**AIR TRAFFIC AND NAVIGATION SERVICES SOC. LTD**

**REPUBLIC OF SOUTH AFRICA**

****

**REQUEST FOR BID/TENDER: ATNS/RFP043/22/23/VHF COASTAL COVERAGE**

**VHF COASTAL COVERAGE PROJECT**

**Replacement of VHF Infrastructure and equipment shelters**

**VOLUME 4**

**Logistic Support Requirements**

**Version 1**

**September 2022**

**The information contained within this document is confidential to ATNS in all respects and it is hereby acknowledged that the information as provided shall only be used for the preparation of a response to this document. The information furnished will not be used for any other purpose than stated and that the information will not directly or indirectly, by agent, employee or representative, be disclosed either in whole or in part, to any other third party without the express written consent by the Company or its representative.**

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| ABBREVIATIONS |

AC Alternative Current

ATNS Air Traffic and Navigation Services SOC. Limited

CMP Configuration Management Plan

CNS Communication, Navigation and Surveillance

COTS Commercially off-the shelf

CSCI Computer-software-configuration item

DP Documentation Plan

ET Engineering Technician

FAOR O.R Tambo International Airport

FAT Factory Accepted Test

ILS Integrated Logistics Support

IP Internet Protocol

KPIs Key Performance Indicators

LRU Line Replacement Unit

LSP Logistics Support Plan

OEM Original Equipment Manufacturer

PBU Period of Beneficial Use

PLB Personal Locator Beacons

PM Performance Measure

QMS Quality Management System

RCC Rescue Co-ordination Centre

SACAA South African Civil Aviation Authority

SAT Site Acceptance Test

SDD Software Description Document

SIT Subject Indicator Type

SNMP Simple Network Management Protocol

TAT Turn-around Time

TCP/IP Transmission Control Protocol/Internet Protocol

UPS Uninterrupted Power Supply

VHF Very High Frequency

VPN Virtual Private Network

|  |
| --- |
| GLOSSARY OF TERMS |

Availability

The measure of a hardware or software system, subsystem or equipment operational time represented by a ratio of total actual functional time over the total time it is required or expected to function. The availability will be measured and expressed as a percentage.

MTBF

A measure of the reliability of repairable hardware or software system, subsystem or equipment items, represented by the number of functional life units measured in hours, during which all hardware or software system, subsystem or equipment perform within their specified limits in a given period.

MTTR

A measure of the maintainability, of repairable hardware or software system, subsystem or equipment items, represented by the average (mean) time measured in hours to repair or restore a failed component of a hardware or software system, subsystem or equipment.

Reliability

It is the ability of a hardware or software system, subsystem or equipment to consistently perform according to its specifications over a specified period. Reliability is determined by the measure of how often an item fails in a given period expressed in terms of (MTBF).

PBU

PBU is the equivalent of a guarantee and warranty period where support validation takes place. During this period, the system is maintained under the responsibility of the supplier and where there will be concurrent running of both the warranty and the verification of Phase 1 and 2 deliverables.

# INTRODUCTION

This document defines the basic and minimum logistic support requirements for the supply, installation, commissioning and operational acceptance of the system that will be implemented for the selected site where the VHF system will be installed. It furthermore describes the Logistic Support (LS) that is required for the total support of the VHF system during project phase, as well as post implementation during the utilization of the system till the end of economic life of the equipment. ATNS aims to have a maintenance model that will ensure seamless integration to the existing processes and procedures for maintenance. The new VHF system maintenance philosophy should be aligned to the ATNS maintenance support concept as outlined in **MAINTENANCE SUPPORT CONTRACT** under phase 4

## Overview of the Logistics Support implementation phases

As outlined in Table 1, the Logistics Support implementation will run over a course of four (4) phases covering development, implementation, evaluation as well as application.

In responding to this tender, Bidders are required to deliver all the documents/plans listed under Table1 Phase 1 – Development column.

