremolite	77536-68-6			
Crocidolite	12001-28-4			

Annex 12: Reporting of substances of very high concern in (complex) objects

The supplier must report:

- substances mentioned in the candidate list annex XIV and/or annex XIV present in a concentration greater than 0,1 % (w/w) in any component article. The supplier may aggregate the information at assembly or sub-assembly level to make the information flow manageable, provided that the presence of any annex XIV- or candidate list annex XIV substance is not “hidden”;
- the use of the substance (in general terms);
- risks caused by the presence of the substance during use, maintenance and/or waste disposal; where these risks are present, the appropriate risk management measures are reported in the user instruction, maintenance documentation and/or waste disposal instruction.

Name of substance	Cas-nummer	Use of substance (in general terms)	Causes a risk during			Law
			Use*	Maintenance*	Waste disposal*	

* Yes or No

MMF STATEMENT OF WORK

WORK PACKAGE 3 – AIRCRAFT MAINTENANCE

VERSION 1.0

Record of Revisions

Revision	Date	Reason for the Change

Clarification of document:

1. A SUPREQ is the acronym for Support Requirement.
2. A SUPOPT is the acronym for Support Option.
3. The unique identification number of the SUPREQ is a combination of the specific Work Package number and a three digit unique follow up number.
4. The SUPREQ Description column describes the requirement, but not 'how' this requirement shall be met. The 'how' shall be discussed with potential bidders during the 'competitive dialogue'.
5. The Compliance Statement column is to be filled out by a potential bidder.
6. The Additional Remarks column is a free field to enter additional necessary text.

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
Note: This work package has to be read in combination with the MMF Statement of Operating Intent and Master Data Assumption List.			
GENERAL REQUIREMENTS			
SUPREQ 3.001	The Contractor shall provide aircraft maintenance services to the MMF A330 MRTT aircraft according to requirements identified by MMF Continuing Airworthiness Management Organisation (CAMO) and under the conditions specified in this SoW. In principal, the MMU shall perform all level 1 maintenance and the Contractor shall perform all level 2 and 3 maintenance.		
SUPREQ 3.002	The Contractor shall be able to perform the aircraft maintenance services from 29 June 2022.		
SUPREQ 3.003	The Contractor shall provide an Implementation and Transition Plan of this work package as part of its proposal.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 3.004	The Contractor shall be an EASA Part 145 approved maintenance organization with A330 maintenance included in the approved scope of work (maintenance organization exposition) at <u>contract award date</u> .		
SUPREQ 3.005	The bidder shall have minimum five years of proven experience within the last ten years to manage (a subcontractor with) an EASA Part 145 approved maintenance organisation with A330 intermediate and depot maintenance included in approved scope of work.		
SUPREQ 3.006	The Contractor shall be an (NLD)MAR Part 145 approved maintenance organization with A330MRTT maintenance included in the approved scope of work (maintenance organization exposition) with proven capabilities to perform maintenance of military systems integrated in A330 MRTT at <u>contract start date</u> .		
SUPREQ 3.007	The Contractor shall obtain an accreditation as an (NLD)MAR-145 organisation in accordance with the requirements specified in the Netherlands Special Military Aviation Regulations for recognition and accreditation ((NLD)SMAR-4).		
SUPREQ 3.008	<p>The Contractor shall maintain a Quality Management System (QMS) that demonstrates compliance to, or certification against ISO 9001 and/or AS/EN 9100 within the applicable scope. In addition, the requirements of AQAP 2310 and, in case of Software Development, the additional requirements of AQAP 2210 shall apply.</p> <p>NSPA reserves the right to perform audits to ensure compliance with the submitted QAP. Corrective actions are to be implemented by the</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	Contractor to address any findings/nonconformities observed within a commonly agreed timeframe or within the MAA-NLD prescribed timeframes.		
SUPREQ 3.009	The Contractor shall set up a risk management system compliant with the latest version of ISO 31000 for Risk Management, to ensure that all potential risks, which may have an impact on the Programme contractual requirements are managed in accordance with the Contract. This includes the submittal and maintenance of a Risk Management Plan.		
SUPREQ 3.010	The Contractor shall use ATA iSpec 2200 aviation industry standard for exchange of A330 engineering and maintenance information in support of aircraft maintenance and configuration control.		
SUPREQ 3.011	The Contractor shall provide required cost related data to NSPA for Life Cycle Cost (LCC) analysis as part of the commercial bid.		
SUPREQ 3.012	The Contractor shall provide support to NSPA for LCC analysis activities.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 3.013	The Contractor shall record all performed work in relevant Log-Cards/Log-Books.		
SUPREQ 3.014	The Contractor shall provide all data related to the performed maintenance in a format(s) (e.g., xls) that can be used for data upload into the Contracting Authority automated maintenance system (Maximo for Aviation). The Contractor shall be responsible to resolve any error message generated during the upload related to the used format and content.		
SUPREQ 3.015	<p>The Contractor shall provide and maintain a Management Plan based on the scope of this work package. It shall include (but not limited to):</p> <ul style="list-style-type: none"> • Objectives • Time schedules • Performance Monitoring, incl (Key) performance indicators (KPIs) • Processes • Roles & responsibilities • Lines of communication • Quality management procedures • Risk management procedures • Reporting procedures 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<i>Note: the content has to be coordinated with and approved by NSPA.</i>		
SUPREQ 3.016	The Contractor shall incorporate a monitoring and reporting system to permanently monitor and report the performance of the services to the Contracting Authority.		
SUPREQ 3.017	The Contractor shall provide a risk mitigation plan regarding the impact of BREXIT on the performance of this work package.		
SUPOPT 3.001	The Contractor shall support NSPA planned activities to implement Distributed Ledger Technology into the fleet management, to improve the immutability, transparency, traceability and security in engineering and maintenance data distribution, sharing and storage.		
SCHEDULED AIRCRAFT MAINTENANCE REQUIREMENTS			
SUPREQ 3.018	The Contractor shall be responsible to arrange the Level 2 maintenance (light maintenance C-Checks that are C1, C2, C3, C5, C6 and C7) in accordance with the valid MMF Aircraft Maintenance Plan (AMP) and Aircraft Maintenance Manual (AMM). The requirement also includes the maintenance of integrated military systems and (over & above) maintenance tasks. Although Table 1 provides a clarification abstract of		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>the MMF AMM. Note that the MMF AMM defines the different C-Checks and takes precedent over Table 1.</p> <p><i>Note: minor changes of the scope of the C-Checks induced by the OEM will be absorbed by the Contractor and major changes of the scope are up to negotiations.</i></p>		
SUPREQ 3.019	The Contractor shall be responsible to arrange light C-Checks within 30 calendar days at a (sub)Contractor's location in Europe.		
SUPREQ 3.020	<p>The contractor shall be responsible to arrange maintenance Level 3 (heavy maintenance C-Checks that are C4 & C8) in accordance with the current MMF AMP and AMM. The requirement also includes the maintenance of integrated military systems and (over & above) maintenance tasks. Although Table 1 provides a clarification abstract of the MMF AMM. Note that the MMF AMM defines the different C-Checks and takes precedent over Table 1.</p> <p><i>Note: minor changes of the scope of the C-Checks induced by the OEM will be absorbed by the Contractor and major changes of the scope are up to negotiations.</i></p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 3.021	The Contractor shall be responsible to arrange heavy C-Checks within 90 calendar days at a (sub)Contractor's location in Europe.		
SUPREQ 3.022	<p>The Contractor shall be able to perform additional maintenance tasks not included in the scheduled maintenance level 2 and 3 packages (e.g. corrective maintenance, embodiment of service bulletins and modifications, unscheduled replacement of LRUs or main equipment, structural rework).</p> <p><i>Note: the Contractor is expected to provide an annual person-hour cost that shall be used to calculate the total costs for the 'over & above' work.</i></p>		
SUPREQ 3.023	<p>The Contractor shall be able to perform the C-Checks quantities mentioned in Table 2 of this work package.</p> <p><i>Note: this is an indication, but the MMF Aircraft Maintenance Plan has precedents</i></p>		
SUPREQ 3.024	The Contractor shall be responsible for provision of all consumables and expendables needed for performance of the C-checks and associated maintenance on its location, including additional requested (over & above) maintenance tasks. The scope is all consumables and expendables included in the MMF CML, MMF AMM and respective MMF CMMs.		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 3.025	The Contractor shall be responsible for aircraft (exterior) wash, including landing gear, in accordance with the MMF AMM.		
UNSCHEDULED AIRCRAFT MAINTENANCE REQUIREMENTS			
SUPREQ 3.026	<p>The Contractor shall be able to, upon request of the Contracting Authority, perform unscheduled maintenance activities, which are either out of scope of the approved MMF Part 145 maintenance organization exposition or for which there is temporarily no capacity available within the MMF. These activities can include, but are not limited to:</p> <ul style="list-style-type: none"> • Embodiment of service bulletins • Activities related to compliance with applicable AD • Implementation of modifications • Replacement of LRUs • Replacement of heavy components • Replacement of frame parts • Painting of frame parts • Replacement of power plant components <p><i>Note: the Contractor is expected to provide an annual person-hour cost that shall be used to calculate the total costs for the 'over & above' work.</i></p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 3.027	<p>The Contractor shall be able to perform unscheduled A330 MRTT aircraft maintenance, as described in SUPREQ 3.026, either by drop-in maintenance, or by deployment of a Contractors working party, whichever way will be identified by the Contracting Authority as time and cost effective. Responsiveness to service requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 days), regular (within 10 days) and included in SUPREQ 3.015.</p> <p><i>Note: the Contractor is expected to provide an annual person-hour and per diem cost that shall be used to calculate the total costs for the 'over & above' work. Travel, accommodation and material costs shall be based on the scope of work.</i></p>		
SUPOPT 3.002	<p>The Contractor shall be responsible for the disinfection and disinsection of the aircraft in accordance with XXX.</p>		

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Table 1. OEM recommended C-Check

Note: this table cannot be used for official use. The MMF AMM is the official reference and will take precedent over this table.

Maintenance Check Type	Maintenance Level	Task Group
C1	Level 2	1C
C2	Level 2	1C+2C
C3	Level 2	1C
C4	Level 3	1C+2C+4C
C5	Level 2	1C
C6	Level 2	1C+2C
C7	Level 2	1C
C8	Level 3	1C+2C+4C+8C

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Table 2. Expected Number of C-Checks

Note: Based on the current aircraft delivery and utility profile included in the Statement of Operating Intent. This table provides an indication of the workload and cannot be used for official use, the MMF AMP is the official reference and will take precedent over this table.

Phase	FOS - 1st year	FOS - 2nd year	FOS - 3rd year	FOS - 4th year	FOS - 5th year	FOS - 6th year	FOS - 7th year	FOS - 8th year	FOS - 9th year	FOS - 10th year	FOS Total 10 years
Checks	07/2022- 06/2023	07/2023- 06/2024	07/2024- 06/2025	07/2025- 06/2026	07/2026- 06/2027	07/2027- 06/2028	07/2028- 06/2029	07/2029- 06/2030	07/2030- 06/2031	07/2031- 06/2032	07/2022- 06/2032
C1	2	1	0	1	0	0	0	0	0	0	4
C2	2	2	2	0	1	0	0	0	0	0	7
C3	1	0	3	1	2	0	1	0	0	0	8
C4	0	0	1	1	2	2	1	0	1	0	8
C5	0	0	0	0	1	1	2	2	1	0	7
C6	0	0	0	0	0	0	1	2	2	2	7
C7	0	0	0	0	0	0	0	1	1	2	4
C8	0	0	0	0	0	0	0	0	0	1	1
Total Light C-Check (Level 2)	5	3	5	2	4	1	4	5	4	4	37
Total Heavy C- Check (Level 3)	0	0	1	1	2	2	1	0	1	1	9

MMF STATEMENT OF WORK

WORK PACKAGE 4 – AIRBUS MILITARY AERIAL REFUELLING BOOM SYSTEM (ARBS) MAINTENANCE

VERSION 1.0

Record of Revisions

Revision	Date	Reason for the Change

Clarification of document:

1. A SUPREQ is the acronym for Support Requirement.
2. A SUPOPT is the acronym for Support Option.
3. The unique identification number of the SUPREQ is a combination of the specific Work Package number and a three digit unique follow up number.
4. The SUPREQ Description column describes the requirement, but not 'how' this requirement shall be met. The 'how' shall be discussed with potential bidders during the 'competitive dialogue'.
5. The Compliance Statement column is to be filled out by a potential bidder.
6. The Additional Remarks column is a free field to enter additional necessary text.

