



## **System X**

### **In Service Support Plan**

### **Draft Service Level Agreement - Annex A**



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**Service Level Agreement**

For period: from:.....TBA..... /to.....TBA.....

Signed by:

For The Prime Contractor.....

Dated.....

Signed by:

For The Customer.....

Dated.....



## A1 INTRODUCTION

### A1.1 Purpose

This Service Level Agreement is to ensure that the support requirements for System X under Contract Specification Order XXX-XXX-XXX and subsequent specific support orders from the Customer for System X are flowed down to the Prime Contractors on the System X project. This SLA covers the Support System parameters which are required to ensure performance is met. This SLA will form part of the contract placed on The Prime Contractor.

## A2 EQUIPMENT SCOPE

This SLA covers all assemblies and items listed or variations that may be provided under the main contract, or subsequent amendments to that contract. Therefore the following assemblies may be returned for repair or additional spares may be ordered during the period of the Contractor Support SLA:

Description	Identity	TAT (Hours)	Price/Repair	Weight and Size	Shelf Life (Hours)
Module 1	ABC-123A				
Module 2	XYZ-987B				

## A3 MEASURE OF PERFORMANCE INDICATOR

The Support Programme will be monitored against the following formula:

$$\text{MPI} = [\text{Utilisation}/(\text{TAT} \times \text{Arising})] \times 10000$$

## A4 DELIVERY AND DESPATCH

All failed items will be returned to the Prime Contractor for investigation during the period between IOC and FOC. Post FOC items will be delivered direct to the appropriate OEM or repair facility.

For Warfighting operations the military supply chain will deliver items to an agreed Exchange Point (EP).

For Peacetime operations the Prime Contractor shall be responsible for the collection and distribution of items.



## **A5 PACKING**

The packaging provided will be marked in accordance with appropriate standards. The packaging must include warnings of any hazards inclusive of lithium batteries. The packaging will be suitable for all modes of transport, including military air transport. Any reusable packing provided will allow re-packing by the appropriate shipping authority. An allowance should be included in the repair prices to replace the reusable packaging periodically.

## **A6 PAYMENT**

The payment to the Prime Contractor from the Customer for the support service will be in pounds sterling. The MPI value will be used to determine level of performance and payment or penalty charges.

## **A7 KEY PERFORMANCE INDICATORS**

The Prime Contractor and the Customer will ensure the transfer of information to all appropriate parties in order that agreed Key Performance Indicators (KPIs) can be analysed and necessary decisions taken.

## **A8 PRIME CONTRACTOR STOCK**

The Prime Contractor will ensure that sufficient stock is available throughout the support system such that repair turnaround times are achieved throughout the Support Programme.

## **A9 FAILURE REPORTING, ANALYSIS & CORRECTIVE ACTION SYSTEM**

To capture data to help analysis of failures to eliminate trends The Prime Contractor will standardise the forms used to record component failure or the part that degraded equipment performance sufficiently to warrant the items return. Therefore, a FRACAS form will be used for every item repaired. The form will be available as a part of the ATA asset tracking tool. The information provided will as a minimum contain the information as identified on the FRACAS Form Ref: AB-987654.

## **A10 ARISING**

The basis of the support solution is the number of arisings that occur. If the returns are significantly higher than that predicted and costs therefore escalate The Prime Contractor must absorb the increased costs. For each item the reliability figures will have predicted a maximum number of returns per annum, where these are exceeded The Prime Contractor will undertake the repairs free of charge.



## **A11 ASSET TRACKING**

An asset tracking system will be used to ensure that all items returned for repair can be monitored and an accurate progress report provided to the Customer. The Prime Contractor will establish an electronic record, which will provide a unique reference for each return. The Contract Reference will be referred to on all documentation provided with the item as well as the unique reference and the description and identity of the item. When returned similar identifying documentation must be provided. In addition FRACAS documentation will be provided so that fault details can be recorded and used to analyse failure trends. It must be possible throughout the repair and transport processes to obtain a report of where every item is and a forecast of the time it will take to repair and return the item to the designated location.

## **A12 METRICS & PROGRESS REPORTING**

The Customer will require accurate and up to date information of when items are received, repaired and despatched and this information will be made available for analysis. Regular progress reports will be provided, i.e. every month and reasons for late delivery will be provided. The reports will include details of progress from the Asset Tracking system and include forecast for completion of repair and return. Every item where the turnaround time is likely to be exceeded must state the reasons for the delay and provide details of remedial actions taking place. The Customer Equipment Support Manager will be provided sufficient permissions to allow access to the asset tracking system.

## **A13 SENTENCING COMMITTEE**

The Prime Contractor personnel will attend meetings with the Customer to support the failure sentencing process and to provide information for helping determine liability during sentencing meetings. The committee will be established from the Customer, the User community and the Prime Contractor representatives.

## **A14 DAMAGE TO EQUIPMENT**

If an item is returned for repair and it is considered, following initial inspection, that the failure was due to User mistreatment, the Prime Contractor Support Manager must be informed and a survey undertaken and a price and turnaround time to repair the item provided. This will be offered to the Customer and if they agree should result in a separate order. Where liability is in question sentencing decisions will be made in conjunction with the Customer and all parties must accept the decision agreed.

## **A15 WARRANTY**

To ensure that items that are outside their warranty period are paid for under this support contract it will be essential that the Prime Contractor is provided with all serial numbers and the date when warranty ends. Until that date arrives



all items will be returned to the Prime Contractor and no invoices will be accepted for the work undertaken.

## A16 POINTS OF CONTACT

The following points of contact will be established in the UK and Europe to ensure ease of movement of both goods and reports.

Prime Contractor		
Name:		
Postal address:		
E-mail address		
Fax. Number		

Customer		
Name:		
Postal address:		
E-mail address		
Fax. Number		

## A17 HELP DESK AND TECHNICAL ENQUIRIES

Direct contact with the Customer will be via the Prime Contractor Support Manager. In support of the operational equipment the Prime Contractor Help Desk and Technical Enquiry facilities will be the front line method of direct User support through the provision of information. Such information will be provided within the times specified on this SLA.

Query type	Response time on contract
Telephone	TBD working days
Written	TBD working days

## A18 HEALTH & SAFETY

If there are any hazardous items used in the items details must appear on their packing.



## **A19      QUALITY**

If any item is received, following repair by the Prime Contractor, that fails to work on delivery to the User it will be returned for investigation and free of charge repair. However, if no fault is found a quotation for the investigation work undertaken must be prepared and will be passed to the Customer for payment.





## A20 ABBREVIATIONS AND ACRONYMS

SLA	Service Level Agreement
FRACAS	Failure Reporting, Analysis and Corrective Action System
EP	Exchange Point
TAT	Turn Around Time
BER	Beyond Economic Repair