*All cost of the deliverables mentioned on this document must be listed in Volume 1C*

## Implementation Phases

Table 1 – LS implementation phases

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | PHASE 1 - DEVELOPMENT | PHASE 2- IMPLEMENTATION | PHASE 3EVALUATION/PBU | PHASE 4APPLICATION |
|  | 1. System Performance Objectives
2. Review the following draft tender documents and generate issue versions after contract award:
* RAMP
* Training Plan
* Spares Plan
* Test Equipment Plan
* Documentation Plan
* PHS&T
* CMP
* LCCP
 | * Provision of Training Courses
* Delivery of Documentation
* Delivery of Spares
* Issuing of As-built documents
* Delivery of Test Equipment
* Delivery of Software Licenses
 | * RAM Verification
* Spares Verification
* PHS&T Verification
* Documentation Acceptance
* CMP Verification
* Evaluation of Training Effectiveness
* As–Built Documents Verification
 | * System utilization until decommissioning.
* Maintenance and Support Contract
 |

# ATNS Logistics Maintenance and Support Concept

The ATNS maintenance is segmented into two regions that comprise of Northern and Southern Regions, where Northern region covers the following maintenance centres: Johannesburg, King Shaka and Bloemfontein and Southern region covering Cape Town, Port Elizabeth, George and East London. The ATNS support concept is with the aim of ensuring that ATNS can achieve the performance objectives as contracted and agreed with its customers. In order to achieve the performance objectives, the ATNS maintenance and support concept is based on a three-tiered support model comprising of Operator, Intermediate and Depot level support, as demonstrated in Figure 1.

## Support concept structure

### Operator (O) Level support

The operator level support is typical 1st line support in the support concept structure. The activities in the “O” level are carried out by ATNS technical personnel. The activities include first line monitoring through the Fault Reporting Centre, Equipment fault diagnosis and restoration of service by reconfiguration is done by means of Remote-Control Monitoring Systems from the allocated maintenance Centre. (I)

### Intermediate or (I) Level maintenance

The Intermediate level support is typical 2nd line support within the support concept structure. The “I” level activities will be carried out by ATNS technical staff located at the sites or stations. The scope of work done during 2nd line support includes corrective and (routine) preventative maintenance for software application, database and hardware down to CSCI and LRU level where applicable. (I)

### Depot or (D) Level maintenance

This support level is typically 3rd line support within the structure, where “D” level maintenance covers all software/hardware failure investigations, advanced troubleshooting and provision of workarounds, rectifications and enhancements. In addition to specialist ad-hoc maintenance, the scope of “D” level maintenance also incorporates activities related to full software configuration management, software version release and requires an understanding of the application source code, database schemas and workflow in the case of software systems. At hardware level, this would typically be component level maintenance. (I)

## Support Resources

In order for ATNS to be able to fulfill the maintenance performance objectives and to effectively operate within the framework of the support concept, typical high-level support resources are demonstrated in the Figure below necessary for the fulfillment of the O, I and D level maintenance activities but not limited to: (I)

**“O” LEVEL MAINTENANCE**

* 1st line Monitoring – 24 hrs National Fault Reporting Centre with monitoring dashboards
* Technicians Human Capital
* Maintenance Management System (MMS)

**“I” LEVEL MAINTENANCE**

* Senior Technicians Human Capital
* ATNS Specialists Human Capital
* MMS
* Spares holding
* Analysis and Testing tools

**“D” LEVEL MAINTENANCE**

* Source Code
* Software Development Kits
* System Detail design and Workflows
* Database schema specifications
* Configuration management and change design authority
* Staging environment

For “O” level maintenance activities, the support resources used but not limited to include the 24 hours manned Fault Reporting Centre that serves as the first interface with operational clients reports faults on system issues, as well as enable dispatching of technicians on duty. ATNS also has a maintenance management system that has the entire ATNS asset components loaded on it, for ensuring that all system performance issues are remedied and addressed according to a set out SLA. ATNS has spares stores at each maintenance center for the technical systems. A set of analysis and testing tools are located primarily at the local centers based on the complement of systems that reside in that station. (I)