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
Note: This work package has to be read in combination with the MMF Statement of Operating Intent and Master Data Assumption List.			
GENERAL REQUIREMENTS			
SUPREQ 4.001	The Contractor shall provide maintenance of the Aerial Refuelling Boom System (ARBS) of MMF A330 MRTT aircraft according to requirements identified by MMF Continuing Airworthiness Management Organisation (CAMO) and under conditions specified in this SoW. In principal, the MMU shall perform all level 1 maintenance and the Contractor shall perform all level 2 and 3 maintenance.		
SUPREQ 4.002	The Contractor shall be able to perform the aircraft maintenance services from 29 June 2022.		
SUPREQ 4.003	The Contractor shall provide an Implementation and Transition Plan of this work package as part of its proposal.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 4.004	The Contractor shall be a (NLD) MAR Part 145 approved maintenance organization with MMF A330 MRTT Aerial Refuelling Boom System component maintenance included in the approved scope of work (maintenance organization exposition) at <u>contract start date</u> .		
SUPREQ 4.005	The Contractor shall obtain an accreditation as an (NLD)MAR-145 organisation in accordance with the requirements specified in the Netherlands Special Military Aviation Regulations for recognition and accreditation ((NLD)SMAR-4).		
SUPREQ 4.006	<p>The Contractor shall maintain a Quality Management System (QMS) that demonstrates compliance to, or certification against ISO 9001 and/or AS/EN 9100 within the applicable scope. In addition, the requirements of AQAP 2310 and, in case of Software Development, the additional requirements of AQAP 2210 shall apply.</p> <p>NSPA reserves the right to perform regular audits to ensure compliance with the submitted QAP. Corrective actions are to be implemented by the Contractor to address any findings/nonconformities observed within a commonly agreed timeframe or within the MAA-NLD prescribed timeframes.</p>		
SUPREQ 4.007	The Contractor shall set up a risk management system compliant with the latest version of ISO 31000 for Risk Management, to ensure that all potential risks, which may have an impact on the Programme contractual requirements are managed in accordance with the Contract. This includes the submittal and maintenance of a Risk Management Plan.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 4.008	The Contractor shall be capable of use of ATA iSpec 2200 aviation industry standard for exchange of ARBS engineering and maintenance information in the component maintenance and configuration control.		
SUPREQ 4.009	The Contractor shall provide required cost related data to NSPA for Life Cycle Cost (LCC) analysis as part of the commercial bid.		
SUPREQ 4.010	The Contractor shall provide support to NSPA for LCC analysis activities.		
SUPREQ 4.011	<p>The Contractor shall provide and maintain a Management Plan based on the scope of this work package. It shall include (but not limited to):</p> <ul style="list-style-type: none"> • Objectives • Time schedules • Performance Monitoring, incl (Key) performance indicators (KPIs) • Processes • Roles & responsibilities • Lines of communication • Quality management procedures • Risk management procedures • Reporting procedures <p><i>Note: the content has to be coordinated and approved by NSPA.</i></p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 4.012	The Contractor shall record all performed work in relevant Log-Cards/Log-Books.		
SUPREQ 4.013	The Contractor shall provide all data related to the performed maintenance in a format(s) (e.g., xls) that can be used for data upload into the Contracting Authority automated maintenance system (Maximo for Aviation). The Contractor shall be responsible to resolve any error message generated during the upload related to the used format and content.		
SUPREQ 4.014	The Contractor shall provide a risk mitigation plan regarding the impact of BREXIT on the performance of this work package.		
SUPOPT 4.001	The Contractor shall support NSPA planned activities to implement Distributed Ledger Technology into the fleet management, to improve the immutability, transparency, traceability and security in engineering and maintenance data distribution, sharing and storage.		
MAINTENANCE REQUIREMENTS			

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 4.015	The Contractor shall perform ARBS scheduled maintenance as a regular part of light and heavy C-checks, in accordance with MMF AMM and MMF CMM.		
SUPREQ 4.016	The Contractor shall be able to perform ARBS scheduled maintenance apart from the aircraft C-check. <i>Note: the Contractor is expected to provide an annual person-hour cost that shall be used to calculate the total costs for the 'over & above' work.</i>		
SUPREQ 4.017	The contractor shall be responsible for provision of all consumables and expendables needed for performance of the requested maintenance at its location. The scope is all consumables and expandables included in the MMF CML and (Engine and Component) MM and MMF (Aircraft, Engine and Component) IPC.		
SUPREQ 4.018	The Contractor shall perform unscheduled (corrective) maintenance of the ARBS, which is either out of scope of the Contracting Authority maintenance organization exposition or for which it does not have capacity available. These activities can include, but are not limited to: <ul style="list-style-type: none"> • Embodiment of service bulletins • Activities related to compliance with applicable AD • Component repairs • Replacement of LRUs 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<i>Note: the Contractor is expected to provide an annual person-hour cost that shall be used to calculate the total costs for the 'over & above' work.</i>		
SUPREQ 4.019	<p>The Contractor shall perform the unscheduled ARBS maintenance, as described in SUPREQ 4.018 either by drop-in maintenance, or by deployment of a Contractor's working party, whichever way will be identified by the Contracting Authority as time and cost effective. Responsiveness to service requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 days), regular (within 10 days) and included in SUPREQ 4.011.</p> <p><i>Note: the Contractor is expected to provide an annual person-hour and per diem cost that shall be used to calculate the total costs for the 'over & above' work. Travel, accommodation and material costs shall be based on the scope of work.</i></p>		

MMF STATEMENT OF WORK

WORK PACKAGE 6 – COBHAM 905E UNDER-WING REFUELLING POD MAINTENANCE

VERSION 1.0

Record of Revisions

Revision	Date	Reason for the Change

Clarification of document:

1. A SUPREQ is the acronym for Support Requirement.
2. A SUPOPT is the acronym for Support Option.
3. The unique identification number of the SUPREQ is a combination of the specific Work Package number and a three digit unique follow up number.
4. The SUPREQ Description column describes the requirement, but not 'how' this requirement shall be met. The 'how' shall be discussed with potential bidders during the 'competitive dialogue'.
5. The Compliance Statement column is to be filled out by a potential bidder.
6. The Additional Remarks column is a free field to enter additional necessary text.

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
Note: This work package has to be read in combination with the MMF Statement of Operating Intent and Master Data Assumption List.			
GENERAL REQUIREMENTS			
SUPREQ 6.001	The Contractor shall provide maintenance of Cobham 905E under-wing refuelling pods of MMF A330 MRTT aircraft according to requirements identified by MMF Continuing Airworthiness Management Organisation (CAMO) and under conditions specified in this SoW. In principal, the MMU shall perform all level 1 maintenance and the Contractor shall perform all level 2 and 3 maintenance.		
SUPREQ 6.002	The Contractor shall be able to perform the aircraft maintenance services from 29 June 2022.		
SUPREQ 6.003	The Contractor shall provide an Implementation and Transition Plan of this work package as part of its proposal.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 6.004	The Contractor shall be a (NLD)MAR Part 145 approved maintenance organization with Cobham 905E under-wing refuelling pods component maintenance included in the approved scope of work (maintenance organization exposition) at <u>contract start date</u> .		
SUPREQ 6.005	The Contractor shall obtain an accreditation as an (NLD)MAR-145 organisation in accordance with the requirements specified in the Netherlands Special Military Aviation Regulations for recognition and accreditation ((NLD)SMAR-4).		
SUPREQ 6.006	<p>The Contractor shall maintain a Quality Management System (QMS) that demonstrates compliance to, or certification against ISO 9001 and/or AS/EN 9100 within the applicable scope. In addition, the requirements of AQAP 2310 and, in case of Software Development, the additional requirements of AQAP 2210 shall apply.</p> <p>NSPA reserves the right to perform regular audits to ensure compliance with the submitted QAP. Corrective actions are to be implemented by the Contractor to address any findings/nonconformities observed within a commonly agreed timeframe or within the MAA-NLD prescribed timeframes.</p>		
SUPREQ 6.007	The Contractor shall set up a risk management system compliant with the latest version of ISO 31000 for Risk Management, to ensure that all potential risks, which may have an impact on the Programme contractual requirements are managed in accordance with the Contract. This includes the submittal and maintenance of a Risk Management Plan.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 6.008	The Contractor shall be capable of use of ATA iSpec 2200 aviation industry standard for exchange of engineering and maintenance information in the Cobham 905E underwing refueling pod maintenance and configuration control.		
SUPREQ 6.009	The Contractor shall provide required cost related data to NSPA for Life Cycle Cost (LCC) analysis as part of the commercial bid.		
SUPREQ 6.010	The Contractor shall provide support to NSPA for LCC analysis activities.		
SUPREQ 6.011	<p>The Contractor shall provide and maintain a Management Plan based on the scope of this work package. It shall include (but not limited to):</p> <ul style="list-style-type: none"> • Objectives • Time schedules • Performance Monitoring, incl (Key) performance indicators (KPIs) • Processes • Roles & responsibilities • Lines of communication • Quality management procedures • Risk management procedures • Reporting procedures <p><i>Note: the content has to be coordinated and approved by NSPA.</i></p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 6.012	The Contractor shall provide a risk mitigation plan regarding the impact of BREXIT on the performance of this work package.		
SUPREQ 6.013	The Contractor shall record all performed work in relevant Log-Cards/Log-Books.		
SUPREQ 6.014	The Contractor shall provide all data related to the performed maintenance in a format(s) (e.g., xls) that can be used for data upload into the Contracting Authority automated maintenance system (Maximo for Aviation). The Contractor shall be responsible to resolve any error message generated during the upload related to the used format and content.		
SUOPT 6.001	The Contractor shall support NSPA planned activities to implement Distributed Ledger Technology into the fleet management, to improve the immutability, transparency, traceability and security in engineering and maintenance data distribution, sharing and storage.		
MAINTENANCE REQUIREMENTS			

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 6.015	The Contractor shall perform Cobham 905E under-wing refuelling pods scheduled maintenance, preferably as a regular part C-checks, in accordance with (MMF) AMM and (MMF) CMM.		
SUPREQ 6.016	The Contractor shall be able to perform Cobham 905E under-wing refuelling pod scheduled maintenance apart from the aircraft scheduled maintenance.		
SUPREQ 6.017	The contractor shall be responsible for provision of all consumables and expendables needed for performance of the requested maintenance at its location. The scope is all consumables and expandables included in the MMF CML, MMF AMM and respective MMF CMM.		
SUPREQ 6.018	<p>The Contractor shall perform unscheduled (corrective) maintenance of the Cobham 905E under-wing refuelling pods, which is out of scope or out of capabilities of the Contracting Authority maintenance organization exposition. These activities can include, but are not limited to:</p> <ul style="list-style-type: none"> • Embodiment of service bulletins • Activities related to compliance with applicable AD • Replacement of LRUs • Component repairs <p><i>Note: the Contractor is expected to provide an annual person-hour cost that shall be used to calculate the total costs for the 'over & above' work.</i></p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 6.019	<p>The Contractor shall perform the unscheduled Cobham 905E underwing refuelling pods maintenance, as described in SUPREQ 6.018 either by drop-off maintenance, or by deployment of the Contractor's working party, whichever way will be identified by the Contracting Authority as time and cost effective. Responsiveness to service requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 days), regular (within 10 days) and included in SUPREQ 6.011.</p> <p><i>Note: the Contractor is expected to provide an annual person-hour and per diem cost that shall be used to calculate the total costs for the 'over & above' work. Travel, accommodation and material costs shall be based on the scope of work.</i></p>		

MMF STATEMENT OF WORK

WORK PACKAGE 7 – TRENT 772B-60 ENGINE SUPPORT

VERSION 1.0

Record of Revisions

Revision	Date	Reason for the Change

Clarification of document:

1. A SUPREQ is the acronym for Support Requirement.
2. A SUPOPT is the acronym for Support Option.
3. The unique identification number of the SUPREQ is a combination of the specific Work Package number and a three digit unique follow up number.
4. The SUPREQ Description column describes the requirement, but not 'how' this requirement shall be met. The 'how' shall be discussed with potential bidders during the 'competitive dialogue'.
5. The Compliance Statement column is to be filled out by a potential bidder.
6. The Additional Remarks column is a free field to enter additional necessary text.

