RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC
11 Laurier St./ 11 rue, Laurier
Place du Portage, Phase III
Core 0A1 / Noyau 0A1
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal To: Public Works and Government Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Title - Sujet
RADIATION DETECTION EQUIP:CLEARING

Solicitation No. - N° de l'invitation	**Date**
W8486-121038/A	2012-05-16

Client Reference No. - N° de référence du client
W8486-121038

GETS Reference No. - N° de référence de SEAG
PW-$$PV-938-60479

File No. - N° de dossier	**CCC No./N° CCC - FMS No./N° VME**
pv938.W8486-121038	

Solicitation Closes - L'invitation prend fin
at - à 02:00 PM
on - le 2012-06-26

Time Zone
Fuseau horaire
Eastern Daylight Saving Time EDT

F.O.B. - F.A.B.
Plant-Usine: ☐ **Destination:** ☑ **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à:	**Buyer Id - Id de l'acheteur**
Roy, Paul	pv938

Telephone No. - N° de téléphone	**FAX No. - N° de FAX**
(819) 956-6919 ( )	(819) 956-6919

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

Specified Herein
Précisé dans les présentes

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Delivery Required - Livraison exigée	**Delivery Offered - Livraison proposée**
See Herein	

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Telephone No. - N° de téléphone
Facsimile No. - N° de télécopieur

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature **Date**

Issuing Office - Bureau de distribution

Scientific, Medical and Photographic Division / Division de l'équipement scientifique, des produits photographiques et pharmaceutiques
11 Laurier St./ 11 rue, Laurier
6B1, Place du Portage
Gatineau, Québec K1A 0S5

Canada

Destination Code - Code destinataire	Destination Address - Adresse de la destination	Invoice Code - Code bur.-comptable	Invoice Address - Adresse de facturation
D - 1	CPO1 ADM (MAT) DGMEPM/DGLEPM/DGAEPM ON CANADA	W8486	DEPARTMENT OF NATIONAL DEFENCE 101 COLONEL BY DR. OTTAWA Ontario K1A0K2 Canada

Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination	Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	RADIATION DETECTION EQUIP:CLEARING HOUSE	D - 1	W8486	1	Each	$	XXXXXXXXXX	See Herein	

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION

1. Security Requirement

There is a security requirement associated with the requirement. For additional information, consult Part 4 - Evaluation Procedures and Basis of Selection, and Part 6 - Resulting Contract Clauses.

2. Requirement

The Directorate of Combat Support Equipment Management (DCSEM) a division of the Department of National Defense (DND) has a requirement for Service Support of radiation detection equipment, in accordance with the mandatory specifications detailed in the Statement of Work.

2.1 Optional Requirement

The Bidder grants to Canada the irrevocable option to purchase three (3) additional one year periods under the same terms and conditions stated in the Contract, in accordance with the prices stated at Annex H, Basis of Payment. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority will exercise the option within sixty (60) days of the expiration date of the existing contract period by sending written notice to the Contractor.

3. Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation. Bidders should make the request to the Contracting Authority within 15 working days of receipt of notification that their bid was unsuccessful. The debriefing may be provided in writing, by telephone.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (http://sacc.pwgsc.gc.ca/sacc/index-e.jsp) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2011-05-16) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days
Insert: one hundred and twenty (90) days

2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary " will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (three (3) hard copies), consisting of technical brochures/litterature to verify compliancy and test data, if applicable.

Section II: Financial Bid (one (1) hard copy)

Section III: Certifications (one (1) hard copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid.

(a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
(b) use a numbering system that corresponds to the bid solicitation.

April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html). To assist Canada in reaching its objectives, bidders are encouraged to:

1) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and

2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, bidders must explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

The following applies to the Requirement and bidders must provide the following information in the bid where applicable:

1.1 Contacts

Bidders are requested to provide the following: Information pertaining to Article 5.3 Contractor Representatives under Part 6, Resulting Contract Clauses

1.2 SACC Manual Clauses

A9130T	Controlled Goods Program	(2011-05-16)
B1000T	Condition of Material	(2007-11-30)

Section II: Financial Bid

1. Bidders must submit their financial bid in Canadian funds and must provide the information that is required in Annex H, Basis of Payment. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) must be shown separately, as applicable.

2. Bidders must submit their firm price FOB destination; Canadian customs duties and excise taxes included, as applicable; and GST or HST excluded.

3. When preparing their financial bid, bidders should review Part 6 clause 6.1, the Basis of Payment and Part 4, clause 1.2, Financial Evaluation.

Section III: Certifications

Bidders must submit the certifications required under Part 5

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

(a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

(b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

All proposals submitted shall be completed in full and provide all of the information requested in the Request for Proposal (RFP) detailed in the **Statement of Work** to enable a full and complete evaluation. If the requirement is not addressed in the bidder's proposal, the proposal will be considered incomplete or non-responsive and will be rejected. The onus is on the bidder to provide all the information necessary to ensure a complete and accurate assessment.

1.1.1 Training

The Bidder must designate one (1) employee for Canadian Forces Supply Sytem (CFSS) training, in English, for a duration of up to one week at the Canadian Forces site.

The exact date, time and location of the training will be mutually agreed between the Contractor and the Technical Authority. All costs associated with the training must be included in the price.

1.1.2 Client References

The Bidder must provide with their bid one (1) company/organization names where the Bidder has supplied and maintained same/similar equipment as the one proposed in this bid. All such referenced systems must be fully operational and demonstrate that the bidder has a proven track record of maintaining similar equipment. Canada may contact these references as part of the bid evaluation process.The Bidder agrees that failure to comply with such a request, will lead to disqualification of the Bidder’s proposal from further consideration.

The following information must be included with the references:

Experience managing equipment suites of similar size and scope. Bidders shall provide specific contract examples that meet or exceed at least 3 of the following core competencies within one contract:

1) Managing the user communications / interface for approximately 200 users;
2) Managing a consolidated suite of approximately 45 separate line items;
3) Managing a consolidated suite of approximately 15,000 unique serial numbers;
4) Managing an R&O contract in excess of $500,000 per year; or
5) Managing the annual calibration of radiation detection equipment.

1.2 Financial Evaluation

Factors for Evaluation

1. **PRICING BASIS (MANDATORY):** Prices must be firm.

2. **ABILITY TO MEET THE TECHNICAL REQUIREMENT (MANDATORY):**

   a) For Items Defined by Statement of Work:

   The bidder must cross reference the mandatory technical criteria contained herein to their supporting technical documentation.

   b) Provision of Supporting Technical Documentation:

   Supporting technical documentation must be provided with the bid at time of bid closing.

Technical brochures or technical data MUST be provided to verify compliancy to the technical mandatory specifications.

3. **COMPLIANCE WITH THE TERMS AND CONDITIONS OF THIS REQUEST FOR PROPOSAL (MANDATORY)**

4. **FOR CANADIAN SUPPLIERS ONLY: Please** note that the requirements of the Federal Contractors Program for Employment Equity may apply - see herein. (MANDATORY if applicable)

2. Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price including the optional periods will be recommended for award of a contract**.**

3. Security Requirement

1. Before award of a contract, the following conditions must be met:
   (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
   (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 6 - Resulting Contract Clauses;
   (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

3. For additional information on security requirements, bidders should consult the “Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders” (http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31) document on the Departmental Standard Procurement Documents Website.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications, as part of their bid. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify the bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

1. Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their Bid.

1.1 Federal Contractors Program for Employment Equity $200,000 or more (for Canadian Bidders only)

1. The Federal Contractors Program for Employment Equity (FCP-EE) requires that some suppliers bidding for federal government contracts, valued at $200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP-EE, evidence of its commitment must be provided before the award of the Contract.

   Suppliers who have been declared ineligible contractors by Human Resources and Social Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the Government Contract Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP-EE for a reason other than the reduction of their workforce to less than 100 employees. Any bid from ineligible contractors will be declared non-responsive.