The “D” level support is predominantly concerned with managing maintenance and support issues that have been escalated from O and I maintenance levels. A set of advanced skills by subject matter experts is required for the fulfillment of “D” level operational requirements using resources such as source codes, advance troubleshooting as well as change management and advanced application and database skills to become change control design authority for software centric systems. (I)

In the past ATNS acquired skills in hardware “D” level support at component level, however with the evolution of technologies to software based systems, it has become ATNS strategic imperative to up-skill its human capital to be able to conduct “D” level support for software systems. It is the objective of ATNS to build a partnership model with the successful Bidder on the up skilling of ATNS staff to conduct software “D” level support as well as in line with the establishment of its Research and Development unit. (I)

# GENERAL INSTRUCTIONS TO BIDDERS

The Bidder shall submit all responses, diagrams, documentation and drawings according to the GENERAL INFORMATION AND INSTRUCTIONS TO BIDDER’S document and in the English language.

To assist Bidders only, each paragraph or article has been appended throughout with the letters “(M)”, “(D)”, “(O)” or “(I)”, to indicate whether the requirement is **M**andatory, **D**esirable, **O**ptional or for **I**nformation only.

**ALL RESPONSES TO THE REQUIREMENTS IN THIS DOCUMENT SHALL BE PROVIDED AS FOLLOWS:**

BIDDERS SHALL RESPOND IN FULL TO EACH ITEM IN THE FORMAT PROVIDED AND REFERENCES (CHAPTER, SECTION, PAGE NUMBER, PARAGRAPH NUMBER) TO DOCUMENTS AND RELEVANT INFORMATION SUPPORTING THE RESPONSES SHALL BE INDICATED IN THE SPACE PROVIDED. THIS INFORMATION WILL BE THE **ONLY RESPONSE USED FOR THE EVALUATION AND ASSESSMENT**.

Responses, provided in the space allowed, that are not clear or inadequate or the lack thereof shall be interpreted as **“Not Compliant”** even though the compliance column is declared as “Comply” and/or the Bidder’s offer meets the requirement. Bidders shall ensure that each response correctly addresses the requirement stated. Responses not addressing the requirement of the specific paragraph shall be interpreted as **“Not Compliant”**.

Bidders shall declare compliance to each and every paragraph of this document, based on the paragraph classification, in the response block provided opposite the column labelled “Compliance”. Bids will be evaluated as follows:

C: fully compliant = 2 points:

PC: partly compliant = 1 point;

NC: not compliant = 0 points.

Noted: Noted and accepted (applicable to paragraphs marked as “I”, not containing requirements)

Bidders shall, for paragraphs declared “PC” or “NC”, include a statement as to the nature of the variation and may supply additional supporting information in the space provided to demonstrate how the proposal may still meet the needs of ATNS.

**Paragraphs marked “(M)”**, indicates that the requirement is mandatory and Bidders that do not comply with the requirement **shall** be disqualified for further evaluation.

**Paragraphs marked “(D)”**, indicates that the requirement is desirable, and the Bidder is expected to declare their level of compliance, provide a formal response and reference supporting documents.

**Paragraphs marked “(I)”**, indicates that the requirement is for information, however the Bidder is still expected to respond and provide information if requested. Any information gathered herein may form part of the contractual terms.

**Paragraphs marked “(O)”**, indicates that the requirement is optional, and the Bidder may decide how to respond.

# PHASE 1: DEVELOPMENT PHASE

During this first phase, the overall support program and all the support elements shall be developed and documented. (I)

## System Performance Requirements

### Availability

1. The VHF system, at each site, shall have an availability of 99.98% per year, throughout the system lifespan. The Bidder shall provide the general RAM Models and relevant figures, examples of calculations, and the results of their predictions, as part of their tender. The Bidder shall provide a reference documentation stating where the system was tested and the actual availability figures of that system (M)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

### Reliability

1. The VHF system, at each site, shall have a maximum of four (4) critical failures per year. The Bidder shall provide a reference documentation stating where the system was tested and the actual reliability figures of that system (M)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

# SUPPORT CONCEPT

1. To achieve the performance objectives stated in Section 4.1 above, a support system based on a three-level concept shall be put in place. The Bidder shall provide a detailed proposal on how they will fulfill the ATNS support concept. (I)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Logistic Support Implementation Strategy