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
Note: This work package has to be read in combination with the MMF Statement of Operating Intent and Master Data Assumption List.			
GENERAL REQUIREMENTS			
SUPREQ 7.001	The Contractor shall be an EASA Part 145 approved maintenance organization with Rolls-Royce Trent 772B-60 maintenance included in the approved scope of work (maintenance organization exposition) with proven capabilities to perform maintenance of military systems integrated in A330 MRTT at <u>contract award date</u> .		
SUPREQ 7.002	The Contractor shall be an (NLD)MAR Part 145 approved maintenance organization with Rolls-Royce Trent 772B-60 maintenance included in the approved scope of work (maintenance organization exposition) with proven capabilities to perform maintenance of military systems integrated in A330 MRTT at <u>contract start date</u> .		
SUPREQ 7.003	The Contractor shall have minimum five years of proven experience within the last ten years to manage (a subcontractor with) an EASA Part 145 approved maintenance organisation with A330 intermediate and depot maintenance included in approved scope of work.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 7.004	The Contractor shall obtain an accreditation as an (NLD)MAR-145 organisation in accordance with the requirements specified in the Netherlands Special Military Aviation Regulations for recognition and accreditation ((NLD)SMAR-4).		
SUPREQ 7.005	The Contractor shall be able to perform the Rolls-Royce Trent 772B-60 engine maintenance services from 29 June 2022. In principal, the MMU shall perform all level 1 maintenance and the Contractor shall perform all level 2 and 3 maintenance.		
SUPREQ 7.006	The Contractor shall provide an Implementation and Transition Plan of this work package as part of its proposal.		
SUPREQ 7.007	<p>The Contractor shall maintain a Quality Management System (QMS) that demonstrates compliance to, or certification against ISO 9001 and/or AS/EN 9100 within the applicable scope. In addition, the requirements of AQAP 2310 and, in case of Software Development, the additional requirements of AQAP 2210 shall apply.</p> <p>NSPA reserves the right to perform regular audits to ensure compliance with the submitted QAP. Corrective actions are to be implemented by the Contractor to address any findings/nonconformities observed within a commonly agreed timeframe or within the MAA-NLD prescribed timeframes.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 7.008	The Contractor shall set up a risk management system compliant with the latest version of ISO 31000 for Risk Management, to ensure that all potential risks, which may have an impact on the Programme contractual requirements are managed in accordance with the Contract. This includes the submittal and maintenance of a Risk Management Plan.		
SUPREQ 7.009	The Contractor shall be capable of use of ATA iSpec 2200 aviation industry standard for exchange of engineering and maintenance information in the Trent 772b-60 engine maintenance and configuration control.		
SUPREQ 7.010	The Contractor shall provide required cost related data to NSPA for Life Cycle Cost (LCC) analysis as part of the commercial bid.		
SUPREQ 7.011	The Contractor shall provide support to NSPA for LCC analysis activities.		
SUPREQ 7.012	<p>The Contractor shall provide and maintain a Management Plan based on the scope of this work package. It shall include (but not limited to):</p> <ul style="list-style-type: none"> • Objectives • Time schedules • Performance Monitoring, incl (Key) performance indicators (KPIs) • Processes • Roles & responsibilities 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> • Lines of communication • Quality management procedures • Risk management procedures • Reporting procedures <p><i>Note: the content has to be coordinated and approved by NSPA.</i></p>		
SUPREQ 7.013	The Contractor shall incorporate a monitoring and reporting system to permanently monitor and report the performance of the services.		
SUPREQ 7.014	The Contractor shall provide a risk mitigation plan regarding the impact of BREXIT on the performance of this work package.		
SUPOPT 7.001	The Contractor shall support NSPA planned activity to implement Distributed Ledger Technology into the fleet management, to improve the immutability, transparency, traceability and security in engineering and maintenance data distribution, sharing and storage.		
ENGINE MAINTENANCE REQUIREMENTS			
SUPREQ 7.015	The Contractor shall provide a Maintenance, Repair and Overhaul (MRO) service for the MMF engines. The service shall be performed in accordance with the Engine Management Programme (EMP), Maintenance Interface Agreement and the Administration Manual. The		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	Contractor shall assure that the repair activities are carried out at approved MRO facilities, in accordance with the requirements of the Airworthiness Authorities and respective manuals (AMM, EM).		
SUPREQ 7.016	<p>The Contractor shall be able to perform unscheduled engine maintenance activities, which are out of scope of the approved MMF (NLD)MAR 145 organization exposition. These activities can include, but are not limited to:</p> <ul style="list-style-type: none"> • Embodiment of service bulletins • Activities related to compliance with applicable AD • Implementation of modifications • Replacement of LRUs <p><i>Note: the Contractor is expected to provide an annual person-hour cost that shall be used to calculate the total costs for the 'over & above' work.</i></p>		
SUPREQ 7.017	<p>The Contractor shall be able to perform unscheduled engine maintenance, , as described in SUPREQ 7.016, either by drop-off maintenance, or by deployment of a Contractors working party, whichever way will be identified by the Contracting Authority as time and cost effective. Responsiveness to service requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 days), regular (within 10 days) and included in SUPREQ 7.012.</p> <p><i>Note: the Contractor is expected to provide an annual person-hour and per diem cost that shall be used to calculate the total costs for the 'over</i></p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<i>& above' work. Travel, accommodation and material costs shall be based on the scope of work.</i>		
SUPREQ 7.018	The contractor shall be responsible for provision of all consumables and expendables needed for performance of the requested maintenance at its location. The scope of those consumables and expandables is defined in the MMF Engine Maintenance Manual and MMF Integrated Parts Catalogues.		
SUPREQ 7.019	The Contractor shall record all performed work in relevant Log-Cards/Log-Books.		
SUPREQ 7.020	The Contractor shall provide all data related to the performed maintenance in a format(s) (e.g., xls) that can be used for data upload into the Contracting Authority automated maintenance system (Maximo for Aviation). The Contractor shall be responsible to resolve any error message generated during the upload related to the used format and content.		
ORIGINAL EQUIPMENT MANUFACTURER SUPPORT REQUIREMENTS			

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 7.021	The Contractor shall be the holder of a Design Organisation Approval in accordance with EASA Part 21, Section A, Part J at <u>contract award date</u> . The Contractor shall be responsible for the support of the type design and continued airworthiness of the Trent 772B-60.		
SUPREQ 7.022	The Contractor shall be the holder of a Design Organisation Approval in accordance with (NLD)MAR-21, Section A, Part J at <u>contract start date</u> . The Contractor shall be responsible for the support of the type design and continued airworthiness of the Trent 772B-60.		
SUPREQ 7.023	The Contractor shall obtain an accreditation as an (NLD)MAR-21 organisation in accordance with the requirements specified in the Netherlands Special Military Aviation Regulations for recognition and accreditation ((NLD)SMAR-4).		
SUPREQ 7.024	The Contractor shall provide a comprehensive Engine Health Monitoring (EHM) data analysis service for the MMF engines. This service shall provide the Contracting Authority customers with prompt warnings of potential issues. This service shall include a web access through RR Care portal to fleet data, plots and summaries.		
SUPREQ 7.025	The Contractor shall provide a comprehensive Engine Life Use Monitoring (1Hz) data analysis service on the MMF engines to indicate the fleet trends and review the Beta Factors for Life Limited Parts (LLP)		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	life debits, leading to longer on wing intervals between MRO shop visits for MMF engines. These analysis shall be provided through MMF engines specific Life Management Plan (LMP).		
SUPREQ 7.026	The Contractor shall provide a Flight Data Monitoring and engine data monitoring capability (e.g., to prepare 1Hz engine data file).		
SUPREQ 7.027	The Contractor shall provide the Contracting Authority with an access to all updates of generic Engine Management Plan (EMP), to define both cost effective On-Wing Maintenance and In-Shop Work Packages in order to minimise service disruption, maintain optimum levels of reliability/ performance and improve operating cost. The access shall be provided through RR Care portal.		
SUPREQ 7.028	The Contractor shall arrange an access to RR Care portal for appointed MMF personnel.		
SUPREQ 7.029	The Contractor shall provide regular update (revision cycle every 3 months) of the Trent 700 Technical Publications. The publications shall include: •Operating Instructions (OI) •Time Limits Manual (TLM)		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> •Service Bulletins (SB's) •Notice to Operators (NTO's) •Engine Illustrated Parts Catalogue (EIPC) <p>The appointed personnel of Contracted Authority with registered RR Care Portal account shall receive email notification informing them of new communication, which can viewed via a hyperlink in email taking them to RR Care Portal.</p>		
SUPREQ 7.030	The Contractor shall provide 24/7 access to the engine OEM Support Desk. Responsiveness to service requests shall be specified with different service levels, e.g. AOG (within 24hrs), urgent (within 3 days), regular (within 10 days) and included in SUPREQ 7.012.		
SUPREQ 7.031	The Contractor shall provide engine Technical Variance (TV) Service.		
SUPREQ 7.032	<p>The Contractor shall provide support of a Field Service Representative (FSR) and 24-hour access to Customer Support.</p> <p><i>Note: It is expected, that the FSR shall not be permanently deployed to the MOB/FOB+.</i></p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 7.033	The Contractor shall provide a catalogue with EASA Part 147 accredited, Trent 700 series dedicated training courses at <u>contract award date</u> , with a training path for B1/B2 mechanics and firm fixed prices.		
SUPREQ 7.034	The Contractor shall provide a catalogue with EASA and (NLD)MAR Part 147 accredited, Trent 700 series dedicated training courses at <u>contract start date</u> , with a training path for B1/B2 mechanics and firm fixed prices. The catalogue shall include, but not limited to: <ul style="list-style-type: none"> • Generic Familiarization Course • Line and Base Maintenance course • Borescope Inspection Course 		
SUPREQ 7.035	The Contractor shall obtain an accreditation as an (NLD)MAR-147 organisation in accordance with the requirements specified in the Netherlands Special Military Aviation Regulations for recognition and accreditation ((NLD)SMAR-4).		
ENGINE SERVICES REQUIREMENTS			
SUOPT 7.002	The Contractor shall provide long-term storage of two (2) MMF spare engines in “dressed engine” configuration in the Contractor’s in-door facility. The storage shall include initial preservation of the engines and performance of regular storage inspections, as define in the EM.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUOPT 7.003	The Contractor shall provide engine transportation services. The services shall include a worldwide, ground and air transportation of the spare engines (one engine in time).		
SUOPT 7.004	The Contractor shall provide engine change support. This support shall be provided worldwide, by drop-off maintenance or by deployment of a working party.		

MMF STATEMENT OF WORK

WORK PACKAGE 8 - GROUND AND AIR CREW TRAINING SERVICES

VERSION 1.0

Record of Revisions

Revision	Date	Reason for the Change

Clarification of document:

1. A SUPREQ is the acronym for Support Requirement.
2. A SUPOPT is the acronym for Support Option.
3. The unique identification number of the SUPREQ is a combination of the specific Work Package number and a three digit unique follow up number.
4. The SUPREQ Description column describes the requirement, but not 'how' this requirement shall be met. The 'how' shall be discussed with potential bidders during the 'competitive dialogue'.
5. The Compliance Statement column is to be filled out by a potential bidder.
6. The Additional Remarks column is a free field to enter additional text.

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
Note: This work package has to be read in combination with the MMF Statement of Operating Intent and Master Data Assumption List.			
GENERAL REQUIREMENTS			
SUPREQ 8.001	The Contractor shall obtain an accreditation as an (NLD)MAR-FCL1/2 and 147 organisation in accordance with the requirements specified in the Netherlands Special Military Aviation Regulations for recognition and accreditation ((NLD)SMAR-4).		
SUPREQ 8.002	The bidder shall have minimum five years of proven experience within the last ten years to manage (a subcontractor with) an EASA Part-FCL1/2 approved Aircrew Training Organization with A330 aircrew training included in the approved scope of work.		
SUPREQ 8.003	The bidder shall have minimum five years of proven experience within the last ten years to manage (a subcontractor with) an EASA Part-147 approved Maintenance Training Organization with A330 maintenance training included in the approved scope of work.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 8.004	The Training Management Organisation shall comply with the applicable EU and Host Nation regulations on Environmental, Occupational Health and Safety.		
SUPREQ 8.005	<p>The Contractor shall be responsible to provide training services to the following MMF organisations:</p> <ol style="list-style-type: none"> 1. MMU (the Operator, the Continuing Airworthiness Management Organisation (CAMO) and the Part-145 Organisation 2. NLD DMO (the Military Type Certificate Holder Organisation) 3. MAA-NLD (the Dutch Military Aviation Authority) 4. NSPA (the owner and programme management organization) 		
SUPREQ 8.006	The Contractor shall be responsible to provide A330 MRTT Ground and Air Crew Training from 29 June 2022.		
SUPREQ 8.007	The Contractor shall provide an Implementation and Transition Plan of this work package as part of its proposal.		
SUPREQ 8.008	The Contractor shall maintain a Quality Management System (QMS) that demonstrates compliance to, or certification against ISO 9001 and/or AS/EN 9100 within the applicable scope. In addition, the requirements of AQAP 2310 and, in case of Software Development, the additional requirements of AQAP 2210 shall apply.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	NSPA reserves the right to perform regular audits to ensure compliance with the submitted QAP. Corrective actions are to be implemented by the Contractor to address any findings/nonconformities observed within a commonly agreed timeframe or within the MAA-NLD prescribed timeframes.		
SUPREQ 8.009	The Contractor shall set up a risk management system compliant with the latest version of ISO 31000 for Risk Management, to ensure that all potential risks, which may have an impact on the Programme contractual requirements are managed in accordance with the Contract.		
SUPREQ 8.010	The Contractor shall submit and maintain a Risk Management Plan.		
SUPREQ 8.011	The Contractor shall format and generate Technical Information, Documentation and Data in accordance with ATA iSpec 2200.		
SUPREQ 8.012	The Contractor shall provide required cost related data to NSPA for Life Cycle Cost (LCC) analysis as part of the commercial bid.		
SUPREQ 8.013	The Contractor shall provide support to NSPA for LCC analysis activities.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 8.014	The Contractor shall provide a Facilities Requirements Document for the MOB and FOB+ if training will be provided at the MMF locations. NSPA will provide the facilities as Government Furnished Equipment. A Host Nations Agreement shall be coordinated with NSPA.		
SUPREQ 8.015	The Contractor shall provide a Training Management Plan.		
SUPREQ 8.016	<p>The Contractor shall provide and maintain a Management Plan based on the scope of this work package. It shall include (but not limited to):</p> <ul style="list-style-type: none"> • Objectives • Performance Monitoring, incl (Key) performance indicators (KPIs) • Processes • Roles & Responsibilities • Interfaces between the parties involved in this functional area • Monitoring and reporting system • Training Courses, Curricula and Training Devices used • Cancellation Policy and Scheduling Methodology • Annual Training Conference <p><i>Note: the content has to be coordinated and approved by NSPA.</i></p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 8.017	The Contractor shall incorporate a monitoring and reporting system to permanently monitor the performance of the services.		
SUPREQ 8.018	The Contractor shall deliver a quarterly report, supported by a dedicated meeting on the performance of the services.		
SUPREQ 8.019	A Training Needs Analysis (TNA) shall be organised and a TNA report shall be provided by Contractor. The content of the TNA report has to be agreed by NSPA.		
A330 MRTT PILOTS REQUIREMENTS			
SUPREQ 8.020	The air crew training services shall comply with EASA Part-FCL1/2 and (NLD)MAR Part-FCL1/2 requirements.		
SUPREQ 8.021	The bidder shall have minimum five years of proven experience within the last ten years to manage (a subcontractor with) an EASA Part-FCL1/2 approved Aircrew Training Organization with A330 aircrew training included in the approved scope of work.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 8.022	The Contractor shall be an EASA Part-FCL1/2 Aircrew Training Organization (ATO) with A330 training included in the approved scope of work (training organization exposition) at <u>contract award date</u> .		
SUPREQ 8.023	The Contractor shall be an (NLD)MAR Part-FCL 1/2 approved training organization with A330MRTT training included in the approved scope of work (training organization exposition) with proven capabilities to perform training of military systems integrated in A330 MRTT at <u>contract start date</u> .		
SUPREQ 8.024	The Contractor shall provide EASA Pilot A330 (Rolls Royce T700 Engine) Type Rating course slots for 10 students annually, including ETOPS and Low Visibility Operations modules (and one flight on the aircraft to complete the Type Rating). <i>Note: MMF aircraft are available to conduct potentially required flights as part of the type rating, not being the so called 'base flight'</i>		Standard EASA course
SUPREQ 8.025	The Contractor shall provide (NLD)MAR MRTT Military Difference courses for 10 students annually at the MMU location, including AAR modules for pilots.		
SUPREQ 8.026	The Contractor shall provide EASA A330 Type Rating Instructor upgrade course slots for two (2) students annually.		Standard EASA course