2. the Bidder does not fall within the exceptions enumerated in 3.(a) or (b) below, or does not have a valid certificate number confirming its adherence to the FCP-EE, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity to the Labour Branch of HRSDC.

3. The Bidder certifies its status with the FCP-EE, as follows:

   The Bidder

   (a) ( ) is not subject to the FCP-EE, having a workforce of less than 100 permanent full time, part-time or temporary employees in Canada,

   (b) ( ) is not subject to the FCP-EE, being a regulated employer under the Employment Equity Act, S.C. 1995, c.44;

   (c) ( ) is subject to the requirements of the FCP-EE, having a workforce of 100 or more permanent full time, part- time or temporary employees in Canada, but has not previously obtained a certificate number from HRSDC, (having not bid on requirements of $200,000 or more), in which case a duly signed certificate of commitment is attached;

   (d) ( ) is subject to the FCP-EE, and has a valid certificate number as follows: _____ (e.g. has not been declared ineligible contractor by HRSDC).

Further information on the FCP-EE is available on the following HRSDC Web site:

PART 6 - RESULTING CONTRACT CLAUSES

There is security requirement associated with the requirement

1. Security Requirement

1. The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, with approved Document Safeguarding at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

2. The Contractor personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by the CISD, PWGSC. Until the security screening of the Contractor/Offeror personnel required by this Contract/Standing Offer has been completed satisfactorily by the Canadian Industrial Security Directorate, Public Works and Government Services Canada, the Contractor/Offeror personnel MAY NOT HAVE ACCESS to CLASSIFIED/PROTECTED information or assets, and MAY NOT ENTER sites where such information or assets are kept, without an escort.

3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store any sensitive PROTECTED/CLASSIFIED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of Protected B and an IT Link at the level of Protected B.

4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

5. The Contractor must comply with the provisions of the:

   (a) Security Requirements Check List, attached at Annex_____;
   (b) Industrial Security Manual (Latest Edition).

2. Requirement

The Directorate of Combat Support Equipment Management (DCSEM) a division of the Department of National Defense (DND) has a requirement for Service Support of radiation detection equipment, in accordance with the mandatory specifications detailed in the Statement of Work.

2.1 Optional Requirement

The Contractor grants to Canada the irrevocable option to purchase three (3) additional one year period under the same terms and conditions stated in the Contract, in accordance with the prices stated at Annex H, Basis of payment. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise the option within sixty (60) days before end of contract period by sending written notice to the Contractor.

3. General Conditions

2010B (2012-03-02) General Conditions - Professional Services (Medium Complexity), apply to and form part of the Contract.

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada.

4. Term of Contract

The contract will be in force until all warranty or optional provisions of this agreement are expired.

4.1 Period of the Contract

The period of the Contract is from April 1, 2013 to March 31, 2015.

4.2 Optional Periods of the Contract

The optional period one (1) of the Contract is from April 1, 2015 to March 31, 2016.

The optional period two (2) of the Contract is from April 1, 2016 to March 31, 2017.

The optional period three (3) of the Contract is from April 1, 2017 to March 31, 2018.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Paul Roy
Public Works and Government Services Canada
Acquisitions Branch
Commercial Consumer Products Directorate
11 Laurier Street, 6A2, Phase III
Place du Portage, Hull, Quebec, K1A 0S5
Telephone: (819) 956-6919
Facsimile: (819) 956-3814
E-mail address: paul.roy@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Technical Authority (***to be filled in only at contract award***)

The Technical Authority named above is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative (*to be filled in by the Bidder*)

The telephone number of the person responsible for :

General enquiries	**Delivery Follow-up**
Name: _____	Name: _____
Telephone No. _____	Telephone No. _____
Facsimile No. _____	Facsimile No._____
E-mail address: _____	E-mail address: _____

6. Payment

6.1 Basis of Payment - Firm Price - Individual Work Authorizations

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Work Authorization (WA), the Contractor will be paid the firm prices in accordance with Annex H, Basis of Payment and in accordance with the Work specified in Annex E, Work Authorizations. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been authorized, in writing, by the Technical Authority before their incorporation into the Work.

6.2 Limitation of Expenditure - Cumulative Total of all Work Authorizations

1. Canada's total liability to the Contractor under the Contract for all authorized Work Authorizations (WAs), inclusive of any revisions, must not exceed the sum of $ (to be added at Contract award). Customs duties are included and the Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

   (a) when it is 75 percent committed, or

(b) four (4) months before the contract expiry date, or

(c) as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized WAs, inclusive of any revisions,

4. Whichever comes first.

5. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.3 SACC Manual Clause

H1001C - Multiple Payments (2008-05-12)

7. Work Authorization Process

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" as detailed at Task 2 of the Statement of Work.

8. Work Authorization Limit

The Technical Authority may authorize individual work authorizations up to a limit of $(to inserted at Contract Award), Goods and Services Tax or Harmonized Sales Tax included, inclusive be of any revisions.

Any work authorization to be issued in excess of that limit must be authorized by the Technical Authority and Contracting Authority before issuance.

9. Periodic Usage Report - Contract with Work Authorizations

The Contractor must compile and maintain records on its provision of work to the federal government under authorized Work Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If work is not provided during a given period, the Contractor must still provide a "NIL" report.

The data must be submitted on a monthly basis to the Contracting Authority.

The data must be submitted to the Contracting Authority no later than ten (10) calendar days after the end of the reporting period.

Reporting Requirement- Details

A detailed and current record of all authorized work must be kept for each contract with a work authorization process. This record must contain:

For each authorized work:
(i) the authorized work number or work revision number(s);
(ii) a title or a brief description of each authorized work;
(iii) the total cost specified in the invoice of Work, GST or HST extra;
(iv) the start and completion date for each authorized work; and

10. Invoicing Instructions

The Contractor must submit invoices in accordance with the information required in section 10 of 2010B General Conditions - Professional Services (Medium Complexity).

Invoices must be distributed as follows:

(a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and Payment.

11. Certifications

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

12. Insurance Requirements

The Contractor must comply with the insurance requirements specified at part 12.1 and 12.2. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

12.1 Bailee's Customer's Goods Insurance

The Contractor must obtain Bailee's Customer's Goods insurance while Government Property is under its care, custody or control for repair or servicing, and maintain it in force throughout the duration of the Contract, in an amount of not less than $15,000,000 (CND*).* Government Property must be insured on a Replacement Cost basis*.*

1. Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to ensure that claims are properly made and paid.

2. The Bailee's Customer's Goods must include the following:

    A. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

B. Settlement of Claims: The insurance proceeds regarding any loss of or damage to Government Property must be payable to the appropriate party as directed by the Contracting Authority.

C. Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by the Department of National Defense and Public Works and Government Services Canada for any and all loss of or damage to the property however caused.

12.2 Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than $2,000,000 per accident or occurrence and in the annual aggregate.

2. The Commercial General Liability policy must include the following:

A. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

B. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

C. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.

D. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

E. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

F. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.

G. Employees and, if applicable, Volunteers must be included as Additional Insured.

H. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)

I. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

J. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

K. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

L. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

13. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Ontario.