### (LSIP) Logistic Support Implementation Plan

1. The Bidder shall deliver a Logistics Support Implementation Plan that documents the schedule for all the logistics support deliverables/activities that shall be implemented during phases 1, 2 and 3, as listed in Table 1 (Section 1.2). All the Logistic Support deliverables shall be integrated into the Project Management Plan (PMP). These activities shall be clearly shown on the overall Project Schedule/Gantt chart. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall establish and implement a formal management structure for the LS and shall appoint an LS Manager who will be the single point of responsibility for the LS implementation and execution. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Contractor’s LS manager will be responsible for the Risk Management of the LS activities. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Contractor’s LS manager shall be responsible for convening and minute all LS reviews.

(D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall describe all management mechanisms and procedures that will be established for the management and execution of the LS Activities. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Logistic Support Plan (LSP)

The Bidder shall deliver a Logistics Support Plan to define in detail the support system that will be implemented for the ongoing support of the VHF system during its life cycle (15 years). The support system used during phase 3 will strictly follow this LSP, to verify the effectiveness of this plan prior to final acceptance and implementation in phase 4. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

The following sections forms part of this plan:

RAM, Training, Spares, Test equipment, Documentation, PHS&T and Maintenance Planning (Concept, type and level) (I)

### Reliability, Availability and Maintainability Plan (RAMP)

1. The Bidder shall deliver a Reliability, Availability, and Maintainability Plan to describe the RAM model to be used and how the RAM studies are to be conducted. The plan shall define the verification process and the classification and definition of failures, as well as the remedial action to be taken should deviations be found. RAM Programme shall be initiated during Phase 1 and maintained throughout the lifecycle of the equipment. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The RAM model shall be applicable to:
2. All Hardware (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Operating System Software (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Application Software (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Data communication excluding ATNS infrastructure (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Firmware (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall define under which conditions the RAM models are achievable. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall provide a detailed RAM Report containing all Reliability and Availability calculations of all equipment; sub-systems and the total defined system. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall submit a detailed Failure Modes Effects and Criticality Analysis (FMECA) report, as per the suggested structure in the table 2 below. (D)

Table 2: FMECA

|  |  |
| --- | --- |
| **Action** | **Output Summary** |
| Step 1: Identify, Define and List the Possible Hardware and Software Functional Failures | List of identified possible System functional failures |
| Step 2: Identify and List the Potential Effects of each of the Hardware and Software Failures | List of System and subsystem Effect(s)  |
| Step 3: Assess and rate each effect according to the criticality and consequences of its impact  | Criticality assignment for each effectFMECA Table |
| Step 4: Assign a Probability or likelihood to each Failure Mode | Probability or likelihood assignment for each failure |
| Step 5: Identify and document any concerns or possible vulnerable areas of the analysis | Documented assumptions, concerns and vulnerable areas of the analysis model |
| Step 6 Determine the impact of failures on the cost, schedule, and/or technical performance independently or simultaneously | List of impact of failures |
| Step 7 Prioritize the failure modes by ranking them from the highest priority to the lowest based on the probability of occurrences and their impacts | A prioritized list of failure modes Updated and prioritized table |
| Step 8: Identify Corrective Actions to Eliminate or Reduce the High Probability Failure Modes | List of actions to eliminate failure modes; or documented workaroundsMeasures to reduce probability of failure or their impacts;Software/hardware modification to include fault protection.  |