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 8.027	The Contractor shall provide EASA Recurrent Training & Checking (Line Proficiency Checks [LPC] and Operational Proficiency Checks [OPC]) course slots for 65 students annually (requirement per student is two slots a year, that makes 130 course slots annually).		Standard EASA course
SUPREQ 8.028	The Contractor shall provide an (NLD)MAR Part-FCL1/2 Special Courses catalogue with annual firm fixed prices per student. This catalogue includes, but is not limited to Flight Operations Engineer, CRM, HF CPS and Basic Performance courses. <i>Note: Courses shall preferably be provided at MMF facilities</i>		
A330 MRTT AIR REFUELLING OPERATORS (ARO) AND A330 LOADMASTERS REQUIREMENTS			
SUPREQ 8.029	The A330 MRTT ARO and A330 Loadmaster training services shall comply with EASA Part-FCL1/2 and (NLD)MAR Part-FCL1/2 requirements.		
SUPREQ 8.030	The Contractor shall be an (NLD)MAR Part-FCL 1/2 approved training organization with A330MRTT training included in the approved scope of work (training organization exposition) with proven capabilities to perform training of military systems integrated in A330 MRTT at <u>contract start date</u> .		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 8.031	The Contractor shall provide (NLD) MAR Part-FCL1/2 Ab Initio Air Refuelling Operator course slots for five (5) students annually.		
SUPREQ 8.032	The Contractor shall provide (NLD) MAR Part-FCL1/2 MRTT Air Refuelling Operator Type Rating course slots for five (5) students annually. <i>Note: MMF aircraft are available to support the type rating</i>		
SUPREQ 8.033	The Contractor shall provide (NLD) MAR Part-FCL1/2 MRTT Loadmaster Type Rating course slots for five (5) students annually. <i>Note: MMF aircraft, facilities and loading equipment are available to support the type rating.</i>		
SUPREQ 8.034	The Contractor shall provide combined (NLD)MAR Part-FCL1/2 MRTT Air Refuelling Operator and Loadmaster MRTT Type Rating Instructor individual upgrade course slots for one (1) student annually.		
SUPREQ 8.035	The Contractor shall provide (NLD)MAR Part FCL1/2 MRTT ARO Recurrent Training & Checking individual course slots for 34 students annually (requirement per student is two slots a year, that makes a total of 68 course slots annually).		
A330 MRTT CABIN ATTENDANT REQUIREMENTS			

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 8.036	The Contractor shall provide EASA A330 initial Cabin Attendant course slots for 10 students annually, this course includes as a minimum: EASA Emergency and First Aid Training EASA Human Factors Training EASA Service Training		Standard EASA course
SUPREQ 8.037	The Contractor shall provide EASA A330 Senior (command) Cabin Attendants upgrade course slots for five (5) students annually. <i>Note: MMF aircraft are available to conduct the required on-aircraft training</i>		Standard EASA course
SUPREQ 8.038	The Contractor shall provide EASA Cabin Attendant Recurrent Training & Checking course slots for 52 students annually (once a year per student).		Standard EASA course
A330 MRTT MAINTAINERS REQUIREMENTS			
SUPREQ 8.039	The Contractor shall be an EASA Part 147 Maintenance Training Organization with A330 training included in the approved scope of work (training organization exposition) at <u>contract award date</u> .		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 8.040	The Contractor shall be an (NLD)MAR Part 147 approved Maintenance Training Organization with A330MRTT training included in the approved scope of work (training organization exposition) with proven capabilities to perform training of military systems integrated in A330 MRTT at <u>contract start date</u> .		
SUPREQ 8.041	The maintenance training services shall comply with EASA Part-66 or (NLD)MAR Part-66 requirements.		
SUPREQ 8.042	The Contractor shall provide EASA Part-66 A330 Category B1 Type Training slots for 12 students annually, including Rolls Royce T700 engine.		Standard EASA course
SUPREQ 8.043	The Contractor shall provide EASA Part-66 A330 Category B2 Type Training slots for eight (8) students annually, including Rolls Royce T700 engine.		Standard EASA course
SUPREQ 8.044	The Contractor shall provide (NL)MAR MRTT Category A Type Training course slots for two (2) students annually to include a theoretical and practical part preferably at a location in the vicinity of the MMU. <i>Note: MMF aircraft are available to conduct the required on-aircraft training as part of the MRTT type rating</i>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 8.045	The Contractor shall provide (NL)MAR MRTT Category B1 Military Difference Training course slots for 12 students annually preferably at a location in the vicinity of the MMU. <i>Note: MMF aircraft are available at the MOB to conduct the required on-aircraft training</i>		
SUPREQ 8.046	The Contractor shall provide (NL)MAR MRTT Category B2 Military Difference Training course slots for eight (8) students annually preferably at a location in the vicinity of the MMU. <i>Note: MMF aircraft are available at the MOB to conduct the required on-aircraft training</i>		
SUPREQ 8.047	The Contractor shall provide (NL)MAR MRTT Familiarisation Course for 18 students annually, including, but not limited to the Aircraft Systems, Aircraft Maintenance Plan (AMP) and Technical Publications.		
SUPREQ 8.048	The Contractor shall provide EASA Continuing Airworthiness Management Organisation (CAMO) training courses catalogue with annual firm fixed prices per student and/or courses provided at the Contractors location and at the MMU location.		Standard EASA course
SUPREQ 8.049	The Contractor shall provide EASA Maintenance Manager training courses catalogue with annual firm fixed prices per student and/or courses provided at the Contractors location and at the MMU location.		Standard EASA course

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 8.050	The Contractor shall provide an EASA Part-66 Special Courses catalogue with annual firm fixed prices per student and/or courses provided at its own location and at the MMU location. This catalogue includes, but is not limited to Human Factors, Electrical Wiring Interconnection System (EWIS), Fuel Tank Safety, ETOPS Maintenance and (Rolls Royce T 700 Engine) Engine Run-Up courses/ refreshers.		Standard EASA course
SUPOPT 8.001	The Contractor shall provide (NL)MAR MRTT Category C Military Difference Training course slots preferably at a location in the vicinity of the MMU		Standard EASA course

MMF STATEMENT OF WORK

WORK PACKAGE 9 - IT SERVICES

VERSION 1.0

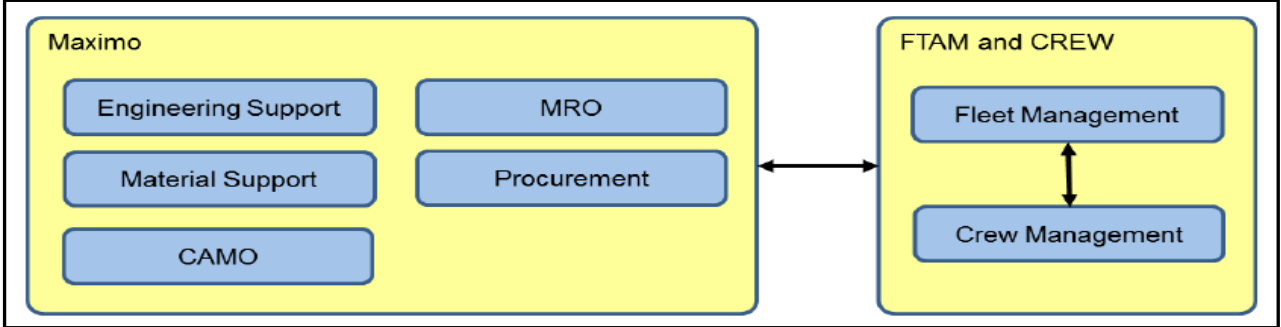
Record of Revisions

Revision	Date	Reason for the Change

Clarification of document:

1. A SUPREQ is the acronym for Support Requirement.
2. A SUPOPT is the acronym for Support Option.
3. The unique identification number of the SUPREQ is a combination of the specific Work Package number and a three digit unique follow up number.
4. The SUPREQ Description column describes the requirement, but not 'how' this requirement shall be met. The 'how' shall be discussed with potential bidders during the 'competitive dialogue'.
5. The Compliance Statement column is to be filled out by a potential bidder.
6. The Additional Remarks column is a free field to enter additional text.

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
<p><i>Note1: The hardware and network environment used to operate the mentioned applications and interface will be provided by NSPA</i></p> <p><i>Note2: In principal, NSPA will have administrative rights for all mentioned applications</i></p> <p><i>Note3: In principal, NSPA will provide the users' helpdesk; the Contractor will provide 'back office' support</i></p>			
AS-IS Information - Applications and functionalities composing the MMF IT System			
<p>This section briefly describes the applications and functionalities composing the existing MMF IT System :</p> <ol style="list-style-type: none"> 1. Maximo for Aviation (MfA), IBM tool, provides functionalities of Engineering Support activities, Maintenance activities, Supply, Shipment and Transport activities and CAMO (Continuous Airworthiness Management Organization). 2. Fleet Management functionality is provided by FTAM and Crew Management to be provided by CREW, both Airbus DS tools. FTAM and CREW are closely interfaced between them and with MfA. In this way, both modules manage the fleet and crews. <p>All application servers (MfA, FTAM, and CREW), databases and backup are hosted in a dedicated NR DMZ located at Getafe (Spain) in AIRBUS Defence and Space (ADS) premises. Inside this platform, a virtualization environment is operated by ADS. The MMU / Third Party users are accessing MfA, CREW and FTAM hosted on the ADS NR DMZ from the MOB (Eindhoven Airbase – The Netherlands), the FOB+ (Köln-Wahn – Germany) and other any locations by using 20 ADS Secured Laptops or by using any NSPA NR Tablets (via the NR VPN link built between NSPA and ADS NR DMZ).</p> <p>MfA, CREW and FTAM are not operating as stand-alone applications but they are interfaced between them. The identified interfaces are between the Fleet and Crew Management applications and between them and MfA functionalities as depicted below. In addition, there is an automated interface between ADS SAP (only for ADS internal usage) and MfA Material Support Module.</p>			

