**WORK ORDER SCHEDULE A – Statement of Work**

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| **Note to Tenderers:** Schedule A to the Work Order (the Statement of Work or SOW) will consist of this Schedule including annexures, updated to reflect the successful tenderer’s RFQ Quotation, as negotiated and agreed with Defence. |

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1. SERVICES

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| **Note to Tenderers** |
| *Schedule A to the Work Order (the Statement of Work or SOW) will consist of this Schedule including annexures, updated to reflect the successful Tenderer’s RFQ Quotation, as negotiated and agreed with the Commonwealth. This will include updates to reflect the Solution as per the specific bundle(s), which the successful Tenderer is selected to provide.* |

| 1. Services to be provided |
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| **Provision of Services** (clause 3.1 COD, Attachment A (Services Description and Additional Module Terms))   * 1. The Supplier must provide the Services in accordance with the Deed and as further set out in this Work Order.   2. Without limiting any other provision of the Deed, the Supplier must ensure the Services it provides will:      1. meet all specifications, Laws, Authorisations, Performance Measures, Milestones (or if no Milestones are so specified, meet requirements without delay) and timeframes specified in the Deed and this Work Order, including any annexed Plan;      2. be compatible with the Commonwealth’s existing ICT environment including any impacted Existing Systems;      3. be consistent with the Deed Objectives (including the AIC Objectives) and any Work Order Objectives; and      4. minimise any risks or disruptions to the Commonwealth.   3. In the provision of the Services under this Work Order, Defence may request, and the Supplier must provide, information and support to enable Defence to progress its strategic initiatives and programs that impact on, are impacted by, and/or are interrelated to, the Services and the Solution.   4. This SOW reflects the current state of applications and systems requirements and is subject to change throughout the term of the Contract as Defence's needs and strategic initiatives evolve.   **Background to the Services**   * 1. The Joint Project Theatre Logistics C4I (**Log-C4I**) project within Military Systems Division has a requirement for Services to support the ADF in increased intra-theatre Logistics Situational Understanding to support the ADF through fixed logistics bases and nodes to deployable users.   2. The core purpose for implementing the Log-C4I Solution and Services is to increase Defence logistics preparedness and resilience to support and sustain the Integrated Force including to:      1. enable near real-time visibility of logistics readiness by integrating data on location, supply class, inventory tracking and network disruptions, and consolidating data into an interactive display to assist with optimising supply distribution;      2. analyse operational demand signals to synchronise logistics effects, predict consumption, and forecast resource availability and future needs, including modelling and simulation capabilities to test and support operational plans;      3. identify and manage supply chain vulnerabilities and risks, referencing data sets of additional commercial, government and other logistics relevant data to enhance logistics decision.   **Services Definition**   * 1. The Supplier must provide the Services which are comprised of the following Modules:      1. ICT Personnel Resources;      2. Application Services;      3. Systems Integration Services.   2. The following Additional Module Terms apply to the ancillary Services, forming part of the Module(s) listed in clause 1.7 above:      1. Software; and      2. Sustainment Services. |
| **Scope and Services**   * 1. Unless expressly excluded or supplied as a GFM, the scope of this Work Order includes all Software, Services, resources and technology to deliver the Solution.   2. The Supplier must deliver the integrated Log-C4I Solution consisting of:  | **Note to Tenderers** | | --- | | For ease of segmenting Solution scope, Defence has made reference, in certain RFQ documents, to Service Bundles or Bundles. The Bundles are:   * **Bundle 1: Recognised Logistics Picture (RLP)** * **Bundle 2: Logistics Planning (LOGPLAN)** * **Bundle 3: Integration and Sustainment Services**   These Bundles provide a logical segregation of scope to avail Defence and tenderers of the opportunity to examine the scope and end-to-end Solution in smaller, more manageable pieces, and for tenderers to propose only a subset of the total Log-C4I Solution scope.  With consideration for a partial Solution response, Defence will **only** consider proposals achieving the following Bundle configurations:   * **Option 1: Bundles 1, 2 and 3** * **Option 2: Bundles 1 and 3** * **Option 3: Bundles 2 and 3**   **Tenderers must note that any other proposal configurations (e.g. software only, services only, etc.) without proposing to deliver one or more of the above options are considered non-compliant and will not be considered.** |  * + 1. Recognised Logistics Picture (RLP) and associated Data Sets     2. Operational Logistics Planning capability (LOGPLAN) and associated Data Sets;     3. Implementation Services; and     4. Sustainment Services.   The scope and Services are defined and described in the Annexures to this SOW.  **Objectives and Outcomes**   * 1. The Supplier must achieve the Work Order Objectives and the Outcomes defined in Annexure D.1 (Overview and Outcomes). |