14. SACC Manual Clauses

A9131C	Controlled Goods Program	(2011-05-16)
L5001C	Surplus Government Property	(2008-05-12)
A9006C	Defence Contract	(2008-05-12)
B1501C	Electrical Equipment	(2006-06-16)
A9062C	Canadian Forces Site Regulations	(2011-05-16)
A2000C	Foreign Nationals (Canadian Contractor)	(2006-06-16)
A2001C	Foreign Nationals (Foreign Contractor)	(2006-06-16)
D5540C	ISO 9001:2008 Quality Management Systems - Requirements (QAC Q)	(2010-08-16)
D5545C	ISO 9001:2008 - Quality Management Systems - Requirements (QAC C)	(2010-08-16)

15. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

(a) the Articles of Agreement;
(b) 2010A (2011-05-16) General Conditions - Goods (Medium Complexity);
(c) Statement of Work;
(d) Annex A Supporting Information
(e) Annex B Definitions Acronyms and Abrevaitions
(f) Annex C User account details
(g) Annex D Equipment details
(h) Annex E Supply instructions
(i) Annex F Contract Data Requirement List (CDRL)
(j) Annex G Data Item Description (DID)
(k) Annex H Basis of Payment
(l) Annex I, Evaluation Procedures and Criteria
(m) Annex J, Security Requirements Check List;
(n) the Contractor's bid dated (insert date of bid) _____

STATEMENT OF WORK – IN-SERVICE SUPPORT: CLEARING HOUSE

Table of Contents

1. REQUIREMENT

1.1 GENERAL

1.1.1 The Directorate of Combat Support Equipment Management (DCSEM) is responsible for the In-Service Support (ISS) and Life Cycle Maintenance Management of all radiation detection equipment within the Department of National Defence (DND).

1.1.2 This Statement of Work (SOW) details the requirements for the ISS Clearing House Contractor (CHC, or "the Contractor") that serves a central role within the ISS framework. **Annex A** introduces the ISS approach and readers unfamiliar with this framework are encouraged to review this Annex before continuing.

1.2 DEFINITIONS

1.2.1 **Annex B** lists and defines the terms and acronyms used within this SOW.

1.3 TASKS

1.3.1 Task 1: User Entitlements and Holdings

1.3.1.1 The Contractor shall ensure all users have, at all times, their full entitlement of complete, correct, calibrated and properly configured Equipment. Users to be supported are detailed at **Annex C**. Equipment to be supported is detailed at **Annex D**.

1.3.1.2 The Contractor shall ensure the full scope of services detailed within this SOW is provided to all users at no direct cost to the user.

1.3.2 Task 2: User Exchanges

1.3.2.1 The Contractor shall initiate, effect and manage, through direct liaison with users, timely one-for-one Equipment exchanges, in accordance with Supply Instruction (SPIN) 357 detailed at **Annex E**, for users whose calibrated Equipment is about to expire.

1.3.2.2 The Contractor shall initiate communication with the user prior to the one-for-one exchange to ensure the user is ready to complete the exchange, confirming the:

a. Equipment about to expire, and the expiry date;

b. Equipment NATO Stock Number (NSN) and serial numbers required to be returned;

c. Date and method by which new Equipment will be delivered; and

d. Date and method by which the expiring Equipment is to be returned.

1.3.2.3 The Contractor shall conduct outgoing Inspections on all Equipment about to be sent to users in accordance with the Inspection Checklist (**DID 6**).

1.3.2.4 The Contractor shall minimize the number of exchanges per year to each user.

1.3.3 Task 3: Monitoring User Returns

1.3.3.1 The Contractor shall allow seven (7) calendar days for users to return expired Equipment.

1.3.3.2 The Contractor shall deliver to the TA Escalation Reports (**DID 14**) detailing users failing to return required Equipment within the required timeframe.

1.3.4 Task 4: User Support

1.3.4.1 The Contractor shall provide a single toll-free telephone number providing bilingual (English / French) telephone support to users, TA, OEMs and Calibration Facility during regular working hours (0800-1600) in all time-zones in Canada.

1.3.4.2 The Contractor shall provide a means for users, TA, OEMs and Calibration Facility to leave voice messages outside the required hours for toll-free telephone support.

1.3.4.3 The Contractor shall provide a single email address providing bilingual email support to users, TA, OEMs and Calibration Facility.

1.3.4.4 The Contractor shall respond to all emails and voice messages within one business day.

1.3.4.5 The Contractor shall effect and manage, through direct liaison with users, Equipment replacement within ten(10) calendar days of initial user request when:

a. The Equipment has been damaged or is otherwise unable to operate;

b. The user has lost confidence in the Equipment to perform appropriately; or

c. As directed by the TA.

1.3.5 Task 5: Equipment Returning from Users

1.3.5.1 The Contractor shall inspect all Equipment returning from users in accordance with the Inspection Checklist (**DID 6**).

1.3.5.2 The Contactor shall inform the TA of any Equipment that does not pass the incoming inspection (**DID 12**).

1.3.6 Task 6: Calibrated Stock

1.3.6.1 The Contractor shall maintain sufficient stock of calibrated Equipment to meet upcoming one-for-one exchanges, as well as other requirements as directed in writing by the TA.

1.3.6.2 The Contractor shall forecast calibrations required to maintain user capabilities as detailed in **Task 1**.

1.3.6.3 The Contractor shall send for calibration sufficient Equipment to meet forecast requirements:

a. With sufficient lead-time to meet user requirements; and

b. With sufficient excess in the event some Equipment fails to calibrate.

1.3.6.4 The Contractor shall work to equalize the monthly calibration load throughout the year to load-level the Calibration Facility within their throughput capacity.

1.3.6.5 The Contractor shall inspect all Equipment returning from calibration in accordance with the Inspection Checklist (**DID 6**).

1.3.6.6 The Contactor shall return to the Calibration Facility for warranty service, and inform the TA of such action (**DID 12**), any delivered Equipment that does not pass the incoming inspection.

1.3.7 Task 7: Support and Operations Stock

1.3.7.1 The Contractor shall manage all one-for-one exchanges, repair activities and calibrations within the limitations of available Support Stock.

1.3.7.2 The Contractor shall monitor Support Stock levels against Equipment usage and repairs, and advise TA in advance if forecasted Support Stock levels are insufficient to meet requirements.

1.3.7.3 The Contractor shall calibrate, configure, inspect and issue Equipment from Operations Stock to users, as authorized by the TA, and continue to support this Equipment in a manner consistent with other users.

1.3.7.4 The Contractor shall manage the Operations and Support Stock in a manner that ages the entire Equipment fleet in a consistent manner.

1.3.7.5 The Contractor shall hold all Support and Operations Stock in an un-calibrated state and shall only calibrate Equipment when required to support users or as directed by the TA.

1.3.8 Task 8: OEM Repair

1.3.8.1 The Contractor shall forward to the appropriate OEM for repair any Equipment that:

a. Fails Instrument Functionality Checks conducted during incoming inspections;

b. Fails to calibrate;

c. Is physically damaged beyond the Corrective Maintenance guidance detailed at **Section 3**; or

d. As directed by the TA.

1.3.8.2 Where Corrective Maintenance or OEM Repair is clearly not possible or practical, the Contractor shall request the TA deem the Equipment to be BER.

1.3.8.3 The Contractor shall provide the OEM all available information pertaining to the Equipment requiring repair, as it relates to faults found, nature of Equipment failure, etc as well as the applicable completed Inspection Checklist (**DID 6**).

1.3.8.4 The Contractor shall ship to the OEM any Equipment requiring OEM repair within 14 calendar days of first indication that repair is required.

1.3.8.5 The Contractor shall inspect all Equipment returning from OEM Repair in accordance with the Inspection Checklist (**DID 6**).

1.3.8.6 The Contactor shall return to the OEM for warranty repair, and inform the TA of such action (**DID 12**), any delivered Equipment that does not pass the incoming inspection.

1.3.9 Task 9: Warehouse, Insurance and Shipping

1.3.9.1 The Contractor shall provide secure and insured warehousing facilities in Canada appropriate for the storage and support of Equipment.

1.3.9.2 The Contractor shall provide the TA, and / or their designated representative, timely access to all facilities that hold Equipment.

1.3.9.3 The Contractor shall at all times carry sufficient insurance as indicated in the RFP under Insurance Requirements **(DID 4)**.

1.3.9.4 The Contractor shall clearly segregate within their warehouse location(s):

a. Calibrated Equipment from uncalibrated Equipment;

b. Serviceable Equipment from Equipment deemed BER and / or slated for disposal; and

c. Equipment being prepared for shipment to users, OEMs and the Calibration Facility.