### Training Plan (TP)

1. Based on the ATNS support concept, the Bidder shall prepare a Training Plan or a Skills Transfer Plan to ATNS personnel. This plan details the training courses to be covered, the how, where and when the training will be provided. It shall be presented in a comprehensible English. (D)

|  |  |  |
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| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Training Plan shall stipulate minimum requirements for all the respective training courses. Trainees will be provided by ATNS according to the Bidder’s requirement specifications. (D)

|  |  |  |
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| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Training Plan shall be consistent with other relevant plans and schedules. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. In addition to the Bidder’s recommended training courses, the Bidder shall provide the following modules as part of the syllabus:
2. Architectural Training (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Application Training (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Data Model (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Database Management (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Configuration Management (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Troubleshooting and fault finding (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall provide technical training, covering O, I and D maintenance/support levels, to 10 technical personnel per maintenance centre. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. In addition to standard training, the Bidder shall provide E-Learning training material. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. On Job Training (OJT) – The Bidder shall provide on the job training during installation after the formal training has been provided. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall train ATNS Training Academy (ATA) instructors and System specialists to a level that will enable them to provide Continued Training within ATNS. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall present suitable certification to the training attendees indicating their competence. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall provide course syllabi with detailed Lesson Plans, Training Aids and material stipulating the objectives, level, methodology and duration of each lesson. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall provide all training aids and material, including those for tests, exams and assessments. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Training shall take place at the ATNS facilities (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall complete all relevant training before the SAT of that specific site. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

### Spares Plan (SP)

1. The Bidder shall deliver a Spares Plan that details the recommended spares quantities per LRU that is based on the actual MTBF figures, System availability, LRU repair turnaround times, centralized spares storage, total quantity of each LRU installed and the number of possible repairs per LRU, with an added requirement being the most cost-effective solution to ATNS. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall recommend spares quantities that shall adequately support the System for a minimum of 15 years. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Spares Plan shall identify all relevant suppliers and agents for all elements of support, where these are to be contracted directly by ATNS. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Spares Plan shall identify all recommended spares and their respective quantities, to be kept at OR Tambo, as a centralized storage site. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Spares Plan shall take into account all hardware and interconnection media for remote sites provided under the project. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall recommend accurate spare LRU quantities with a tolerance of ±3 LRUs. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall provide all required spares for VHF system and its support elements (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall ensure proper coding of the relevant spares, so that they can be registered into the ATNS inventory system. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

### Test Equipment Plan (TEP)

1. The Bidder shall deliver a Test Equipment Plan that details the requirement, acquisition, distribution, and support of all specialized test equipment required for the support of the VHF system. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Contractor shall ensure proper coding of all relevant items to allow entry into the ATNS inventory. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Plan shall cover all Test Equipment calibration and repair requirements. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Test Equipment Plan shall cover Built-in Test Equipment and any Diagnostic Software modules. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall validate the sufficiency, capacities and number of Test Equipment during the PBU. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

### Documentation Plan (DP)

1. The Bidder shall deliver the Documentation Plan defining all applicable documents to be delivered. The delivery of all documentation is completed prior to the commencement of Phase 3. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. System Documentation (System maintenance & installation) (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Hardware Maintenance (Equipment maintenance LRU replacement) (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Software and/or Firmware Documentation (Basic Software and/or Firmware, Operating system, utilities) (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Training Documentation (As per the Training Plan) (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall provide all documentation to all Maintenance Centres and ATNS ATA. The documentation will be in a format and quality acceptable to ATNS. All documentation shall be provided in electronic medium. The documents shall be in a software format acceptable to ATNS. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Contractor shall, prior to the commencement of the PBU, ensure that all documentation reflects the true configuration of the As-Built VHF system, the serial numbers of all the system LRUs must be recorded on the As-Built documents. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall supply full documentation consist of the following as minimum:
2. Equipment Specification/Data Sheets. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Device and system verification sign-off sheets (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. OEM and COTS Documentation [to be provided on all relevant equipment] (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Software and Firmware configuration (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Design drawings (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Power consumptions. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. List of cables and markings. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Interface(s) documentation with drawings (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Contractor shall generate and implement a plan for the compilation, production, validation and maintenance of all relevant technical documentation and data, subject to ATNS acceptance. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Contractor shall provide copies of equipment documentation. All documentation shall be provided in both hardcopy and in electronic medium. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

### Package Handling Storage and Transport Plan (PHS&TP)

1. The Bidder shall deliver a Package Handling Storage and Transport Plan that addresses the requirements for the shipping and dispatch of items for repair between ATNS and the supplier, as well as, special storage and handling requirements. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall be responsible for the provision of all PHS&T instructions, procedures and initial packaging material. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. All Packaging material shall be re-usable or recyclable. All Preservation material required shall be included here. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. During the PBU the procedures and instructions, as described above, shall be strictly applied for purposes of validation. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Configuration Management Plan (CMP)