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| 1. Locations | | | | |
| * 1. The Supplier must deliver the Services in the following geographic locations: | | | | |
| **Street** | **Suburb** | **State/Territory, Country** | **Post Code** | **Services** |
| Head Quarters Joint Operations Command (HQJOC) | Kings Highway | Bungendore, NSW | 2621 | All Services |
| Campbell Park Offices | 100 Northcott Drive | Campbell, ACT | 2600 | All Services |
| Anzac Park West | Constitution Ave | Parkes, ACT | 2600 | Project Management and Stakeholder Engagement |
| MinterEllison Building (MEB) | 25 National Circuit | Forrest, ACT | 2603 | Project Management and Stakeholder Engagement |
| Suppliers may deliver Services from their Australian corporate or other remote Australian location as agreed with the Commonwealth, subject to DISP requirements. | | | | |

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| 1. Government Furnished Facilities, Materials and Services |
| **GFM, GFF, GFS** (clauses 3.8, 3.9 and 3.11 COD)   * 1. The Commonwealth will provide the Supplier with access to and use of:      1. Government Furnished Materials (GFM) in the table below in accordance with clause 3.8 of the COD;      2. Government Furnished Facilities (GFF) in the table below in accordance with clause 3.9 of the COD; and      3. Government Furnished Services (GFS) in the table below in accordance with clause 3.11 of the COD,   and in accordance with any other conditions set out in the Annexure D.3 (Solution Description). |

1. PRICING

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| 1. Pricing |
| **Pricing** (clauses 1.12(e) and 7 COD, Attachment B to the COD (Price and Payment))   * 1. Without limiting clause 7 of the COD, if the Supplier provides the Services in accordance with the Deed and this Work Order, and otherwise complies with the Deed and this Work Order, the Supplier is entitled to payment calculated in accordance with Attachment B (Price and Payment) to the COD, and as further set out in **Annexure A** to this SOW. |