1.3.9.5 The Contractor shall initialize, manage and track all Equipment shipments between the appropriate Contractor facility and users, at no cost to the user.

1.3.9.6 The Contractor shall initialize, manage and track all Equipment shipments from the Contractor facility to the OEMs (for repair) and the Calibration Facility (for calibration), at no cost to the OEM or Calibration Facility (respectively).

1.3.9.7 The Contractor shall remain responsible for all Equipment shipments initialized by the Contractor until delivery at destination has been confirmed, as evidenced by the name, date and signature of the receiving agency. The use of third party shipping agencies, such as commercial couriers, shall not absolve or limit the Contractor from this responsibility.

1.3.9.8 The Contractor shall report to the TA in writing within two (2) business days of confirmation of the discovery, any instances of:

a. loss or damage to DND-owned materiel in their custody; and

b. any shipments lost or damaged in transit from the Contractor's facility.

1.3.9.9 The Contractor shall ensure all Equipment being shipped is prepared in accordance with the Shipping Checklist (**DID 7**).

1.3.10 Task 10: Tracking System

1.3.10.1 The Contractor shall provide all equipment, systems, network / internet connections, etc associated with hosting and operating the Tracking System.

1.3.10.2 The Contractor shall maintain the Tracking System data currency, correctness and integrity.

1.3.10.3 The Contractor shall not amend the Tracking System Entitlement Table without the direct written approval from the TA.

1.3.10.4 The Contractor shall ensure that access to the Tracking System information is limited to a 'need-to-know' basis and only to personnel holding a valid SECRET security clearance.

1.3.10.5 The Contractor shall acknowledge that all data contained in the Tracking System or otherwise pertaining to the disposition, performance or other operating characteristics of all Equipment shall remain the property of Canada.

1.3.10.6 The Contractor shall not divulge or otherwise let known to any third party any information contained within the Tracking System or pertaining to the Equipment suite without the prior written permission of the TA.

1.3.10.7 The Contractor shall provide and maintain timely secure remote access of the Tracking System to the TA, by such means as real-time web-enabled direct access or daily updated download capability (**DID 5**).

1.3.11 Task 11: CFSS Transactions

1.3.11.1 The Contractor shall complete all CFSS transactions as required to support the Equipment movements, including:

a. Acquit requisitions into waybills for new demands;

b. Dues-in into RMA Warehouse for Equipment returns and new deliveries; and

c. Raise and acquit disposal requisitions for BER Equipment, as directed by TA.

1.3.12 Task 12: Management

1.3.12.1 The Contractor shall develop and maintain the following Management documents required to plan, execute, monitor and control internal processes;

a. Project Management Plan (PMP) (**DID 1**);

b. Configuration Management Plan (CMP) (**DID 2**); and

c. Radiation Safety Plan (RSP) (**DID 3**).

1.3.12.2 The Contractor shall comply with all duties and obligations of workers under the relevant occupational health and safety legislation in force in the Province / Territory where the work is performed.

1.3.12.3 The Contractor shall comply with all appropriate regulations for the use, storage, management, packaging and transport of Equipment containing radioactive material.

1.3.12.4 The Contractor shall maintain on file, for a period of not less than five (5) years after the document date, and make available to the TA within five (5) business days of request, the following documents:

a. Completed Inspection Checklists (**DID 6**);

b. Completed Shipping Checklists (**DID 7**); and

c. All shipping documentation (**DID 8**).

1.3.12.5 The Contractor shall delivery monthly to the TA, in electronic format, the following documents:

a. Corrective Maintenance Summaries (**DID 13**);

b. Inspection Summary Report (**DID 12**); and

c. Any repair reports provided by OEMs.

1.3.12.6 The Contractor shall host at their location the following meetings:

a. Requirement Review Meeting, within 14 calendar days of contract award to review and clarify requirements;

b. Progress Review Meetings, to be held not less than quarterly on dates agreed by the TA, to review contract performance, communicate the status, condition and performance of all Equipment and Tracking System, review Corrective Maintenance and Inspection Summaries, Ad Hoc Work in progress, Parts Inventories, and any other issues that may arise; and

c. CFSS Audits, to be held as required, to verify actual Contractor warehouse inventory against holdings reported by the Tracking System and CFSS.

1.3.12.7 The Contract shall provide the TA an agenda not less than seven (7) calendar days prior to each meeting, and shall deliver minutes of all meetings within seven (7) calendar days of each meeting.

1.3.13 Task 13: Ad hoc Parts and Labour

1.3.13.1 The Contractor shall provide ad hoc parts and labour in direct support of the Equipment detailed at **Annex D**, as requested in writing by TA, including:

a. Equipment Disposal;

b. Equipment Upgrades and Modifications to address life-cycle support issues;

c. Equipment Introduction; and

d. Approved Corrective Maintenance activities (**Section 3**).

1.4 ITEMS PROVIDED BY CANADA

1.4.1 The following items will be provided by the Crown for use by the Contractor:

a. **In-Service Support Tracking System** will be provided by the TA, including manuals and training. The system shall be installed on appropriately secure Contractor hardware;

b. **Canadian Forces Supply System (CFSS) Access** will be arranged by the TA, including a CFSS account for managing equipment issue and receipt. All costs associated with the establishment of the connection, including a CFSS stand-alone computer terminal and training will be borne by the Crown. Modifications to the Contractor facility and establishment of the requisite security arrangements will be the responsibility of the Contractor.

c. **Third Party Contract Details** sufficient for the Contractor to directly and meaningfully liaise with the Calibration Facility and OEM Repair Facilities will be provided by the TA. This information will include information flows, responsibilities and performance metrics.

d. **F&J FC100 Field Calibrator** (SC 01 494 4980), quantity 2, used to confirm the correct air flow of the Air Sampler (Item 36 in **Annex D**) as part of the OEM-recommended annual Preventive Maintenance procedures.

1.5 PRECEDENCE OF DOCUMENTS

1.5.1 The following documents comprise the requirements and in the event of inconsistencies or ambiguities arising out of the reading of any such documents, the order of precedence shall be as follows:

a. Statement of Work;

b. CDRL;

c. DID; and

d. All specifications, standards, manuals, attachments and other documents called up by this SOW.

2. PREVENTIVE MAINTENANCE

The intent of this Section is to provide guidance to the Contractor with regards to the nature, depth and scope of Preventive Maintenance activities expected as part of In-Service Support. In general, the goal of Preventive Maintenance is to ensure maximum Equipment reliability and availability at minimum cost.

2.1 REQUIREMENT

2.1.1 The Contractor shall conduct Preventive Maintenance procedures as part of the Inspection process on all equipment returning from users (see **DID 6**).

2.2 SCOPE OF PREVENTIVE MAINTENANCE ACTIVITIES:

2.2.1 The Contractor shall implement all Preventive Maintenance procedures recommended by the OEM.

2.2.2 The Contractor shall clean the Equipment as required, including:

a. Removing dust, dirt and lint which may impair the electrical or mechanical performance of the Equipment by vacuum cleaning or by blowing out with dry, clean, compressed air;

b. Removing grease or oil smudges from exterior surfaces, casings, panels, cabinets, chassis, electrical parts and accessible interior areas;

c. Removing any foreign material that prevents the Equipment from performing appropriately; and

d. Removing any foreign material not part of the Equipment checklist.

2.2.3 The Contractor shall inspect and replace as required, all batteries, windows, and other consumable items with new items from stock. All replacement batteries shall be new, of the correct format, and fully-charged.

2.2.4 The Contractor shall complete any additional Preventive Maintenance procedures as directed by the TA.

2.3 REPLACEMENT PARTS, SPARE PARTS AND CONSUMABLES

2.3.1 The Contractor shall maintain sufficient stock of replacement parts, spare parts and consumables to complete timely Preventative Maintenance actions as required.