1. The Bidder shall deliver a Configuration Management Plan procedure to identify the configuration and control actions and procedures necessary for the configuration management of the equipment, documentation, logistic resources and software for the VHF system. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Any hardware or software changes to the repaired units shall be recorded and ATNS be formally advised of the new configuration status. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The CMP shall make provision of the procedures and ensure that there are backups of all the changes implemented through- out the life-cycle of the VHF system. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall remain responsible for the system configuration management during the PBU and during the maintenance and support phase. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Total LRU Repair Costs (over the System Lifespan)

1. The Bidder shall provide total LRU repair costs, over the complete system lifespan, using the guide on table 3.

The following information should be contained with respect to each LRU in the equipment. (D)

* The total number of each LRU installed
* Each LRU MTBF figure (based on actual data)
* Is the LRU repairable?
* Number of possible LRU repairs during the system lifespan
* Individual LRU Cost.

Table 3: Total LRU Repair Costs

| Description | MTBF (Hours) | Site 1 | Site 2 | Site 3 | Total Number Installed | Repairable (Yes/No) | Number of Possible repairs per lifespan (Based on MTBF) | Unit Price (as at tender) | Total Repair costs (over the lifespan)  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| LRU (1st )  |  |  |  |  |  |  |  |  |  |
| LRU (…) |  |  |  |  |  |  |  |  |  |
| LRU (last)  |  |  |  |  |  |  |  |  |  |
| TOTAL REPAIR COSTS – GRAND TOTAL |  |

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## System Lifespan

1. The required system life cycle shall be 15 years. Should the initial System design life be below 15 years, the Bidder shall indicate in their proposal, interventions required to ensure that the system meets the 15 years required lifespan. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Interface Control Document (ICD)

1. The Bidder shall provide an ICD for all units of the proposed system, as per international best practices, showing all the required information. This will assist should there be a need to interconnect to other equipment within ATNS. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Other Project Requirements

1. All the resources required to make programming changes to the systems supplied shall be included with the system. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Software Licenses

1. The Bidder shall indicate what software licenses will be required for the system, as well as which ones are issued once-off and which are renewable.  All licenses must be in ATNS’ name. All Software licensing certificates shall be delivered before the SAT. The software license cost must be indicated in Volume 1C. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

# PHASE 2: IMPLEMENTATION PHASE

The deliverables mentioned below must be provided in this phase. (D)

## Provision of Training Courses (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Delivery of all Documentation (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Delivery of Spares (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Delivery of Software Licenses (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Delivery of Test Equipment (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

##

## Issuing of As-built documents(D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

# PHASE 3 - VALIDATION PHASE (PBU)

## PBU

1. The PBU shall start from the SAT of the first site and end one (1) year after the SAT of the last site. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. During the PBU, both the warranty and the verification of Phase 1 and 2 deliverables shall be executed concurrently. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The warranty shall cover all system repairs and replacements of hardware including the software and firmware corrections and/or modifications. The warranty shall also cover the correction of any other system errors not detected during FAT & SAT. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The PBU shall only start when all the Phase 1 and 2 deliverables are provided to ATNS’ satisfaction. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. During the PBU, the ATNS technical personnel maintain the system under the responsibility and guidance of the Contractor. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. During the PBU, any identified deficiencies in Phase 1 and 2 deliverables, shall be corrected at the Contractor’s cost. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The PBU shall end when all the clauses mentioned in Phase 3 (Validation Phase) are performed, as determined by ATNS. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. In case the system does not meet the stipulated performance (availability/reliability), the PBU shall be extended for an additional 12 months. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The system shall remain in PBU until all PBU deliverables are delivered and outstanding failures are closed. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Verification

1. System Performance Verification

The Bidder shall evaluate the equipment failure reports monthly with the aim to implement corrective measures where deficiencies are identified. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Spares Verification