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	 <p>One of the main objectives of this WP 9 will be to :</p> <ul style="list-style-type: none"> • Migrate the existing MfA platform in used by the MMU / Third Party to the NSPA NR Network (Business Process & Data) • Provide Crew Management functionalities equivalent to the existing ADS CREW Application at the NSPA NR Network • Provide Fleet Management functionalities equivalent to the existing ADS FTAM Application at the NSPA NR Network 		
AS-IS Information - MfA (Software components and functionalities)			
<p>This section briefly describes the MfA software components and functionalities.</p> <p>1. Engineering Support</p> <p>The Engineering Support is provided by MfA Configuration Management and Supply Chain Management modules, and it supports the provisioning of services related to the maintenance activities on the MMF fleet. Engineering Support is also responsible for planning and</p>			

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>monitoring the Service Bulletins and Airworthiness Directives (both industry's and suppliers' ones), generating Work Packages as necessary.</p> <p>The main components of Engineering Support to manage maintenance activities applicable to the aircraft are:</p> <ul style="list-style-type: none"> • <u>Part Master</u> is the compendium of reference data for parts of logistic significance needed to carry out the logistic activities, which are parts identification and registration, NATO Stock Number (NSN) catalogue data for Defence applications, parts life limits, deployment kits, tool kits and modification kits and loadable software. • <u>Configuration management</u>, including management of major systems and equipment configuration up to LRI level, LRI breakdown, management of modifications and SW/HW compatibility matrix. • <u>Modifications management</u> covers the full modification cycle, beginning with the manufacturer proposal and ending with the actual implementation. • <u>Maintenance engineering</u> covers the maintenance works schedule, the associated maintenance tasks, parts and major systems management <p>2. Maintenance, Repair and Overhaul</p> <p>The Maintenance Repair and Overhaul (MRO) is provided by MfA Maintenance Work Management module. It manages the execution of maintenance activities on the MMF fleet, planning the execution of the maintenance activities as well as allocating the right Work Package/Airworthiness Directive to the appropriate MRO subcontractor.</p> <p>The objective of MRO management tool is to allow for a stringent Maintenance Management consistent with the planning and to ensure that the correct maintenance is carried out; all Service Bulletins, repairs, airworthiness directives are embodied; deferred tasks are carried out; all faults are corrected or their deferment accepted by the customer; all mandatory reporting to the DA is completed.</p>		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>The MRO covers the work scheduling and control of Maintenance Work Orders resulting from the operational activity to keep Major System, Engines, Equipment and components in an operational status.</p> <p>The main functions covered by the Maintenance, Repair & Overhaul are:</p> <ul style="list-style-type: none"> • <u>Work scheduling</u> includes maintenance requests registration, generation of work orders and work order scheduling considering dates, priority and materials. • <u>Maintenance Work Order Control</u> includes management of spares and consumables, human resources assignment, registration of removals and installations. • <u>Maintenance center resources</u> control including material assigned to shops, requests of spares and consumables, personnel assignment and workload management. • <u>Production analysis</u> of the information provided by the Maintenance Work Orders, after their closure, providing detailed information of duration, workload, cost analysis and material consumption. <p>3. Material Support</p> <p>Material Support functionalities are provided by MfA Asset Management module (and ADS legacy systems).</p> <p>Material Support provides the following functions:</p> <ul style="list-style-type: none"> • <u>Needs management</u> consists on the long-term forecast calculation of material needs for repair (both internal and external) and procurement, performed on the basis of the scheduled maintenance plan, estimated fleet activity, consumption history and Change Proposals. • <u>Stock Management</u>, allowing transparency on the actual stock status and making available the following comprehensive information on the situation of a specific item as stock, status, location. Also manages the reception, storage and shipment of material. 		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> • <u>Demands management</u> manages the complete process associated with material requirements coming from the MRO. Repairable items, spare parts and consumables requested in the Maintenance Work Orders are tracked with this function as well as the inventory availability analysis, delivery notes generation from the warehouse to the workshop, and the devolution notes from the workshop to the warehouse for the material removed or simply not used in the Maintenance Work Order. • <u>Warehouse management</u>, allowing the client to manage its internal warehouses. <p>4. CAMO Management</p> <p>CAMO (Continuing Airworthiness Management Organization) Management functionality is provided by MfA. It includes the management a variety of tasks as:</p> <ul style="list-style-type: none"> • Monitoring the aircraft maintenance and records (including routine or default inspections). • Managing Aircraft status, Maintenance Checks forecast, optimizing redelivery conditions over a dry operating lease period. • Optimizing Aircraft Engineering and Airworthiness Management to match with technical and operational, financial and asset management considerations. 		
	AS-IS Information – CREW functionalities		
	<p>Crew Management tool provides the following functionalities:</p> <ul style="list-style-type: none"> • <u>Crew information management</u>: The objective is to collect, maintain and manage all necessary information for the management of the crew as personal data, medical records, qualification, passport information, absences, vacations, conferences, time records, etc. It also collects and manages the Crew Training Program according to the aircraft, the aircraft configuration, the mission type and the crew qualification, the definition of the crew set composition for the main mission types and the Regulations and limitations applicable. 		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none">• <u>Crew planning</u>: The system will be able to perform a mid-term crew planning based on planned missions and deployments, as well as other planned activities such as training, holidays, rest time, etc.• <u>Crew assignment</u>: Knowing mission or deployments requests, flight crew is assigned to the missions. The system will support it in an automatic way, identifying candidates on an established criteria base: Qualification required, crew availability, crew flight hours, etc...• <u>Crew monitoring and support</u>: The objective is to track the flight crew status during the mission to react against unforeseen situations and to perform the record of post-mission data.		
AS-IS Information – FTAM functionalities			
<p>Fleet Management functionalities are provided by Fleet Tasking and Availability Management (FTAM). This web application is in charge of providing management and planning of the fleet, as well as to allocate the right configured aircraft, role kit and deployment kit to the customer, in order to successfully perform the planned mission. Additionally, it will monitor the mission progress. Provides the following main functions:</p> <ul style="list-style-type: none">• Fleet identification and control, based on the continuous monitoring of the Status, Condition and Location of each unit composing the Fleet, Aircraft Logbook, containing all the current and historic relevant aircraft data.• Fleet operation control, based on creation and management of the Mission Plan, recording of the pre-operation data associated to each mission and recording of the After Flight Declaration.			

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
General Management Requirements			
SUPREQ 9.001	The Contractor shall take into account all elements of purpose described in this WP and ensure during the execution of the contract that the purpose described in this WP is completely addressed in the products and services provided.		
SUPREQ 9.002	<p>The Contractor shall recognize the objectives of this WP and ensure that throughout the execution of the contract these objectives are observed and achieved. In order to realise these objectives the Contractor shall:</p> <ul style="list-style-type: none"> • Migrate the existing IBM Maximo for Aviation platform in used by the MMU to the NSPA NR Network (Business Processes & Data); • Provide Crew Management functionalities equivalent to the existing Airbus DS CREW Application on the NSPA NR Network; • Provide Fleet Management functionalities equivalent to the existing Airbus DS FTAM Application on the NSPA NR Network; • Provide support to develop a Barcoding identification capability interoperable with MfA; 		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> • Provide an interface between MfA and the existing NSPA ERP (Enterprise Resource Planning) System; • Centralize and consolidate the above functionalities and services in NSPA datacentres to offer IT services to the entire MMU; • Centralize and automate the management of the MMF IT services in order to reduce the Cost of Operation and Support; • Develop and implement MMF IT Service Continuity and IT Disaster Recovery mechanisms; • Ensure proper change evaluation and service transition to assure the quality of the services being deployed to the MMU and deploy these services in a coordinated manner. • Train MMF staff on all applications. 		
SUPREQ 9.003	The Contractor shall have the IT services available for the MMF Programme from 29 June 2022. Final System Acceptance is three (3) months before 'go live' on 29 June 2022.		
High Level Project Requirements			