1. PERSONNEL

| 1. Stand down of Personnel |
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| * 1. The Commonwealth may at any time during the Work Order Term, issue the Supplier a notice (**Stand Down Notice**) for all or any part of the Services provided under the Work Order.   2. If a Stand Down Notice is issued under clause 5.1, the period the Supplier must stand down (**Stand Down Period**):      1. starts for the Services subject to the Stand Down Notice at the time specified in the notice, provided the time is not less than two weeks after the date the Stand Down Notice is received; and      2. continues until the earlier of:         1. the time specified by the Commonwealth in a future notice (**Resumption Notice**); or         2. termination or expiry of the Work Order.   3. The Supplier must:      1. for the duration of a Stand Down Period:         1. stop provision of all or the specified part of the Services identified in the Stand Down Notice;         2. use all reasonable steps to maintain its capacity to recommence provision of the relevant Services when the Stand Down Period ends; and         3. ensure that Supplier Personnel co-operate fully with the Commonwealth for the purpose of exercising the Commonwealth’s rights during the Stand Down Period;      2. use all reasonable steps to mitigate its Losses, the Commonwealth’s Losses and any Other Suppliers’ Losses in connection with the Stand Down Period; and      3. comply with any Resumption Notice from the Commonwealth:         1. requiring the Suppler to recommence all or a specified part of the Services;         2. amending the original Stand Down Notice; or         3. requiring the Supplier to take further steps to mitigate Loss in connection with the Stand Down Period, or avoid disruption to Services not subject to the Stand Down Period, including to:            1. re-schedule performance of Services;            2. provide information, records or data; or            3. take action in relation to Subcontracts.   4. Except in accordance with clause 5.3(a)(i), and clauses 6.4 (Performance Relief) and 6.5 (Postponement) of the COD, the Stand Down Period does not relieve the Supplier from any of its obligations in respect of the performance of the Work Order. The Supplier must notify the Commonwealth in accordance with clause 6 of the COD, if as a result of the Stand Down Period:      1. there will be a delay in achieving any Milestone Date or other agreed date for the provision of the Services;      2. the Supplier is unlikely to achieve a Required Performance Level for a Performance Measure for a Review Period (during or after the Stand Down Period);      3. the Supplier will be claiming under clause 6.5 (Postponement) of the COD;      4. the Supplier will be claiming for Performance Relief;      5. the Supplier will be unable to fully recommence provision of the relevant Services when the Stand Down Period ends; or      6. the Supplier seeks to make any change to the relevant Work Order.   5. Except where clause 6.6 (Postponement Costs) of the COD applies, the Supplier has no right to damages or other compensation from the Commonwealth for any Loss it suffers in connection with a Stand Down Period or the exercise of rights by the Commonwealth under this clause 5.   6. The Commonwealth’s rights under this clause 5 are in addition to its rights under clause 3.14(b) of the COD and clause 13.4 of the COD. |

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| 1. DELIVERY |
| 1. Milestones, Delivery, Approval and Acceptance |
| **Milestones, Delivery, Approval and Acceptance** (clauses 6.1(a)(iii), 6.10 and 6.11 of the COD)   * 1. The Supplier must provide the Services in accordance with the Deed and the Work Order, including by achieving the Milestones and/or Critical Milestones by the relevant Milestone Dates as set out in the Annexures to this SOW.   2. These Services (including Deliverables) require either Review, Approval or Acceptance from the Commonwealth.   3. The Supplier must deliver all hard and/or soft copy Deliverables to the Commonwealth Contract Manager as specified in the Work Order.   4. Unless otherwise agreed in writing by the Commonwealth Contract Manager, all Deliverables must be delivered by the Supplier before 5.00pm (recipient’s local time) on:      1. the specified due date, if that date is a Working Day; or      2. the last Working Day before the specified due date, if the specified day is not a Working Day. |

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| 1. Testing |
| **Test Plan** (clause 6.12 of the COD)   * 1. The Supplier must deliver a Test Plan to the Commonwealth for Acceptance in accordance with clause 3.19 of the COD, and Annexure D.2 (Sustainment Services), Annexure E.1 (Implementation Services) and Annexure E.2 (Transition-In Plan) to this SOW by the date(s) set out in the Annexures to this SOW.   2. The Supplier must deliver Testing in accordance with the Accepted Test Plan. |

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| 1. AUSTRALIAN INDUSTRY CAPABILITY |
| 1. AIC Obligations |
| **AIC** (clause 4 COD)  Note to Supplier: The Supplier should refer to Defence industry policies and the Australian Industry Capability (AIC) programs and more at: https://www.defence.gov.au/business-industry/industry-programs.   * 1. The Supplier agrees and acknowledges that it must complete and submit for Approval:      1. an AIC Plan, in the format set out in Annexure C.1 (Governance) or as otherwise specified by the Commonwealth, if the Work Order value (inclusive of all extensions and variations) including GST exceeds $20M**.**   2. If an AIC Plan is required in accordance with clause 8.1:      1. The Supplier must comply with the AIC Obligations and the Approved AIC Plan (as applicable);      2. The Supplier agrees and acknowledges that:         1. compliance with the AIC Plan shall not relieve the Supplier from its liabilities or obligations under the Deed or this Work Order;         2. Acceptance of the Services shall not relieve the Supplier from meeting its obligations under the AIC Plan; and         3. the Supplier must maintain the accuracy, completeness and currency of the AIC Plan; and      3. Where the Supplier proposes an update to the AIC Plan, the Supplier must submit a Work Order Change Proposal in accordance with the requirements of the Deed. |