The proposed spares are verified during this phase. (D)

|  |  |  |
| --- | --- | --- |
| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Test Equipment Verification

The proposed specialized Test Equipment is verified during this phase. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. PHS&T Verification

The Packaging, Handling, Storage and Transport of all spares and support material is verified during this phase. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Training Validation

The training received will be verified during the PBU period, if is found that the training given was not adequate, the Bidder shall retrain the personnel at its cost. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Documentation Validation

Verification of all support documentation takes place at this phase. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. Configuration – Validation and Acceptance

The proposed Configuration plan is validated during this phase and prior to maintenance responsibility transfer. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Update

1. At the end of the Validation period, the effectiveness and applicability of the Logistic Support Plan, which was used as a basis for the support of the VHF System project, during beneficial use, is reviewed and updated by the Bidder. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

# PHASE 4: OPERATION/ APPLICATION PHASE

1. The duration of this phase is the economic life of the system, which is 15 years. This phase commences with the acceptance of all the elements of the Logistic Support Plan, validated during the PBU and the transfer of maintenance management responsibility to ATNS. (I)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

## Application of Logistic Support Plan

The LSP compiled, updated and verified during phases 1, 2 and 3, is now used as the standard control document for the on-going support of the VHF System project. (I)

1. The Bidder shall adhere to the failure severity levels indicated on table 4 below: - (D)

TABLE 4 - Definition of severity levels

|  |  |
| --- | --- |
| Priority Level | Description  |
| Critical (S1) | Emergency with the highest priority, indicating severe and acute operational problems where the availability of the service or essential functionality is severely impaired. Critical impact on business such as, but not limited to: -* Total outage of primary equipment
* Equipment failure or significant reduction in traffic handling capacity
* Prevented access to the equipment due to system failure
* Severe impairment of system administration
* failure of redundant equipment (Upgrade from Major)
* Priority factor of 1 for critical incidents shall apply for the purpose of calculating penalties
 |
| Major(S2) | The availability of the service is considerably restricted. Major impact or potential major impact on business such as, but not limited to: - * Problem threatens to escalate to Critical priority
* Acute technical problem of primary equipment
* Loss of diagnostic functionality
* Significant degradation of equipment alarms, critical, major or trouble reporting
* Priority factor of 0.5 for major incidents shall apply for the purpose of calculating penalties.
 |
| Minor(S3) | Queries and problems that are related to non-acute operational problems and important technical queries. Medium impact on the business such as, but not limited to: - * Failure of non-critical warnings and alerts
* Any problem deemed less significant than the ones above
* Any item, including documentation that can generate procedural problems.
* Priority factor of 0.2 for minor incidents shall apply for the purpose of calculating penalties.
 |

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. The Bidder shall adhere to the failure response times and/or restoration times indicated on table 4 below: - (D)

TABLE 5 – SERVICE LEVELS (Fault restoration and resolution response times)

|  |  |  |
| --- | --- | --- |
| **Priority Level** | **Service cover period** | **Time to respond (per incident/failure)** |
|
| **Critical** | 24 hours/day x 7 days/week x 365 days/year | 30 minutes  |
|
| **Major** | 24 hours/day x 7 days/week x 365 days/year | 60 Minutes  |
|
| **Minor** | 24 hours/day x 7 days/week x 365 days/year | 24 hours  |
|