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.004	<p>The Contractor shall undertake the following tasks which are identified at a high level in this section and expanded in subsequent sections of this WP.</p> <ul style="list-style-type: none"> • Undertake project management activities required to ensure delivery on time and to the quality standards, as described in the Project Management Section; • Undertake data gathering, analysis, and produce a design based on the requirements defined in this WP. The design shall describe an efficient IT Infrastructure including business continuity and support for disaster recovery as described in the IT Design Section. • Support NSPA in the achievement of Security Accreditation of the IT Solution as described in the IT Security Requirements Section; • Undertake implementation and migration, consisting of: <ul style="list-style-type: none"> ✓ Undertake site surveys, implementation planning, managing implementation and transition to operations to successfully implement the solution design into a fully operational system; ✓ With the support of NSPA IT, install, configure, test and activate the new IT Infrastructure / services in accordance with the accepted design at the sites designated in this contract. 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> ✓ Test applications in the new IT environment in conjunction with the MMU and NSPA to ensure that required levels of functionality and performance will be met; ✓ Migrate MfA application and its configuration, MfA / CREW / FTAM data to new NSPA IT infrastructure in accordance with the agreed Migration Plan; ✓ Integrate all hardware and software. Integration shall include all identified Government Furnished Equipment (GFE); ✓ Cut-over of the MMU users from their current ADS Helpdesk support to the NSPA Helpdesk support. • Aside the production environment, provide a test, training and pre-production environment for all the applications (including all related interfaces). • Undertake Integrated Logistic Support tasks: <ul style="list-style-type: none"> ✓ Provide Integrated Logistics Support to the implementation of and transition to new capabilities and to the establishment of in-service support. ✓ Train NSPA IT / MMU/ NSPA subcontractor Staff, including in all aspects required for them to take over the operation and maintenance of the IT services in order that NSPA staff can provide services that meet or exceed all requirements. 		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> ✓ Deliver Service Management processes, tools and templates to enable NSPA to provision defined IT services to the MMU Users. 		
Project Management			
SUPREQ 9.005	<p>The Contractor's Project Management activity is viewed as a critical factor in the successful execution of this WP. For that reason the Contractor shall at all times ensure:</p> <ul style="list-style-type: none"> • that adequate resources are applied to all activities undertaken under this WP; • the timely achievement of milestones; • that project status information is comprehensively reported to NSPA in a timely manner; • that Configuration Management baselines are established at the beginning of the project and maintained throughout; • that all risks (NSPA and Contractor risks) to project achievement are identified and managed; • a professional standard of project activities and deliverables through the application of Quality Assurance techniques. 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.006	Once the implementation starts, the Contractor shall establish and maintain a Project Organisation (PO) to perform and manage all efforts necessary under this WP. Details will be discussed between the Contractor and NSPA.		
SUPREQ 9.007	<p>The Contractor shall establish and maintain a Project Management Plan (PMP). The PMP shall cover all aspects of the project's management including its project management structure and processes, personnel assignments, external relationships, and other necessary management aspects to provide the required capability.</p> <p>The PMP shall identify all major Contractor operating units and any Sub-Contractors/partners involved including a description and quantification (%) of the portion of the overall effort or deliverable item for which each is responsible.</p> <p>The PMP shall contain an organisational chart showing the members of the Contractor's Project Team and showing their respective responsibilities and Authority.</p> <p>The PMP shall be sufficiently detailed to ensure that NSPA is able to assess the Contractor's plans, capabilities and ability to manage the entire project and implement it in conformance with the requirements as specified in this WP.</p> <p>The initial version of the PMP shall be provided to NSPA for acceptance. After NSPA Acceptance, the PMP shall be placed under</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>the Contractor's Configuration Control and any changes to the PMP shall be brought forward to NSPA for acceptance.</p> <p>The acceptance of the PMP by NSPA signifies only that NSPA agrees to the Contractor's approach in meeting the requirements. This acceptance in no way relieves the Contractor from its responsibilities to meet the requirements stated in this WP.</p> <p>The Contractor shall ensure that the PMP remains current throughout the duration of the Project through monthly updates to reflect the actual state of the Contractor's organisation and efforts.</p>		
SUPREQ 9.008	<p>The Contractor shall provide and maintain a Project Implementation Plan (PIP) as part of the proposal. This PIP consists of an implementation plan, schedule, and Work Breakdown Structure (WBS).</p> <p>The Contractor shall structure the PIP so that general implementation information is maintained in the body of the plan and service-specific details are kept as annexes.</p>		
SUPREQ 9.009	<p>The Contractor shall identify key dates and milestones in the project master schedule. The Contractor's project master schedule shall depict the sequence, duration, and interdependencies among the project's work breakdown structure's work packages to include internal QA events.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	The Contractor's project master schedule shall include activity network, activity Gantt, milestone, and critical path views of the project schedule.		
SUPREQ 9.010	<p>The Contractor shall establish and maintain a Work Breakdown Structure (WBS) and a Product Breakdown Structure (PBS) as the primary framework for planning and reporting to NSPA.</p> <p>The Contractor shall use the latest commercial version of the MS Project to create the WBS and the PBS and shall use that version of MS Project throughout the life of the project.</p> <p>The WBS and PBS shall define the tasks needed to guarantee the successful management, delivery and acceptance of the WP: design, testing, delivery, installation, migration, training, capability, service activation, system acceptance and support as well as management products (e.g. Project Plans, Project Status Reports...), including at least the initial version and the final one.</p> <p>The WBS shall identify the start and finish dates, duration, predecessors, successors, and resource requirements for each task.</p> <p>The PWBS shall decompose all tasks to a level that exposes all project risk factors and allows accurate estimation of each task's duration, resource requirements, inputs and outputs, and predecessors and successors.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>The WBS and PBS shall be traceable to performance and delivery requirements of the Schedule of Supplies and Services.</p> <p>The Contractor shall not change the WBS or the PBS without the NSPA approval.</p> <p>The WBS and PBS shall be provided to NSPA for acceptance and any changes to the WBS or PBS are required to be approved by NSPA as well.</p>		
SUPREQ 9.011	<p>The Contractor shall maintain a Quality Management System (QMS) that demonstrates compliance to, or certification against ISO 9001 and/or AS/EN 9100 within the applicable scope. In addition, the requirements of AQAP 2310 and, in case of Software Development, the additional requirements of AQAP 2210 shall apply.</p> <p>The Contractor shall provide a Quality Assurance Plan in accordance with ISO 10005 or AQAP 2105 standard NLT 1 February 2022. NSPA will review the plan and if rejected, the Contractor shall make the necessary corrections within 2 weeks.</p> <p>NSPA reserves the right to perform regular audits to ensure compliance with the submitted Quality Assurance Plan (QAP). Corrective actions are to be implemented by the Contractor to address any findings/nonconformities observed within a commonly agreed timeframe.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.012	<p>The Contractor shall establish and maintain a risk management system compliant with the latest version of ISO 31000 for Risk Management, to ensure that all potential risks, which may have an impact on the Programme contractual requirements are managed in accordance with the Contract. This includes the submittal and maintenance of a Risk Management Plan (RMP).</p> <p>The Contractor's RMP shall establish and maintain a Risk Log for the project. The Contractor shall ensure that risks are identified early, assessed accurately, and quickly mitigated with NSPA. The Contractor shall identify any management, technical, schedule, and cost risks, evaluate each risk, and select a proposed response for each risk mentioned in the Risk Log. Each risk shall be rated based on its probability of occurrence and impact.</p> <p>The Contractor shall propose an appropriate response for each risk. If the Contractor and NSPA agree that the response to a risk is other than accept it, the Contractor should plan risk response tasks (having: start, finish, work required, resources to be used, result expected).</p> <p>The Contractor shall include in the Project Status Report a chart that lists all active risks rated high on any factor and note any significant forecasted changes in these risks.</p> <p>The Contractor shall update and brief the Risk Log at every Project Progress Review Meeting and Design Review Meeting.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	A monitoring and reporting system shall be incorporated by the Contractor to manage risks in this WP. The reporting system must comply with ISO 31000.		
SUPREQ 9.013	<p>The Contractor shall schedule project meetings in the PIP.</p> <p>The Contractor shall produce a draft agenda for NSPA's approval at least one week before the meeting. The Contractor's PM or his designated representative shall participate in all formal project meetings (kick-off meeting, Project Progress Review Meetings and Design Review meetings).</p> <p>The following provisions shall apply to all formal meetings to be held under the contract:</p> <ul style="list-style-type: none"> • The Contractor shall take meeting notes (capturing main points, decisions and action items) and submit them in draft version to NSPA for approval within three (3) working days after the meeting; • The participants shall not regard these minutes as a mechanism to change the terms, conditions or specifications of the Contract or as a vehicle to alter the design or configuration of equipment or systems; • Any such changes shall only be made by agreement, amendment or by authorised mechanisms as set forth in the Contract; 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> Any documentation, even in draft format, that may be useful to NSPA in preparing for Design or Project Progress Review Meetings and ensuring efficient discussions during the meetings shall be provided to NSPA no later than ten (10) working days before the meeting. <p>Project Progress Review Meetings (PPRMs) shall be held monthly (max 12 times per year) at the NSPA or Contractor's facility or per VTC. The Contractor will include pricing for the different options in its bid.</p> <p>The Contractor shall carry out ad-hoc project-level communication activities as needed to clarify project issues.</p> <p>The Contractor shall provide monthly Project Status Reports</p> <p>The communications tools to facilitate Project Management: is to be mutually agreed between NSPA and the Contractor.</p>		
SUPREQ 9.014	<p>The IT Services Management Plan shall include (but not limited to);</p> <ul style="list-style-type: none"> Objectives; (Key) performance indicators (KPIs); Processes; Roles & Responsibilities; 		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> Interfaces between the relevant parties involved in this functional area; <p>Monitoring and reporting system that shall be incorporated by the Contractor to provide a quarterly report on its performance and the applications. The reporting system must be in-line with the NSPA reporting system.</p>		
SUPREQ 9.015	A monitoring and reporting system shall be incorporated by the Contractor to provide a quarterly report on the performance of the Service provider support. The reporting system must be in-line with the NSPA reporting system		
IT Design			
SUPREQ 9.016	<p>The Contractor shall provide a design as a basis for all subsequent work of implementation, transition and in-service support.</p> <p>The Contractor shall base his design on the NSPA technical and functional requirements.</p> <p>The Contractor shall be responsible for the production and upkeep of the design documentation (including process and organisational elements) during the entirety of the project up to Final System Acceptance,</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>NSPA IT/IS Divisions are the architecture authority for the implementation of this WP. The Contractor shall, therefore, obtain NSPA IT/IS Division approval for the proposed design and any proposed changes to the design once approved.</p> <p>The Contractor shall be responsible for the integrity of the design and its fitness for purpose and use.</p>		
SUPREQ 9.017	<p>The Contractor shall ensure that the number of NSPA Staff required to support, operate and maintain the delivered WP does not exceed 9 posts. This includes staff in support of:</p> <ul style="list-style-type: none"> • Service desk – trouble ticketing, incident management and request fulfilment • Local level 1 support at user sites • IT Operations (infrastructure monitoring, pro-active and reactive response (Level 2 support); • Infrastructure management (Day-to-day operations); • Service Management and Control Maintenance and support 		
SUPREQ 9.018	<p>The Contractor shall ensure that the processes, procedures and work instructions to be developed are in line with the NSPA's instructions.</p>		
SUPREQ 9.019	<p>The Contractor shall comply with the following topological constraints:</p> <ul style="list-style-type: none"> • 2 Datacentres located in Capellen (LUX) and Betzdorf (LUX); 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> • 1 Main Operating Base located in Eindhoven Air Force Base, NLD where approximately 250 MMU Staff are located; • 1 Forward Operating Base located in Köln-Wahn Air Base, DEU where approximately 120 MMU Staff are located ; 		
SUPREQ 9.020	The Contractor shall provide required cost related data to NSPA for Life Cycle Cost (LCC) analysis as part of the commercial bid.		
SUPREQ 9.021	The Contractor shall provide support to NSPA for LCC analysis activities.		
SUPREQ 9.022	<p>The Contractor shall support the design process as detailed in the following sequence of events leading up to NSPA acceptance of the design:</p> <ul style="list-style-type: none"> • Preliminary Design Review (PDR). The Contractor shall conduct a PDR. This shall be based on the Contractor's bid design; • Critical Design Review (PDR). The Contractor shall conduct a CDR and shall address, as a minimum, the following areas : <ul style="list-style-type: none"> ✓ Overall identification and description of all IT system and IT sub-systems; ✓ IT System and IT sub-system functionalities, modularity, interfaces, and interactions between IT systems and IT sub-systems; ✓ Off-the-shelf products to be used in the IT system; 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> ✓ The Contractor shall identify the intended COTS product and version, and note if any modifications, adaptations, or additional elements (such as macros or plug-ins) are required; ✓ For any elements that require development, the Contractor shall describe the design, development, testing, and integration approach he intends to follow; ✓ Interfaces, and interface design, with other relevant systems; ✓ System security design; ✓ The Contractor shall provide the design of the required security mechanisms; ✓ Any change request or off-specification; ✓ Requirements traceability matrix. <p>Upon NSPA acceptance of the design, the Contractor shall proceed to the next stage of the project (i.e. implementation)</p>		
SUPREQ 9.023	As design deliverables, the Contractor shall provide an overall integrated design which contains the following packages: Architecture and Service Design package. Each Service Design Package shall comply with ITIL framework.		
IT Security Requirements			