2.3.2 The Contractor shall ensure all replacement parts, spare parts and consumables conform to the parts and consumables originally installed in the Equipment with regard to type, specification and source of supply, unless otherwise authorised by the TA.

2.3.3 The Contractor may, at times, seek TA permission to salvage parts and components or otherwise cannibalize Equipments previously deemed BER to support Maintenance actions.

3. CORRECTIVE MAINTENANCE

The intent of this Section is to provide guidance to the Contractor with regards to the nature, depth and scope of Corrective Maintenance activities that may be completed as part of In-Service Support. Completing these activities at the Contractor facility improves the efficiency of logistics support without impairment of Equipment performance, reliability and maintainability. In general, Corrective Maintenance activities should be limited to the replacement of 'high-level' parts – such as major components, sub-assemblies, boards, modules, and associated parts -- that do not require special tools and test equipment.

3.1 REQUIREMENT

3.1.1 The Contractor shall complete any Corrective Maintenance procedures identified as part of the Inspection process on all equipment returning from users (see **DID 6**), as approved by the TA.

3.2 WORK STANDARDS

3.2.1 The Contractor work standards and acceptance criteria for all Corrective Maintenance activities shall be subject to approval by the TA (**DID 9**).

3.3 UPGRADES AND MODIFICATIONS

3.3.1 The Contractor shall not upgrade or modify any Equipment without the prior written approval of the TA.

3.3.2 The Contractor shall indicate in writing to the TA, as appropriate, any recommended upgrades or modifications to improve Equipment performance, reduce cost or otherwise improve the capability provided to users.

3.4 WARRANTY

3.4.1 The Contractor shall not, through improper Corrective Maintenance or other procedures negate, decrease or otherwise affect the warranty obligations provided by the OEM.

3.4.2 The Contractor shall provide a 12-month warranty period on parts and labour for all Corrective Maintenance activities completed.

3.5 CORRECTIVE MAINTENANCE

3.5.1 Unless the Contractor personnel completing the Corrective Maintenance actions are certified by the OEM, or as otherwise approved by the TA, Equipment requiring work exceeding the Corrective Maintenance guidelines detailed below shall be forwarded by the Contractor to the OEM for repair.

3.5.2 Prior to completing Corrective Maintenance, the Contractor shall determine the parts and labour required to return the Equipment to completely serviceable and fully operational condition, without requiring that it be restored to an "as new" condition, and submit an Estimate to the TA (**DID 15**) within 15 calendar days of first indication that Corrective Maintenance actions are required. The TA will either:

a. Approve the Estimate;

b. Direct the Contractor to send the Equipment to the OEM for repair; or

c. Deem the Equipment BER.

3.5.3 The Contractor shall ensure all approved Corrective Maintenance activities are controlled by serial-numbered Work Order (**DID 16**) and linked to the original Estimate.

3.5.4 The Contractor shall stop all work on any open Work Order immediately when it becomes apparent the Estimate may be exceeded by more than 10% and;

a. Inform TA of the reasons for the change in expected cost;

b. Advise the TA of costs already expended; and

c. Provide the TA a revised Estimate of the cost to complete.

3.5.5 The Contractor shall maintain a Summary of all completed and ongoing Corrective Maintenance activities and provide a monthly electronic copy to the TA (**DID 13**).

3.5.6 The Contractor shall complete all Corrective Maintenance activities within 30 calendar days of TA approval.

3.6 CORRECTIVE MAINTENANCE GUIDELINES

The intent of this Section is to provide guidance to the Contractor with regards to the nature, depth and scope of Corrective Maintenance activities that may be completed as part of In-Service Support, as approved by the TA.

3.6.1 Mechanical Components. The Contractor may classify a mechanical component as defective if the defect will cause deterioration in the overall Equipment performance either directly or indirectly. If the defective mechanical component cannot be efficiently repaired it may be replaced.

3.6.2 Fasteners. The Contractor may replace any missing, broken or damaged screws, bolts, lock-washers and Fasteners. Damaged or loose rivets may be replaced in applications subject to vibration or otherwise where the damaged or loose rivets may cause structural weakness.

3.6.3 Shock Mounts. The Contractor may replace shock mounts of incorrect load rating with proper type. Vibration isolators which have lost their resilience due to deterioration of the flexible material may be replaced with the proper types. Bonding straps fitted to mounts may be replaced if they cannot perform their intended function adequately.

3.6.4 Connectors. The Contractor may replace connectors having functional or structural defects; or missing, broken, bent, worn or corroded contacts; which are not efficiently repairable.

3.6.5 Printed Circuit Boards. The Contractor may replace printed circuit boards, terminal strips and components mounting boards having defects which impair their electrical characteristics or structural strength if not efficiently repairable. Such defects may consist of lamination separation; cracks between terminals, between pins and ground, or radial; cracks around pins; cracked boards, severe burns, missing, damaged, broken, loose, or bent terminal pins. Minor surface cracks, scratches, checking, or discolouration may be acceptable, providing they do not affect reliability. In general, defective printed circuit board repairs will not be completed, and the board will be replaced.

3.6.6 Housings. The Contractor may replace dust covers, cover plates and housings damaged or otherwise functionally defective if they cannot be efficiently repaired.

3.6.7 Slides and Shafts. The Contractor may replace any slide or shaft where dimensions have changed, or are expected to change, that will affect efficient operation, performance or inter-changeability during filed use, if not efficiently repairable. Slides and shafts may not be required to meet the mechanical tolerance to which they were manufactured, providing changes in dimensions due to normal wear does not impair Equipment performance.

3.6.8 Plated Parts. The Contractor may replace or re-plate any plated part showing abnormal or excessive wear. Normal wear may be acceptable.

3.6.9 Wiring. The Contractor may repair by most efficient means wiring defects. Efficient repair may consist of any of the following activities:

a. Re-soldering of connections;

b. Reconnection of individual wire(s) to joint(s) or terminal(s);

c. Splicing of individual wire(s) within or exterior to a harness;

d. Replacement of individual wire(s) within or exterior to a harness;

e. Replacement of a complete harness; or

f. Complete renewal of the equipment wiring.

3.6.10 Insulation. The Contractor may replace insulation showing signs of progressive deterioration and/or representing a hazard to safety or to continued operation of the Equipment. Insulation displaying minor checking, cracking or discolouring due to heat, age or environmental treatment may be acceptable provided there is no serious deterioration of insulating properties. Frayed insulation without penetration of the outer insulating coating may be acceptable. In cases of doubt as to insulation breakdown strength, high potential (megger) tests may be applied. Before such tests, care is to be exercised to disconnect components liable to be over-stressed or damaged.

3.6.11 Broken Strands. The Contractor may conduct efficient repair of broken strands. Where only a relatively few strands are broken and do not affect electrical operation, and the breakage is not caused by corrosion or material fatigue, the condition is considered acceptable.

3.6.12 Secure Wiring. The Contractor may ensure wiring and cables are secured adequately (by tying, lacing, clamping, etc.) conforming to standards governing new Equipments of similar category.

3.6.13 Wiring Identification. The Contractor may identify replaced wires to avoid confusion when following manuals or drawings and, where possible, may be similar to that of new Equipments of that type. Obliteration of the original identification of a wire or cable may not, by itself, warrant its replacement. However, its re-identification may be carried out when possible.

3.6.14 Painting. The Contractor may paint or touch-up worn spots, deep scratches, or bends which have broken the protective finish exposing the bare metal, using an approved protective coating. Cases, cabinets and panels may be painted or touched up to improve aesthetics alone, provided the increase in repair cost is small and approved by the TA. Where touch up painting is undertaken, the original colour may be matched as

closely as is practicable. Where justifiable, recommendations for completely re finishing may be made to the TA.

3.6.15 Dents and Bends. The Contractor may repair dents and bends which interface with the mechanical or electrical performance of the equipment or have the affected part replaced. Minor dents and bends will not be repaired to improve appearance alone.