1. INTELLECTUAL PROPERTY

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| 1. Intellectual Property |
| **Intellectual Property** (clause 5 COD)   * 1. The Supplier must manage Intellectual Property under this Work Order, including Technical Data and Software rights and restrictions, in accordance with clause 5 of the COD and the Work Order.   2. The Supplier must:      1. submit an IP Schedule for this Work Order to the Commonwealth by the date(s) specified in the Annexures to this SOW, prepared in accordance with clause 5.10(b) of the COD and in the format set out in Attachment I to the COD;      2. keep the IP Schedule up to date during the Work Order Term; and      3. submit a final updated IP Schedule to the Commonwealth at the Work Order End Date.   3. The Supplier must provide the Commonwealth with all information (including any documentation) necessary to allow the Commonwealth to exercise its Intellectual Property rights under the Work Order. |

1. PLANS

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| 1. Plans |
| **Plans** (clause 3.19 of the COD)   * 1. The Supplier must provide each Plan in accordance with the COD and as set out in the Work Order, this clause 10 of the SOW and any applicable SOW Annexures relating to the Plans.   2. During the Work Order Term, the Supplier must draft, deliver, review and update each Plan, in accordance with clause 3.19 of the COD, the Work Order, this clause 10 of the SOW and any applicable SOW Annexures relating to the Plans.   3. The Supplier must meet its obligations under each Accepted Plan.   4. The Supplier must ensure all Plans are stored in the Commonwealth's nominated document repository within 2 Working Days of an Acceptance or Approval (as relevant). Any associated plans, processes, procedures, and instructions supporting the Accepted Plan must be supplied within 10 Working Days of a request by the Commonwealth.   5. Each Accepted Plan to this Work Order is incorporated into this SOW.   6. The Supplier must deliver the Plans specified in this SOW including Annexures.   7. The Plans must be delivered and updated by the Supplier in accordance with the date(s) and frequencies in this Work Order, including Annexures to this SOW.   8. The Supplier must deliver the Services (including any activities or tasks) in accordance with the relevant Accepted Plan. |

1. PERFORMANCE MANAGEMENT

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| 1. Performance Management |
| * 1. Supplier performance is measured in accordance with:      1. the requirements set out in clause 6.1 of the COD;      2. the Performance Management Framework set out in Attachment E to the COD; and      3. any Performance Measures or other requirements specified in this Work Order.   2. The Supplier acknowledges and agrees that:      1. the purpose of measuring Supplier performance is to foster improved quality of Services through a constant cycle of agreeing, monitoring and reporting upon service delivery and the initiation of incentives for performance and remediation activities to address failures to comply; and      2. the achievement of Performance Measures by the Supplier, may require a coordinated and collaborative effort with Other Suppliers to the Commonwealth.   3. The Performance Measures set out at **Annexure B** to this SOW apply to the Services. |

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| 1. Meetings |
| * 1. The Supplier must attend meetings in accordance with this SOW and associated Annexures, including Annexure C.1 Governance and Annexure E.2 Transition-In Plan. |

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| 1. Reporting |
| * 1. The Supplier must provide the reports in accordance with this SOW and associated Annexures, including Annexure C.1 (Governance), Annexure B.2 (Performance Framework) and Annexure C.2 (Reports and Reporting Information). |