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.024	The Contractor shall produce key security accreditation documentation or inputs to documents in support of the IT security accreditation by using security document templates provided by NSPA. These will be provided after Contract Award.		
SUPREQ 9.025	As security accreditation can take a long time, the Contractor shall ensure documents or inputs are delivered within 1 month of Design acceptance and implementation plans are flexible to take account of the time required for accreditation.		
SUPREQ 9.026	<p>The Contractor shall ensure that the applications mentioned under in this work package meet the following NATO security requirements:</p> <ul style="list-style-type: none"> • AC/322-D/0030-REV5 INFOSEC Technical & Implementation Directive for the Interconnection of Communication and Information Systems (CIS) • AC/322-D/0048-REV2 INFOSEC Technical & Implementation Directive for Computer and Local Area Network (LAN) Security • AC /322-D(2004)/0019, INFOSEC Technical & Implementation Guidance for the Protection of CIS from Malicious Software • AC/322-D(2005)/0044, INFOSEC Technical & Implementation Guidance on Identification and Authentication 		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> AC/322-D(2007)/0043, Supporting Document on the Availability Aspects of Security AC/35-D/1039, Guidelines on Business Continuity Planning for CIS, Supporting Documents 		
IT Implementation & Migration			
SUPREQ 9.027	<p>During the implementation phase the Contractor shall</p> <ul style="list-style-type: none"> Implement all of the functionalities required; Implement the performance levels required; Implement all of the interfaces required. Implement all of the IT services required. <p>Implementation embraces delivery, installation, configuration, testing, migration and transition and acceptance of all software, data, processes, training, logistics and follow-on support necessary to complete a working set of capabilities and services as the final product.</p> <p>The NSPA's requirements for functionality, performance, interfaces and IT services shall be traceable from this WP to the delivered product via the Contractor's accepted design.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	The Contractor shall maintain traceability from the implemented baseline to all of the requirements of this WP through the traceability matrix.		
SUPREQ 9.028	NSPA acceptance of the Contractor's design does not in any way relieve the Contractor of his responsibility to achieve an implementation which meets all of the requirements of this WP. The Contractor shall be responsible for the totality of the implementation of a solution which meets the requirements of this WP.		
SUPREQ 9.029	<p>In addition to the SUPREQ 9.008 requirements, the Contractor shall include in the PIP a clear rationale for the logic and sequencing of all implementation activities which demonstrates how new capabilities and IT services will be introduced in an efficient and controlled manner with optimal use of resources and no loss of service to users.</p> <p>The Contractor is free to propose the order and timing of all implementation activities providing that:</p> <ul style="list-style-type: none"> • At the time of acceptance, the IT management services and tools shall be operational; • Data migration onto the NSPA NR network shall not be permitted before the NSPA IT Infrastructure is operational including fail over capability and security accreditation according to the requirements of this WP 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> The Contractor shall propose a data migration schedule MfA / CREW / FTAM to be agreed by NSPA and provide justification in case migrating activities that can affect the MMU end users. 		
SUPREQ 9.030	<p>The Contractor shall deliver and maintain a Migration Strategy, which details the approach that the Contractor shall take to the migration of IT Services and data from the existing ADS environment to the NSPA IT environment.</p> <p>The Migration Strategy shall detail:</p> <ul style="list-style-type: none"> The overall methodology the Contractor proposes to follow; The migration activities that shall be conducted and managed; How the migration will be approached, what steps shall be followed; What testing shall be performed prior and post migration; What roll-back considerations shall be made; What activities shall occur post migration; How the migrations shall be approached. <p>The Migration Strategy shall emphasise the minimisation of risk to MMU ongoing operations through loss of data, unwanted or</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	unscheduled interruption of IT services, or any other impact that could adversely affect the ability of the MMU to conduct their operations.		
SUPREQ 9.031	<p>Based on the Migration Strategy and before the implementation begins the Contractor shall complete a Transition and Migration Plan. This plan shall</p> <ul style="list-style-type: none"> • Describe in detail the processes and steps that will be followed prior, during and post the migration to ensure a successful migration. • Reflect the requirement of minimising the impact to the MMU users of the IT services being migrated, to the maximum extent possible. • Detail the proposed timelines for the migration. • Detail any proposed outages, both in terms of timing and duration that will be needed in order to execute the migration. As the proposed outages and other steps involved in the migration may affect operational use of the services being migrated, the Contractor shall remain flexible as to the exact timing of the execution. 		
SUPREQ 9.032	When the preparation activities described in SUPREQ 9.030 & SUPREQ 9.031 above have been completed and the required NSPA approvals have been obtained, the Contractor shall commence		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	implementation according to the approved Project Implementation Plan and agreed design.		
SUPREQ 9.033	<p>The Contractor shall undertake migration of MfA / CREW and Fleet functionalities and data addressing all activities required to achieve a fully functional MMF IT Service on the new NSPA IT infrastructure including:</p> <ul style="list-style-type: none"> • The application itself (both application on the server side and client based); • User access to their applications (based on base-lined current users account details, and access rights); • User configurations and settings; and • User and system data. 		
SUPREQ 9.034	<p>The Contractor shall provide a backup and recovery plan that optimizes storage space and media usage and Supports Continuity Requirements of the IT service or application.</p> <p>The Contractor shall analyse application specific backup requirements and provide NSPA guidance to configure the Data Backup and Archive Components to fulfil those requirements.</p>		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>The Contractor shall analyse the required backup storage capacity to meet RTO/RPO/RLO and data retention targets for Infrastructure Services.</p> <p>The Contractor shall include backup and restore testing as part of the test plans to confirm the functionality and performance.</p>		
IT Test & Acceptance			
SUPREQ 9.035	<p>The Contractor shall plan and undertake a comprehensive set of tests which includes:</p> <ul style="list-style-type: none"> • IT Service based testing; • Quality based testing; • Post migration benchmark and functionality testing; <p>The Contractor testing shall be conducted in either the Contractor's premises or at NSPA / MMU location.</p> <p>A successful validation testing shall occur prior to giving the Contractor approval to use the IT system in a production environment.</p>		
SUPREQ 9.036	<p>The IT Service based testing shall verify and validate the following minimum processes:</p>		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> IT Service Operations: <ul style="list-style-type: none"> ✓ Incident Management; ✓ Event Management; ✓ Request Fulfilment; ✓ Problem Management; ✓ Access Management; IT Service Design: <ul style="list-style-type: none"> ✓ Service Level Management ✓ Availability Management; ✓ Capacity Management; ✓ IT Service Continuity Management; and ✓ IT Information Security Management. MMF IT Solution <ul style="list-style-type: none"> ✓ MMF Business processes implemented in MfA / CREW and FLEET modules including all related interfaces. <p>The IT Service based testing shall be based on test scenarios which include elements of the three pillars: people, process and technology.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>The Contractor shall develop test cases and scenarios for the above identified processes.</p> <p>All test cases and scenarios must be approved prior to execution by NSPA.</p> <p>Scenario based testing shall demonstrate the integration of the IT System with processes and with trained users.</p>		
SUPREQ 9.037	<p>The Contractor shall conduct Quality based testing prior to any migration or transition activity.</p> <p>The Quality based testing shall demonstrate compliance of the installed, configured and integrated environment.</p> <p>The Contractor shall carry-out quality based testing according to the criteria that will be approved during contract negotiation.</p> <p>The Contractor shall develop test cases for each type of quality criteria. These test cases shall be approved by NSPA prior to execution.</p>		
SUPREQ 9.038	<p>As Part of the execution of the approved transition and migration plan, the Contractor shall conduct Functionality testing.</p> <p>These tests shall confirm that the performance of the migrated applications / functionalities are equal or better than the baseline.</p> <p>These tests shall confirm that the functionalities are maintained.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>The Contractor shall develop test cases for each of the migrated applications / functionalities to confirm performance.</p> <p>These test cases shall be approved by NSPA prior to execution.</p>		
SUPREQ 9.039	<p>The Contractor shall produce and maintain a Requirements Traceability Matrix (RTM) throughout the Project.</p> <p>In the RTM, the Contractor shall provide traceability of all IT requirements (functional and non-functional) to the design, to the production baseline, to the testing, and the acceptance.</p> <p>In the RTM, the Contractor shall maintain full traceability between the functional, the developmental, and the product baseline, so that NSPA can verify compliance throughout the project.</p> <p>The RTM shall be kept up to date by the Contractor in order to reflect any changes during the implementation of the project, in a timely manner (normally within one (1) week of the change occurring).</p> <p>The Contractor shall provide the RTM in a format compatible with MS Excel.</p>		
SUPREQ 9.040	<p>The Contractor shall provide and maintain a Test and Acceptance Plan (TAP).</p> <p>Within the TAP, the Contractor shall define his overall concept of testing and accepting the delivered IT services.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>In the TAP, the Contractor shall define the set of test activities to verify each deliverable's compliance with the contractual requirements, to demonstrate its operational suitability, and to evaluate its performance to establish benchmarks for future enhancements.</p> <p>In the TAP, the Contractor shall provide the schedule for the provision of all of the TAP deliverables, and detail the conduct of testing (test scripts, conduct of tests, test report).</p> <p>In the TAP, the Contractor shall indicate which requirements from the RTM are being addressed in each test to be executed.</p> <p>In the TAP, the Contractor shall detail which tests are to be conducted during which test stage.</p>		
SUPREQ 9.041	<p>The TAP shall be issued by the Contractor to NSPA at least one (1) month before the delivery of the test scripts.</p> <p>The test scripts shall be provided to NSPA at least two (2) months before the planned start of testing.</p> <p>The test acceptance criteria shall provide clear evidence that the requirements of this WP are fully met.</p> <p>The NSPA's comments shall be taken into account as part of the update of the test scripts.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	Testing shall be formally organised by the Contractor once the test scripts have been approved by the NSPA. NSPA requires one (1) month to review the test scripts.		
SUPREQ 9.042	<p>The Contractor shall deliver all test documentation required for NSPA's review at least three weeks prior to the test session.</p> <p>Before each test session, the Contractor shall confirm to NSPA that all required software are configured to conduct the test session.</p> <p>The Contractor's test activities shall be witnessed by NSPA to ensure compliance.</p> <p>The Contractor's test report shall be submitted to the NSPA for correctness, completeness, and acceptance. This will include:</p> <ul style="list-style-type: none"> • Sequencing of activities for a Test session; • Test Failures; • Classification of Test Failures. 		
SUPREQ 9.043	<p>Should a failure occur during testing, a failure report shall be raised by the Contractor and a preliminary investigation shall be immediately carried out in order to classify the failure as one of the following:</p> <ul style="list-style-type: none"> • Class "A": there is evidence that the cause was an external or transient condition; 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> Class "B": there is mutual agreement that the cause was an inherent design or manufacturing deficiency in the unit under test; Class "C": When the specific nature of the cause cannot be immediately determined and a more detailed investigation is required before a conclusion can be drawn. 		
SUPREQ 9.044	<ul style="list-style-type: none"> Class "A" Failures <ul style="list-style-type: none"> ✓ In the event that a preliminary investigation results in the classification of a failure as is described above, the test shall be repeated after remedial actions. ✓ If the re-test is successful, NSPA will close the observation and testing shall be resumed from the point immediately after that where the failure occurred. ✓ If a failure is encountered prior to the successful completion of the retest, the failure category shall be changed to class "B" or "C", as described below. Class "B" Failures <ul style="list-style-type: none"> ✓ In the event that a failure is classified as a Class "B" from above, the functionality will be rejected and all testing related to that particular series of tests shall be suspended until such a time as the Contractor determines the specific cause of the 		

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	<p>failure and proposes appropriate remedial action acceptable to NSPA.</p> <ul style="list-style-type: none"> ✓ The Contractor shall be responsible for all costs related to the rectification of deficiencies or failures and subsequent re-testing caused by the design or production of the deliverables identified during the verification and/or testing cycles. ✓ The Contractor shall be responsible for any travel, subsistence and other incidental expenses incurred by NSPA as a result of the requirement for the re-performance of tests necessitated by test failures. ✓ The Contractor shall seek the NSPA's agreement of a mutually suitable time when testing shall be resumed, subsequent to the NSPA having accepted the contents of a formal submission by the Contractor providing full details describing the cause of the failure and the recommended remedial actions to be taken. • Class "C" Failures <ul style="list-style-type: none"> ✓ In the event that a failure is classified as a Class "C" from above, all testing shall be immediately suspended until such a time as the Contractor completes a detailed investigation and subsequently recommends to NSPA, that the failure should be re-classified as either a Class "A" or "B", as appropriate. The 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	actions previously described relating to these classifications shall then be commenced.		
SUPREQ 9.045	<p>During test sessions, if Off-specifications are identified by the Contractor, either as a result of test failures, or noted while running tests regardless of whether the tests eventually pass or fail.</p> <p>Throughout any test session, the Contractor shall maintain Off-specifications Reports and the Off-specifications Document describing all noted Off-specifications.</p> <p>The Contractor shall provide a list of all Off-specification Reports processed since the start of the project, in tabular form, indicating for each of them the date it was created and the current status.</p> <p>NSPA will decide on the resolution status of the Off-specification. This includes when the Off-specification has moved from open to resolved and closed.</p>		
SUPREQ 9.046	<p>The Contractor shall record the results of a test in test results sheets incorporated in the relevant test procedure and shall be called the Test Report.</p> <p>The Contractor shall declare a test as 'passed' if the entirety of the expected results were obtained when running the test.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>The Contractor shall ensure that the test report's cover sheet clearly shows whether the test passed, failed, or was not run and for what reasons.</p> <p>Where NSPA has witnessed the testing, appropriate annotations shall be made on each page of the test results to ensure that the test report is a true record of test activities and results as witnessed by NSPA.</p> <p>The Contractor and NSPA representative will sign after completing the testing, subject to successful testing.</p>		
SUPREQ 9.047	<p>To achieve Provisional System Acceptance (PSA), the Contractor shall demonstrate:</p> <ul style="list-style-type: none"> • All functionalities specified in this WP have been successfully implemented; • All performance requirements specified in this WP have been met; • Application Provisioning and application and data migration has been successfully completed; • All formal testing specified in this WP has been completed and accepted by NSPA; • All training specified in this WP has been completed; • Security accreditation allowing to operate has been obtained; 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> All reports, manuals, software licences and documentation pertinent to the operation according to the requirements specified in this WP have been delivered; <p>PSA will be established at a meeting convened between the Contractor and NSPA for that purpose. At that meeting the Contractor shall present to NSPA evidence that all conditions for PSA as described above have been met</p>		
SUPREQ 9.048	<p>Any discrepancies discovered during the PSA will be recorded on observation sheet(s) with a statement on their required resolution. All discrepancies will be categorised by the NSPA as either:</p> <ul style="list-style-type: none"> Requirements (required to be resolved prior PSA); Deferments (to be resolved after PSA within fixed timeframe); or Omissions (can be relaxed). <p>Depending on the severity of the discrepancy discovered, PSA may be withheld until satisfactory resolution.</p> <p>After successful resolution of any discrepancies, NSPA, together with the Contractor, will sign the PSA documentation.</p>		
SUPREQ 9.049	<p>To achieve Final System Acceptance (FSA), the Contractor shall demonstrate:</p>		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> • That all Contractual deliverables have been accepted; • That all applications / interfaces operate at the levels of performance and availability specified in this WP; • That all applications have been accredited to operate on the NSPA NR network <p>FSA will be established at a meeting convened between the Contractor and NSPA for that purpose. At that meeting the Contractor shall demonstrate to NSPA that all the conditions for FSA described above have been met.</p>		
<u>Integrated Logistic Support (ILS)</u>			
SUPREQ 9.050	<p>The Contractor shall submit an Integrated Support Plan (ISP). The ISP shall explain in detail how the Contractor shall fulfil all ILS requirements in this WP. The ISP shall include:</p> <ul style="list-style-type: none"> • Description of the Contractor's ILS organisation, roles, responsibilities and procedures; • Planning of delivery and acceptance of software, • Planning of the development and provisioning of all documentation deliverables; (e.g. manuals, drawings and documentation...0 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<ul style="list-style-type: none"> • Planning of the development and provisioning of training material and training courses. • All Contractor and NSPA activities and milestones related to ILS shall be identified and included in the project master schedule. • The ISP shall cover the period starting from Contract Award until FSA. 		
SUPREQ 9.051	<p>The Contractor shall develop and deliver a separate stand-alone In-Service Support Plan that describes in detail the practical instructions necessary for the NSPA's in-service support organisation to operate and maintain the software delivered under this WP.</p> <p>The ISSP shall include:</p> <ul style="list-style-type: none"> • Description of the system in scope of operation and maintenance; • Description of an integrated support concept (e.g. the number of support level), including the maintenance concept, Contractor Logistics Support (CLS) concept and customer support concept • Description of the parties involved, their responsibilities for the various levels of support throughout the system's life cycle (with indication of start and end dates), and their PoC details; 		