3.6.16 Environmental Treatment. The Contractor may, when necessary in effecting repairs, remove existing environmental treatment on wiring and electronic parts. The treatment may be restored in an approved manner, unless otherwise approved by the TA.

3.6.17 Nameplates, Decals and Stencils. The Contractor may replace missing nameplates with nameplates meeting the same requirements as the original. Equipment subject to modification may be fitted with an approved, durable modification sticker or plate such that the current modification status of the equipment can be easily determined.

4. ANNEX A: SUPPORTING INFORMATION

This Annex is provided for information and guidance only, and does not form part of the requirement.

4.1 GENERAL ARRANGEMENT

4.1.1 The In-Service Support (ISS) Clearing House Contractor (CHC) plays a central role in providing essential services and support to DND users of radiation detection equipment. The CHC has direct contact with over 230 users, managing over 40 different line items representing over 18,000 serial numbers, with the vast majority requiring annual exchange for calibration. The CHC has direct liaison with a Calibration Facility (for equipment calibration) and OEMs (for equipment repair) managing the flow of equipment to and from these third party agencies, as shown in Figure 1.

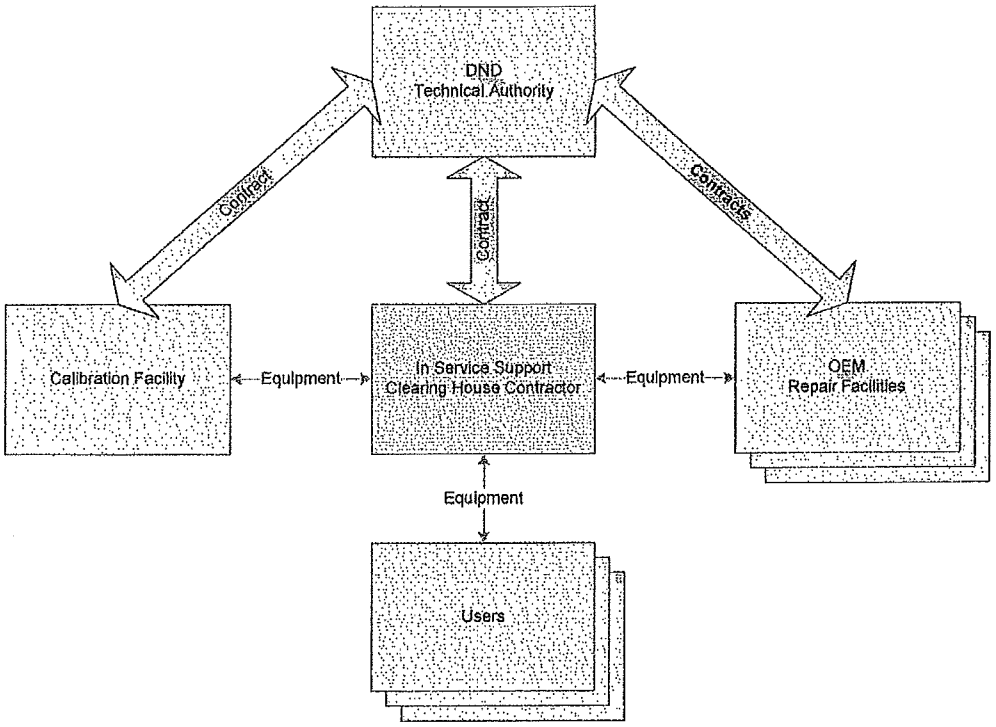

Figure 1: General Arrangement of ISS Structure

4.2 GENERAL EQUIPMENT FLOW

4.2.1 There are two main requirements that drive the need for a CHC:

g. Radiation detection equipment must be calibrated annually; and

h. Users must have their full entitlement of calibrated equipment at all times.

4.2.2 The basic process is the CHC pushes freshly calibrated equipment to users before their current equipment expires. The user then returns their expiring equipment to the CHC which, once serviced and re-calibrated, is used to support the next user's requirement.

This process requires a 'float' of equipment, which is called the Support Stock. The CHC also holds an Operations Stock of serviceable (but uncalibrated) equipment on operational standby. Equipment requiring repair exceeding the CHC corrective maintenance guidelines are forwarded to the appropriate OEM repair facility.

4.2.3 It is the Crown's interest to minimize the quantity of Support Stock, as there are real costs associated with keeping excess equipment in service. The easiest way to minimize this Support Stock is to spread the user exchanges equally throughout the year – with the target of having roughly the same number of each kit exchanged each month. This has the added benefit of load-levelling the Calibration Facility.

4.2.4 It is the Crown's interest to minimize the number of times a year that each user is contacted to conduct equipment exchanges. In short, users prefer to exchange their full compliment of equipment once a year (although there are some exceptions, as some users exchange half their holdings every six months). As such, equipment needs to be delivered to the user 'freshly calibrated' to ensure it remains valid for the entire year. This in turn demands an accurate ability to forecast calibration / exchange requirements, with suitable allowances for equipment failures.

4.2.5 While these two constraints appear simple at first glance, subtle complexities emerge when viewed alongside the two main requirements detailed earlier. In short, each user has a different mix of equipment. When the CHC identifies a user for a given month, it makes sense to exchange all the expiring equipment held by that user. The CHC therefore needs to ensure the right mix of freshly calibrated equipment is available to send to that user. Keeping all 230 users happy for all 40 items – making sure the user is only contacted once a year, and keeping within the Support Stock constraints – is exceptionally challenging.

4.2.6 DCSEM (formerly DSSPM) has managed the DND radiation detection equipment suite through Alternate Service Delivery (ASD) contracts since 1997. It has been demonstrated several times that this suite requires fulltime active management on behalf of the CHC. Even slight lapses have been shown to have significant impacts, requiring significant effort to recover.

4.2.7 There is an additional complexity in that select equipment permits different software configurations. In short, it is possible to provide unique and specific operational characteristics to different users with the same physical equipment. This requires a structured and carefully managed Configuration Management process to ensure each user receives the correct configuration. For security reasons, returning equipment needs to be 'baselined' with a generic configuration prior to calibration and / or OEM repair. Finally, the equipment firmware and software versions need tight version control to ensure only TA-approved versions are deployed.

