

Contractor Support to Operations (CSO) & Contractors on Deployed Operations (CONDO)

Providing enduring in-theatre technical support to front line operations



A core strength of Persides is the ability to implement and manage a robust in-theatre contractor support solution compliant with JSP 567, Defcon 697 and DefStan 05-129. By deploying experienced subject matter experts (SME's) in support of deployed operations, Persides ensures that the experts are on hand when complex solutions are required by front line command to maintain both operational availability and capability.

Capability

Persides has extensive knowledge gained from implementing strategic CSO solutions in support of Key MOD programmes and from its employees being deployed under CONDO arrangements themselves. Persides is therefore fully committed to offering cost effective innovative solutions to front line military commanders ensuring capability is maintained in any whole life cost approach. Persides recognises that with advances in technology within the modern battlefield more robust arrangements are now required to offer deployed service contracts and therefore is well placed to offer the following capabilities:

- Scope and Requirements analysis
- Risk Assessment, Mitigation and Responsibilities
- Preparation and Management of Bid/Proposal process
- Deployed Contractor Logistic Support solutions
- Management of CONDO contracts to time and budget
- Management of Sub-Contractors and Supply Chain
- Preparation of SME's for deployment in line with MoD Policy
- Provision of welfare for deployed SME's
- Compliance with commercial/corporate governance
- CONDO Audits and Assessments

Customer Benefits

Persides has a proven track record of implementing successful in-theatre service arrangements providing technical advice and immediate solutions to complex and challenging situations that may not be in the realm of knowledge held by the front line operator. By influencing SME's to integrate fully with the deployed unit, robust support is offered to the front line commander as well as a conduit to aid communications between theatre, UK Project Teams (PT) and the Design Authority. The front line military commander is provided with a corporately approved service whereby extensive risk mitigation has taken place with full approvals gained prior to any development.

Core Strength

Persides is able to offer an assured CSO end-to-end solution in terms of capturing and refining deployed support requirements. Providing bid/proposal management and subsequent management of a deployed contractor support service upon award of contract whilst remaining compliant with the following CONDO principles:

- "Contract Sponsor must provide an assured service for the Military Commander using contractors in circumstances that do not engender unacceptable military risk."
- "In providing CONDO capabilities, it is accepted that it should be attractive or profitable for the contractor whilst demonstrating value for money for the MoD".
- "The operational circumstances within which CONDO capabilities are delivered must be as safe and secure as possible for the workforce".

Persides Approach

Persides recognises that civilians supporting demanding operations commit their expertise on a voluntary basis and therefore provides an individually tailored informative approach throughout the whole deployment management process. This defining principle of deploying civilian volunteers into hostile areas ensures SME's are fully informed and supported whilst deployed, ensures they are well prepared for the challenges they may encounter and given adequate opportunity to voice concerns.

Persides employs experienced aerospace and defence professionals committed to through life capability management that have successfully managed key CONDO contracts and have themselves been previously deployed under CONDO arrangements. Persides therefore understands the nature of being deployed as an ambassador to the company and a lone worker away from friends and relatives. We understand the sensitivities involved in both the risk mitigation activity to be undertaken by the contractor and the support, welfare and insurance requirements of the SME's whilst deployed.



Persides recognises that the early involvement of the Contractor in the planning process is key to the successful deployment of the Contractor into an operational area and Value for Money for the MoD. Persides is therefore able to be proactive and develop innovative solutions to meet operational surge and availability requirements through an established end to end (E2E) process fully compliant with the Support Solutions Envelope (SSE).

Our Experience

Persides has worked with the MOD and key commercial defence and aerospace companies in a number of critical and sensitive roles. With particular relevance Persides has liaised with the UK MoD and Industry CONDO Leads to fully understand the requirements of CONDO and the impact of this policy on industry.

This approach to implementing innovative deployed support solutions resulted in the MoD requesting of Raytheon Systems Limited (RSL) that Persides lead the RSL Airborne Stand Off Radar (ASTOR) CONDO proposal. Since then Persides has worked very closely with ASTOR PT, 2 Group and 5 Squadron RAF to help them fully define their ASTOR CONDO requirements. Persides still currently manage all CONDO deployments supporting the ASTOR capability and continues to support Raytheon in its deployed operations. Raytheon had not before encountered CONDO prior to its involvement with Persides and therefore the ASTOR project has been used effectively as the benchmark to roll out CONDO across RSL.

Persides managed the implementation of CONDO services into the Project Lydian UOR contract. This UOR delivered Hermes 450 Unmanned Aerial Vehicles (UAVs) into service under a leasing arrangement operated and maintained by Unmanned Aerial Vehicle Tactical Systems (U-TacS). The field service representatives (FSR's) were all civilians based in theatre in support of both Op Telic and Op Herrick. Again, this was a ground-breaking contract as this was the first time U-TacS had delivered this type of service under CONDO Policy.



Why Persides?

Persides is a growing force in the defence, security and aerospace markets offering high calibre consultancy services and innovative technology products for the electronic systems and software sector. Persides is an independent and proactive company that is committed to understanding our customer needs and delivering customer satisfaction.

How our expertise can help you

Persides has gained credible experience through its involvement with key MOD contractors such as Thales, U-TacS and Raytheon Systems Limited. We have continuously provided large MOD programmes with all the services, processes and procedures required to maintain a fully operational deployed support service. It is through our continued commitment to the MOD that we are proud to offer our expertise on the following CONDO elements:

- Pre-deployment medicals and vaccinations
- Provisioning of Body Armour and Helmets
- Initial CONDO training by external training provider
- Briefing on Armed Forces Act and applicability to CONDO
- Arranging of deployed Medical Cover and Repatriation
- Provision of Life Assurance
- Personal Accident and Sickness Cover
- Private Health Insurance (Income Protection)
- Private Medical Insurance
- Financial, Will and Legal Advice
- Provision of JOA threat and risk assessment
- Crisis Management Training for leadership members
- Provision of essential welfare elements i.e. communications/internet/deployed vehicles
- Post-deployment medicals recognising requirement for stress management
- UK Export regulations and ITAR compliance
- Compliance with DefCon 697 and DefStan 05-129

Customer Engagement

Our experienced consultants encourage close working relationships with our customers and integrate themselves fully within your organisation playing active roles within established teams. Maintaining a flexible working approach they accommodate both improvement and change, delivering transfer of knowledge to your teams whilst understanding your requirements and providing innovative solutions. Persides believes its unique blend of employees and its use of innovative processes are instrumental in the implementation of cost effective support solutions that provide sustainable operational capability.

Persides

Unit 17 Londonderry Farm Business Park, Keynsham Road, Willsbridge, Bristol, BS30 6EL, UK
 TEL: +44 (0)117 9329 099 • FAX: +44 (0)8448 110392 • E-MAIL: info@persides.com
www.persides.com