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	<ul style="list-style-type: none"> • Description and allocation of operation, (corrective and preventative) maintenance tasks required to operate and maintain the system; • Procedure to use in the process of affecting system restoration after a failure; • Comprehensive lists of all available documentation and manuals; • Comprehensive lists of all available training material and training courses. <p>The ISSP shall cover the period starting at PSA until End of Life of the software comprising the system. The ISSP shall not be limited to only the Contractor's involvement in the life-cycle of the system, but include the responsibilities of all parties involved in the integrated support of the IT System.</p>		
SUPREQ 9.052	<p>The Contractor shall provide Contractor Logistics Support (CLS) service for the contract duration.</p> <p>During the CLS period, as part of obsolescence management, the Contractor shall be responsible for the management, provision and implementation of any alternative or superseding software items should the original item be no longer available or no longer supported, ensuring compliance with the original design provided by this WP. The availability of and need for superseding items shall be made known to NSPA and, if proposed for introduction by the Contractor for whatever</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	reason, including any corrective action for an identified fault, shall always be subject to NSPA approval.		
SUPREQ 9.053	<p>During the CLS period, the Contractor shall provide software support. As part of this support, the Contractor shall also:</p> <ul style="list-style-type: none"> • Fix all software items as per his internal procedures with the highest priority allocated; • Provide all software upgrades and updates. The availability of software upgrades and updates shall be made known to NSPA and, if proposed for introduction by the Contractor for whatever reason including any corrective action for an identified fault, shall always be subject to NSPA approval. • The Contractor shall ensure that all software procured under the Contract have software licenses valid for the duration of the contracted CLS. For that purpose, software licenses shall be renewed when required and for a duration sufficient to cover the contracted CLS period. 		
SUPREQ 9.054	The Contractor shall provide a Documentation Plan as part of the ISP. The Documentation plan shall explain in detail how the Contractor shall fulfil all documentation requirements in the WP.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.055	<p>The Contractor shall provide Original Equipment Manufacturer (OEM) manuals for all commercial off the shelf (COTS) software installed.</p> <p>All OEM COTS manuals shall cover:</p> <ul style="list-style-type: none"> • Installation instructions; • Functional descriptions; • Performance data; • Operating instructions; • Interfaces to external IT Systems; • Corrective and preventive maintenance instructions; • Fault isolation and fault finding techniques; and 		
SUPREQ 9.056	The Contractor shall create, update, maintain and deliver the Operation Manual. The Operation Manual shall describe all processes and work instructions, tools and roles needed to operate the services which comprise the implementation.		
SUPREQ 9.057	The Contractor shall create, update, maintain and deliver the Maintenance Manual. The Maintenance Manual shall address all software items that comprise the system.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	The Maintenance Manual shall define the in-depth, step by step procedure how to perform the different level maintenance tasks as identified in the Support Concept.		
SUPREQ 9.058	<p>The Contractor shall develop, organise and conduct training courses in order to enable NSPA / MMU / Third Party personnel to operate and maintain the System and its support capability.</p> <p>The Contractor shall distinguish between Two User roles for which the Contractor shall provide training:</p> <ul style="list-style-type: none"> • MMU / Third Party Users: the personnel consuming the IT services; • Administrators and IT Support personnel (Personnel operating and maintaining the system and services). 		
SUPREQ 9.059	<p>MMU / Third Party Users, Administrators and IT Support personnel shall be trained through a combination of Computer Based Training (CBT) products, class room training, and On-The-Job (OTJ) training.</p> <p>CBT products shall train the users on how to use the new applications provided under the WP.</p>		
SUPREQ 9.060	The Contractor shall submit a Training Plan, as a part of the ISP.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	<p>The training plan shall describe in detail how the Contractor shall fulfil all training requirements in the Contract. The training plan shall include:</p> <ul style="list-style-type: none"> • Detailed description of the training concept; • Detailed description of the training organisation and stakeholders and their responsibilities; • Detailed description of all stages, deliverables and milestones, explaining how the Contractor shall develop all CBT products and course material; plan, organise and execute training courses and on OTJ Training; and evaluate the training outcome; • List of all CBT products and training courses to be provided, including a detailed description of each CBT and each course; • Description of the support expected to be provided by the NSPA, e.g. facilities, manpower, services, material and equipment; and • Training schedule for all training related activities for both the Contractor and NSPA / MMU / Third Parties. <p>All Contractor and NSPA activities and milestones related to training shall be identified and included in the project's master schedule.</p> <p>The structure of all training courses and the contents of all CBTs and all training material shall be part of the Integrated Support Plan.</p>		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
IT services – Maximo for Aviation			
SUPREQ 9.061	<p>The Contractor shall operationalize the following MfA modules to support at least but not limited to :</p> <ul style="list-style-type: none"> • Aircraft Maintenance Work Management • Aircraft Configuration Management • Supply Chain Management • Asset Management • Electronic LogBook • Reporting and Analysis • Administration and Configuration <p>This includes, but is not limited to the “<i>full or partial</i>” configuration of the modules, training of MMF staff and initial data upload of master data and historical data.</p>		
SUPREQ 9.062	<p>The Contractor shall migrate the existing Business Process Automation to the new NSPA platform. Detail about the number and the specificity of the MMU Business Processes to be migrated will be addressed during the contract negotiation.</p>		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.063	The Contractor shall provide support to NSPA to activate a barcoding identification capability interoperable with MfA for WO and material management.		
SUPREQ 9.064	The Contractor shall provide enough MfA licenses (nominative or concurrent) to enable the MMU to manage all their operations.		
SUPREQ 9.065	<p>The Contractor shall provide IT service management based on a proven framework (e.g., ITIL) for the IBM Maximo for Aviation (MfA) application.</p> <p>Support KPIs will be agreed between NSPA and the Contractor during contract negotiation.</p>		
IT services – Crew Management functionalities			
SUPREQ 9.066	The Contractor shall provide a system that allows the MMU to manage its CREW. This system shall provide at minimum the same functionalities as the existing ADS CREW application.		
SUPREQ 9.067	The Contractor shall provide enough licenses (nominative or concurrent) to enable the MMU to manage its CREW for all their operations.		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.068	The Contractor shall provide IT service management based on a proven framework (e.g., ITIL) for the CREW management application. Support KPIs will be agreed between NSPA and the Contractor during contract negotiation.		
IT services – Fleet Management functionalities			
SUPREQ 9.069	The Contractor shall provide a system that allows the MMU to manage its FLEET. This system shall provide at minimum the same functionalities as the existing ADS FLEET application.		
SUPREQ 9.070	The Contractor shall provide enough licenses (nominative or concurrent) to enable the MMU to manage its FLEET for all their operations.		
SUPREQ 9.071	The Contractor shall provide IT service management based on a proven framework (e.g., ITIL) for the FLEET management application. Support KPIs will be agreed between NSPA and the Contractor during contract negotiation.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
IT services – General Operational requirements for FLEET and CREW management			
SUPREQ 9.072	<p>The system must have a logbook function with the following requirements:</p> <ul style="list-style-type: none"> • Ability to extract a crew logbook from the inputs done after the mission (flight hours, function, landings etc). • Must adhere to FCL requirements. 		
SUPREQ 9.073	The system needs to be accessible through different kind of communications (Wifi, wired or 4/5G) in such a way that the user can access the information from anywhere in the world.		
SUPREQ 9.074	The system must have the possibility to define several user profiles with different reading and writing rights (admin, planner, trainer, student etc.). Integration with the other systems.		
SUPREQ 9.075	The system must have the possibility to exchange information with the MEAT system. The minimum requirement is that the information exchange must be done by exporting and importing files.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.076	<p>The system must be able to exchange data with the MfA application used by MMU. In formation exchange must be minimum but not limited to:</p> <ul style="list-style-type: none"> • Flight number injection to MfA. • AIRCRAFT availability needed for operational planning • AIRCRAFT acceptance by the maintenance organisation • Relevant fault information from the maintenance organisation for a particular flight. These must adhere to AIRCRAFT Technical Logbook (ATL) requirements. • Relevant fault information from the user after a flight. These must adhere to ATL requirements. 		
SUPREQ 9.077	<p>The system must be able to send and receive messages to or from its users. The messages that the system must be able to handle are:</p> <ul style="list-style-type: none"> • Reporting instructions • Currency messages • Reminders for upcoming currencies • Other important messages (free text) • MS Office must be used for these messages. 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.078	The application must have a balancing and accounting system that is able to divide the flight hours over the six (6) participating partners. Per mission/flight it must be possible to use a different sharing key. (e.g. a mission/flight can have a 22%; 52%; 10%; 13%; 1%; 2% sharing key but a different mission/flight can have a 100%; 0%; 0%; 0%; 0%; 0% sharing key).		
SUPREQ 9.079	The system must be able to add copies of official documents (e.g. certificates, passports, medical test reports etc.) to be able to work paperless as much as possible.		
SUPREQ 9.080	The system must have a dashboard where the KPI's are displayed. The dashboard must be flexible enough so it can be adjusted by the user.		
SUPREQ 9.081	The system must have warning messages that pup-up when a conflict occurs during planning or reporting.		
SUPREQ 9.082	The system must have an acknowledge function to verify that the users read the warning message.		
SUPREQ 9.083	The system must be able to store relevant AIRCRAFT data (e.g. ATL). This data must be secured to prevent tampering by any user.		

SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.084	The system must record all the actions from users.		
IT services – CREW management Requirements			
SUPREQ 9.085	<p>The system must have an availability & eligibility roster with the following requirements:</p> <ul style="list-style-type: none"> • The MMU must be able to see the following information of all aircrew the aircrew members (pilots, ARO/LM and CA): <ul style="list-style-type: none"> ✓ Availability: Is he/she available (leave, meetings etc), and; ✓ Eligibility: can he/she fly the mission (qualified and current for length of mission). • Automatic acceptance of non current crew member if requirement for updating currency is met (e.g. an instructor as additional crewmember). • Aircrew members must be able to see and modify their individual availability. 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.086	<p>The system must be able to track crew member currencies including alerts and auto grounding with the following requirements:</p> <ul style="list-style-type: none"> • Create/delete currency requirement (e.g. 3 landings in a 90 day period for pilots or 1 cargo flight in the last 45 calendar days) <ul style="list-style-type: none"> ✓ The relevancy of the currency must be able to be modified. The option to make a currency a grounding (medical exp), non-eligibility (no AAR contact in previous 45 calendar days) or informative (yearly military requirement e.g. shooting) item must be available. ✓ Crewmembers must be notified by email in advance automatically. The timing of this notification must be a variable that can be manually modified. MS Office must be used for these messages. 		
SUPREQ 9.087	<p>The system must have the possibility to create different mission profiles according to the following requirements:</p> <ul style="list-style-type: none"> • Mission profiles that define the crew composition. • Automatic generation of crew positions based on the mission profile. • Mission acceptance by the system once all crew positions are filled with current and qualified crewmember. 		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.088	The System must be able to assist to keep the planning compliance with Integrated Flight Duty Regulation (FDR). Based on ATA an FDR check for next mission must be made.		
SUPREQ 9.089	The system must be able to filter crew based on their (multiple) currencies (e.g. planning boom AAR mission and check who needs it the most).		
SUPREQ 9.090	<p>The application must be able to generate different forms. The minimum forms that must be possible are:</p> <ul style="list-style-type: none"> • Gendec • NATO travel order generation • EATC mission reporting form • The application must be flexible enough for the user to change formats of these forms. 		
IT services – FLEET management Requirements			
SUPREQ 9.091	Fleet identification and control, based on the continuous monitoring of the Status, Condition and Location of each unit composing the Fleet,		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
	AIRCRAFT Logbook, containing all the current and historic relevant aircraft data.		
SUPREQ 9.092	Fleet operation control, based on creation and management of the Mission Plan, recording of the pre-operation data associated to each mission and recording of the After Flight Declaration.		
SUPREQ 9.093	Flight/mission management control based on all flight/mission relevant data.		
SUPREQ 9.094	Management control of deployments based on all relevant operational and maintenance data.		
IT services – Interfaces requirements			
SUPREQ 9.095	The Contractor shall provide an automated interface between MfA and the CREW and FTAM functions for the management of the units operations. The respective sustainment solution shall be based on a proven framework (e.g., ITIL).		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.096	The Contractor shall support NSPA with the establishment of an interface between the crew management and fleet management functions and respective sustainment solution based on a proven framework (e.g., ITIL).		
SUPREQ 9.097	The Contractor shall support NSPA with the establishment of an interface between NSPA ERP System and MfA application. The respective sustainment solution shall be based on a proven framework (e.g., ITIL).		
IT services – MMF IT Solution			
SUPREQ 9.098	<p>The Contractor shall implement and automate the different MMU operational workflows across the different functions modules (MfA / CREW / FLEET / Interface) that are necessary to run the MMU operations</p> <p>Detail about the number and the specificities of the different MMU workflows will be addressed during the contract negotiation.</p>		
SUPREQ 9.099	The contractor shall ensure that the MfA, CREW and FLEET management applications including the interfaces between them are robust enough to create a digital Aircraft Technical Logbook (ATL) possible.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.100	The contractor shall develop a Dashboard for the applications where the KPI's are visible. Detail about the KPI's will be addressed during the contract negotiation.		
SUPOPT 9.001	The Contractor shall support NSPA actively to implement Distributed Ledger Technology to improve the immutability, transparency, traceability and security to get a more efficient data management & sharing environment in the area of maintenance, material support and material management		
IT services – NSPA NR Hosting			
SUPREQ 9.101	The Contractor shall support NSPA with the installation of the all the management applications on the NSPA restricted network.		
SUPREQ 9.102	The contractor shall ensure that the applications can be hosted on different environments for test and training purposes. Interfacing between the test and training environment (including their respective interfaces) shall be implemented.		

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SUPREQ Number	SUPREQ Description	Compliance Statement	Additional Remarks
SUPREQ 9.103	The contractor shall support NSPA with the establishment of the test-, training-, pre-production and life environment for all the applications. This includes the interface to the test environment of the NSPA ERP for some of these environments.		