4.2.8 Figure 2 provides a simplified equipment flow *from the CHC perspective*.

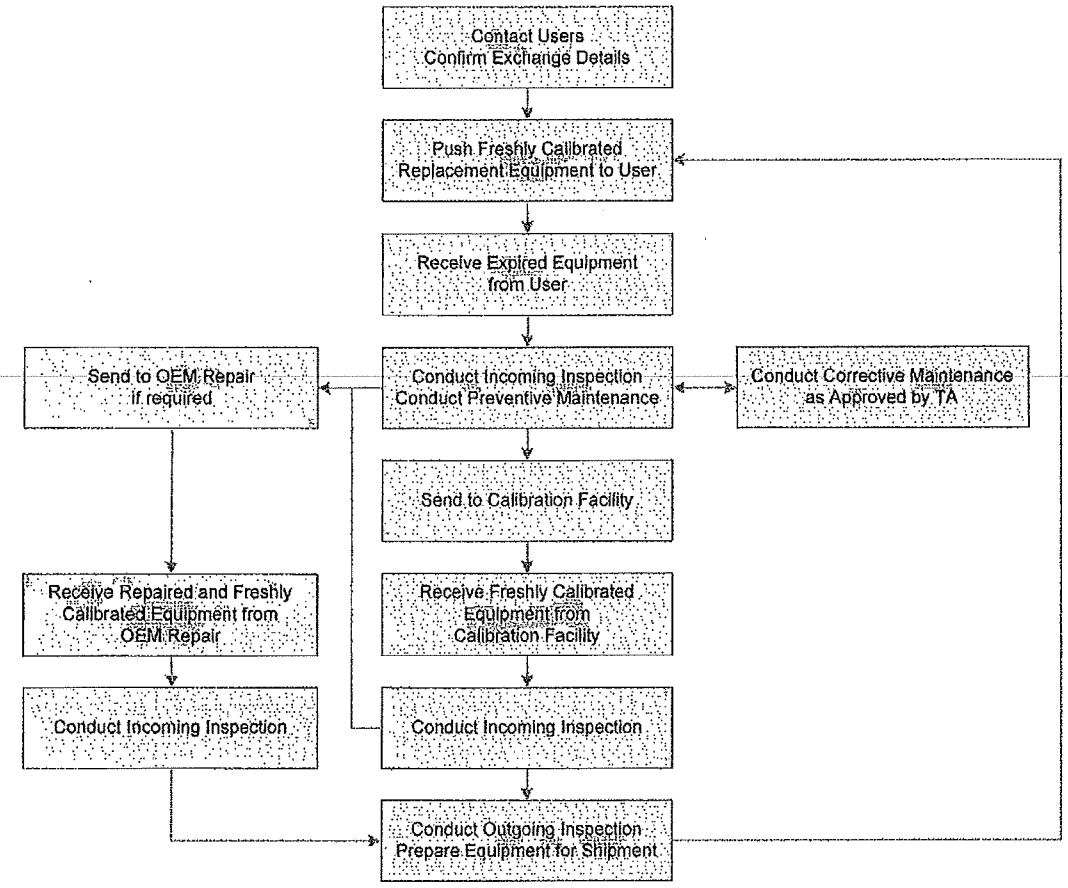

Figure 2: General Equipment Flow

4.3 THIRD PARTY CONTRACTS

4.3.1 The Crown holds directly the contracts with OEMS for Repair and Overhaul services, as well as with the Calibration Facility for equipment calibration. As such, all costs associated with these services are borne directly by DND.

4.3.2 The general process is the CHC provides details regarding equipment requiring repair (for OEM repair facility) or calibration (for Calibration Facility) and requests an RMA. The RMA is provided within 3 business days and the CHC ships the equipment. The OEM repair facility has 30 calendar days from date equipment is received to ship the repaired equipment back to the CHC. This is called the Turn Around Time (TAT). The Calibration Facility has a TAT of 7 calendar days.

4.4 USERS

4.4.1 DND has a wide range of users employing radiation detection equipment. These can be grouped into three broad categories:

a. Radiation Safety. Radiation Safety users are involved in the safe management of known radioactive material and sources employed within DND. These users include Radiation Safety Officers, research facilities and industrial radiographers.

b. Operations. Operational users fill survey, reconnaissance, sampling, identification, force protection, hazard management and general support roles in a radiological threat or contaminated environment during military operations. These users include operational units in theatre, Special Forces, bomb disposal units, disaster assistance teams, naval boarding parties and nuclear emergency response teams.

c. Training. Training facilities employ equipment during steady state training operations for both Radiation Safety and Operational users.

4.4.2 The majority of users are located within Canada. For users that are deployed outside of Canada, such as HMC Ships and Operational units in theatre, there are Canadian-based shipping addresses through which exchanges are managed.

4.4.3 User details sufficient to support proposal development are detailed at **Annex C**.

4.5 EQUIPMENT

4.5.1 DND employs a wide range of radiation detection equipment, which can be grouped into three broad categories:

a. Equipment that requires Annual Calibration. This equipment requires annual calibration and must be exchanged one-for-one prior to expiry with freshly calibrated, properly configured equipment. This equipment includes gamma survey meters, neutron survey meters, alpha and / or beta surface contamination probes, neutron survey probes, air samplers, air monitors, dosimeters, and gamma spectroscopy systems.

b. Equipment that does not require Calibration. This equipment does not require calibration as they do not have active detection capabilities, but still require in-service support and periodic maintenance. This equipment includes simulators, fitted system components, support Equipment, software, readers and supporting notebooks. Portal Monitors also fall into this category, despite have active detection capabilities, as users calibrate this equipment in the field.

c. Equipment that requires Annual Calibration but is managed outside the Clearing House Process. This equipment has such a small user base that providing a support stock or one-for-one exchange service is not practical or economical. These systems are managed directly between the user and the Calibration Facility and are outside the scope of the CHC.

4.5.2 Equipment details sufficient to support proposal development are detailed at **Annex D**. These lists identify the Equipment Name by the Instrument within the kit. These kits may also include ancillary items such as carrying cases, batteries, spare windows, tools, power units, electrical cords, test sources, manuals, extension poles, etc. A few additional comments are worth note:

a. XP-110 (Item 1) does not have support stock and one-for-one exchange is not possible. Users of this equipment understand this situation and recognize they will be without equipment while it is being calibrated.

b. SOR/R (Item 3) and SOR/RF (Item 4) are grouped together as they are two variants of the same device. All SOR/Rs are being converted in SOR/RFs under a separate contract, with completion expected before 31 Mar 2012.

c. PAM-110C (item 17) and TAM-100C (Item 18) require calibration by the OEM and not the Calibration Facility.

d. The Air Sampler (Item 36) requires annual air flow confirmation as part of the OEM-recommended annual Preventive Maintenance procedures.

e. Items 40 and 41 are currently being consolidated by the current contractor in preparation for disposal.

f. Several kits contain check sources. The CHC is responsible for the safe management, including transport packaging and shipping, in accordance with the appropriate regulations and CNSC license requirements.

4.6 EQUIPMENT ACCOUNTING

4.6.1 The CFSS is the system of record for all equipment held by all users in DND. Each equipment has a unique NSN and each user has a unique SCA. Each SCA has an Entitlement (within the CFSS) of how much of what NSN that SCA is entitled to hold. Users raise Demands against their Entitlement and bring equipment 'on charge' as it is received. Users raise a Return Request to return equipment back to a warehouse and take the equipment 'off charge'.

4.6.2 While bringing equipment on and off charge is not a complicated process, there are a number of agencies involved, each needing to do work. When you consider exchanging 6500+ radiation detectors *each year* to effect calibration, the effort and cost quickly becomes excessive.

4.6.3 Instead, the annual equipment exchanges are tracked using a separate Access-based Tracking System. Freshly calibrated equipment sent to users (to replace expiring equipment) is not taken on charge, and the returned expiring equipment is not taken off charge. Instead, this process is viewed as a one-for-one exchange and is documented in SPIN 357, (see **Annex E**). To be sure, the CFSS remains the system of record for all other transactions.

4.6.4 The Tracking System tracks the current status and location of each serial number, including the last calibration date. The location information includes the contact names, phone numbers and shipping addresses of each SCA. As such, the CHC is able to forecast which user needs which equipment in advance and can initiate one-for-one exchanges before equipment expiry. The CHC is also tasked with keeping the Tracking System data up to date, including equipment status, location and user contact information, as exchanges and other transactions occur. The Tracking System User Manual is included in the bid package.

4.6.5 The Tracking System also has its own Entitlement table for each user. The CHC is responsible for ensuring the user has their full entitlement according to the *Tracking System* Entitlement – not their CFSS Entitlement. The reason for this difference is users have direct control over their own CFSS Entitlements and can easily submit demands in excess of available stock. The TA intercepts these demands and explores the underlying requirement. If deemed appropriate, the TA would instruct the CHC to amend the Tracking System Entitlement table according.

4.6.6 This alone, however, is not sufficient for the CHC to ship additional equipment to the user. As mentioned earlier, the CFSS remains the system of record and any demands for additional equipment (approved by the TA and amended in the Tracking System Entitlement table) must be fulfilled through the CFSS transaction process to take the

equipment on charge. As such, the CHC is required to complete the warehouse side of CFSS transactions accordingly prior to shipping. A similar process (in reverse) is required to remove equipment from charge that the user no longer requires.