1. POLICY AND LAW

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| 1. Additional Standards and Policy Requirements | |
| * 1. In addition to the standards referred to in clause 3.3 of the COD and/or the policy requirements set out in clause 12.3 of the COD, the Supplier must comply with the following additional policies, standards, guidelines, frameworks, procedures, or other resources in the table below. | |
| **Title** | |
| Acceptable Use Policy – October 2023 | |
| Cyber Security Assessment and Authorisation Policy – November 2024 | |
| ICT Climate Change and Net Zero Policy – November 2024 | |
| ICT Access Management Guidelines – 19 April 2024 | |
| ICT Asset Management Policy – November 2024 | |
| ICT Disposal Policy | |
| Privileged Use Policy | |
| ISO 9000:2015 | Quality Management Systems – Fundamentals and Vocabulary |
| ISO/IEC 17799:2005 | Information technology – Security techniques – Code of practice for information security management |
| ISO 20000:2011 | IT Service Management – Part I. Service management system requirements |
| AS/NZS ISO 31000:2009 | Risk Management |
| ANSI/EIA-632:1999 | Processes for Engineering a System |
| AS/NZS 60950.1:2015 | Information technology equipment – Safety, Part 1 – General requirements |
| AS ISO/IEC 20000.1:2007 | Information Technology – Service Management – Specifications |
| AS ISO/IEC 20000.2:2007 | Information Technology – Service Management – Code of practice |
| ISO/IEC 12207:2008 | Systems and software engineering – System life cycle processes |
| AS/NZS 60950.1 | Information technology equipment – Safety General Requirements |
| DSPF | Defence Security Principles Framework |
| PSPF | Protective Security Policy Framework |
| ISM | Information Security Manual |
| ACSI 61 | Australian Communications Security Instructions 61 |
| eDSM | Electronic Defence Security Manual - March |
| SafetyMan | Defence Safety Manual |

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| 1. Digital Service Standard |
| No applicable. |

1. SERVICES TECHNICAL ENVIRONMENT

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| 1. Technology – Service Attributes |
| * 1. The Supplier must ensure that in performing the Services, it delivers outcomes that are ITIL-aligned (v3.0 or later, to align with Defence's SIAM and ITSM environment) as described to ensure consistency of service and quality.   2. The Supplier must provide the Services within the Commonwealth’s current ICT Environment and acknowledges that the Commonwealth will remain responsible for the overall ICT architecture of the Commonwealth. The Supplier acknowledges the Commonwealth's ICT architecture is comprised of many inter-related cross-service attributes including:      1. network-wide area networks (WANs) and local area networks (LANs);      2. hosting platforms (such as cloud subscriptions, container systems and virtual computers);      3. internet, file, print, electronic mail, and scheduling services;      4. computer hardware (including mainframes, servers and desktops);      5. operating software platforms (such as NT, UNIX, and MVS);      6. access to certain Applications and database Software; and      7. tools including monitoring and control, ITSM, CMDB, data protection services, etc.   3. The Supplier, whilst developing technical solutions, may propose changes to, or the implementation of, new cross-service attributes. The Commonwealth retains absolute discretion to Approve or reject the proposals. Where Approval of a proposal changes or affects the Services to be provided under the Work Order, such changes must be made in accordance with the COD and/or Work Order.   4. The Supplier must ensure that it delivers Services outcomes that are consistent with the Commonwealth’s objectives for architecture and standards.   5. The Supplier must ensure that in performing the Services, it has taken into account both the primary functionalities applicable to, and security arrangements which may impact, the Services as set out in this clause. |

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| 1. Not Used |
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| 1. Annexures to this SOW |
| * 1. The following Annexures are attached to this SOW:      1. Annexure A – Payment comprising:         1. Annexure A.1 - Pricing Terms;         2. Annexure A.2 - Resource Unit Definitions; and         3. Annexure A.3 - Pricing Tables;      2. Annexure B – Performance comprising:         1. Annexure B1 - Performance Framework; and         2. Annexure B2 - Performance Measures;      3. Annexure C.1 – Governance;      4. Annexure C.2 – Reports and Reporting Information;      5. Annexure D.1 – Overview and Outcomes      6. Annexure D.2 – Sustainment Services      7. Annexure D.3 – Solution Description      8. Annexure E.1 – Implementation Services      9. Annexure E.2 – Transition-In Plan      10. Annexure F–- Phase Out Requirements      11. Annexure G – Risk Management Plan      12. Annexure H – Glossary |