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

# MAINTENANCE SUPPORT CONTRACT

## Support Contract Requirements

1. **SUPPORT CONTRACT PROPOSAL:** The Bidder shall provide a 15 years Maintenance and Support Contract proposal, as per the ATNS Support Concept. The Maintenance and Support contract will be signed concurrently with the Procurement contract and shall commence at the end of PBU. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **MAINTENANCE SUPPORT CONTRACT LEGAL TERMS AND CONDITIONS:** - The maintenance support contract standard legal terms and conditions will be concluded during phase 1B (Contract Negotiations). (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **SUPPORT CONTRACT PRICES:** Detailed prices of the Maintenance and Support contract shall only be provided in Volume 1C. The rest of the Support Contract aspects, excluding pricing, shall be provided on Volume 4. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **SERVICES AND LABOUR RATES**: The Contract shall indicate all labour and/or service rates, for both local and overseas Technical personnel, for normal working hours, weekends and public holidays. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **PRICE ESCALATION FORMULA:** The formulae used to determine the cost of all services shall be clearly indicated. The price escalation formula(e) shall clearly indicate all the related variables/elements. The price escalation formula shall be predetermined and applied for the system life cycle. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **FUTURE INSTALLATION PRICES:** Should there be a need to install additional sites during the lifecycle of this contract the maintenance costs shall be similar or less to equivalent system(s) covered in the initial contract. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **SYSTEM PERFORMANCE GUARANTEE:** The Bidder shall propose a Support Contract that will guarantee that the specified System Performance Objectives, as mentioned in section 4.1 are achieved, for the complete system lifespan. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **SOFTWARE & HARDWARE:** The Support Contract shall cover the complete system including but not limited to Software, Firmware and Hardware failure corrections. The SLA must be structured to ensure that the system runs continuously on the OEM recommended latest software and firmware version release. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **RESPONSE TIMES**: For all failure corrections, the Support shall adhere to the stated response times (Service Level Agreement) indicated in table 5. (D)

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **FAILURE CORRECTION REPORT**: The Support shall provide ATNS with a detailed failure correction report within 48 hours of each fault correction. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **LRU EXPENSES:** The Support shall cover all the LRU repair associated expenses, including, but not limited to, actual repairs, shipping, insurance and taxes. The incurred expenses shall be related to both sending away to factory the faulty LRUs and returning the repaired LRUs, to ATNS. (D))

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **TURN AROUND TIME (TAT):** The Contractor shall return the LRUs/equipment to ATNS within 60 calendar days of receipt. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **ICAO COMPLIANCY:** The Support shall ensure that the complete system shall remain ICAO compliant during its lifespan. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **OBSOLESCENCE MANAGEMENT:** The Support agreement shall address obsolescence management, such that any required Hardware interventions are dealt with, to enable continuous ICAO compliance and system currentness throughout its lifespan. (D).

|  |  |  |
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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **REMOTE SERVICES:** The Support shall provide Remote Support Services to ATNS personnel, such as, but not limited to, logging into the system, telephonic and email support. (D)

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| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **RESOURCES PROVISION:** The Support shall make available, within 48 hours after ATNS request, a Technical resource to the specific ATNS site. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **HELP DESK SERVICES:** The Support shall provide ATNS with 24 hours Help Desk services to address technical assistance requests. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **SYSTEM PERFORMANCE REPORTS:** The Support shall cater for monthly system performance reports and quarterly service review meetings. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **PENALTIES:** Should the Bidder does not adhere to the Service Level Agreement targets, as stipulated in Table 5, ATNS shall impose penalties as indicated in clause T below. (D)

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| **COMPLIANCE (C/PC/NC/Noted)** | *Only responding C/PC/NC/Noted will not be accepted without proof.* |  |
| *[INSERT FULL RESPONSE FOR EVALUATION HERE]* |
| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |

1. **SERVICE PENALTIES:** Service penalties will be determined by the Actual downtime (Tact) per incident and calculated as per formula below:

Service penalty = (Tact)(hours)/ (Tmax)(hours) \* (Priority factor)\*(10%\* Contract value), up to a total maximum of the value of the Agreement per Agreement period where: Priority factor is as per definition in Table 4. The turn-around time on LRU has the priority factor of 0.5

 Tmax (hours) = corresponding priority level maximum response time or maximum agreed TAT )

 Actual Downtime (Tact) will only be affected if the agreed TAT was exceeded or if the response time to reported fault was not met/exceeded. , but will not be affected if it was as a result of other factors, such as the telecoms lines going down due to outside influences, or willful or negligent damage, etc.

The Fault response times and turn-around times reports shall be completed by Bidder and will be used for the calculation of penalties. Actual downtime excludes all allowances that lead to clock stop or deferred time.

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| *[INSERT REFERENCE TO ADDITIONAL INFORMATION HERE]* |