4.7 EQUIPMENT MAINTENANCE AND REPAIR

4.7.1 The CHC is responsible for ensuring each user has at all times their full entitlement of complete, correct, calibrated and properly configured equipment. As such, the CHC initiates and facilitates the required one-for-one exchanges prior to the equipment expiry. In the event equipment becomes unserviceable in the field, for any reason, the user can initiate a request to have the CHC replace the unserviceable equipment with serviceable equipment. The CHC is responsible for completing these unanticipated exchanges within the time limits detailed in the requirement.

4.7.2 The CHC conducts incoming inspections on all equipment returning from users and conducts Preventive Maintenance activities. These processes may identify work required to return the equipment to a completely serviceable and fully operational condition. If this work falls within the Corrective Maintenance guidelines provided to the CHC, the CHC provides the TA with an estimate required to complete the work. The TA has the option of authorizing the CHC complete the work, or requesting the CHC forward the equipment to the appropriate OEM Repair Facility.

4.7.3 If the work required to return the equipment to a completely serviceable and fully operational condition falls outside the Corrective Maintenance guidelines provided to the CHC, or if directed by the TA, the CHC prepares the equipment for shipment to the appropriate OEM Repair Facility. The OEM Repair Facility has contracted MRC values established by the TA. Repair estimates which fall below this MRC are implicitly approved by the TA. Repair estimates above the MRC require specific TA approval. If not approved, the equipment is deemed BER. BER Equipment is returned to the CHC for scavenging and / or disposal.

4.7.4 The CHC also completes incoming inspections on equipment returning from the Calibration Facility and OEM Repair Facilities. These inspections are focused on ensuring the required work has been completed and identify warranty corrections as required. Equipment that fails to calibrate are sent to the OEM for repair. The OEM is contracted to return all equipment submitted for repair (unless it has been deemed BER) complete, freshly calibrated and in all respects ready for deployment.

4.8 USER PERFORMANCE

4.8.1 The CHC is responsible to facilitate the users through the equipment exchange process. Users should be aware of the time limits to return expired equipment, but may need guidance and encouragement from the CHC. If these positive approaches are unsuccessful, the CHC shall escalate delayed returns to the TA for necessary action.

5. ANNEX B: DEFINITIONS, ACRONYMS AND ABBREVIATIONS

Ancillary Items

The associated items necessary to operate, maintain, and store the Instrument for 12 months while in the hands of the user. Forms part of the Kit.

ASD Alternate Service Delivery

BER Beyond Economic Repair. A classification of Equipment whose repair cost exceeds the MRC.

Calibration

The process to ensure the response of an Instrument is within expected limits over the applicable range of the Instrument when exposed to radiation from a defined source under defined conditions. The Calibration process includes any adjustment required to bring the Instrument response within the expected limits if the pre-calibration readings are outside the expected limits.

Calibration extends to the full radiation detection capabilities of the Instrument, including (as applicable) exposure, dose rate, surface contamination, radioisotope identification, etc, over the entire operating range of the Instrument.

Calibrations are valid for 12 months from date of calibration. All other OEM-recommended procedures are considered to be Preventive Maintenance.

CDRL Contract Data Requirements List: See **Annex F**.

CFSS Canadian Forces Supply System.

CHC Clearing House Contractor. Also referred to as the "Contractor".

CMP Configuration Management Plan. See **DID 2**.

CNSC Canadian Nuclear Safety Commission.

CSU Canadian Support Unit.

DCSEM

Directorate of Combat Support Equipment Management. The TA's resident organization.

DND Department of National Defence

DID Data Item Description. See **Annex G**.

Equipment

All items managed by the Contractor within the scope of the SOW. For items requiring calibration, Equipment includes the Instrument and associated Ancillary Items (sometimes referred to as Kits).

Instrument

The Meter, Probe and/or Detector that detects and measures the incident radiation. Forms part of the Kit.

ISS In-Service Support.

Kit See Equipment.

MRC Maximum Repair Cost. The highest value of repair, including all labour, parts and calibration, that can be completed on Equipment without TA approval. Set by the TA.

NSN NATO Stock Number. Replaced by the Stock Code (SC).

OEM Original Equipment Manufacturer, or their designated representative.

Operations Stock
The quantity of Equipment owned by the Crown and held in standby by the Contractor to support deployed operations.

PMP Project Management Plan. See **DID 1**.

RMA Return Material Authorization. Authorization number provided by third party agents prior to the Contractor sending Equipment for repair or calibration. Sometimes referred to as a Return Authorization Number (RAN).

RSP Radiation Safety Plan. See **DID 3**.

SC Stock Code. Replaces the NSN.

SCA Supply Customer Account. Formerly known as a Distribution Account (DA).

SOW Statement of Work

SPIN Supply Instruction.

Support Stock
The quantity of Equipment owned by the Crown and held by the Contractor to facilitate the steady state in-service support of the Equipment suite.

TA Technical Authority.

TAT Turn Around Time. The number of full calendar days that Equipment is in the hands of the third party agent for repair or calibration.

Third Party Agent
The agencies currently holding contracts with the Crown for Equipment Repair and / or Calibration.

Tracking System
The DND-owned MS-Access based software tool for managing the Equipment suite.

User All users identified and authorized by the TA to hold Equipment for which the Contractor shall provide the required in-service support.

UIC Unit Identification Code

6. ANNEX C: USER DETAILS

Unit Name	City	Province
NAVAL MUSEUM OF ALBERTA	Calgary	AB
THE MUSEUM OF THE REGIMENTS	Calgary	AB
ASU Calgary	Calgary	AB
Military Museum of Alberta	Calgary	AB
THE MUSEUM OF THE REGIMENTS	Calgary	AB
CFB Cold Lake	Cold Lake	AB
Cold Lake Air Force Museum	Cold Lake	AB
1 Air Maintenance Squadron	Cold Lake	AB
LFWA Training Centre	Denwood	AB
CFB/Area Support Unit Wainwright	Denwood	AB
CFB/ASU Edmonton	Edmonton	AB
Garrison Edmonton	Edmonton	AB
1st Battalion PPCLI	Edmonton	AB
7 Canadian Forces Supply Depot	Edmonton	AB
Lord Strathcona's Horse (Royal Canadians)	Edmonton	AB
CFB Suffield	Medicine Hat	AB
CFB Suffield	Ralston	AB
DRDC-Suffield	Ralston	AB
J.R VICARS ARMOURY	Kamloops	BC
19 Wing Comox	Lazo	BC
CFB Comox	Lazo	BC
19 Air Maintenance Squadron	Lazo	BC
THE ARMOURIES	New Westminster	BC
THE SHERMAN ARMOURY	Richmond	BC
CFB Esquimalt	Sidney	BC
BESSBOROUGH ARMOURY	Vancouver	BC
THE SEAFORTH ARMOURY	Vancouver	BC
CFB Esquimalt	Victoria	BC
LT-GENERAL E.C. ASHTON MUSEUM	Victoria	BC

Canadian Forces Ammunition Depot Rocky Point	Victoria	BC
HMCS Calgary	Victoria	BC
HMCS Regina	Victoria	BC
HMCS Vancouver	Victoria	BC
443 Maritime Helicopter Squadron	Victoria	BC
Canadian Forces Fleet School Esquimalt	Victoria	BC
HMCS Protecteur	Victoria	BC
DRDC Pacific	Victoria	BC
HMCS Winnipeg	Victoria	BC
HMCS Ottawa	Victoria	BC
FMF Cape Breton	Victoria	BC
BAY STREET ARMOURY	Victoria	BC
Bay Street Armoury	Victoria	BC
MCC General Stores	Victoria	BC
HMCS Algonquin	Victoria	BC
OEM Repair	Ocala	FL
OEM Repair	Smyrna	GA
26TH FIELD ARTILLERY REGIMENT	Brandon	MB
CFB / ASU Shilo	Shilo	MB
CFB Shilo	Shilo	MB
2nd Battalion PPCLI	Shilo	MB
2nd Battalion PPCLI	Shilo	MB
CFB Winnipeg	Winnipeg	MB
HMCS Chippawa	Winnipeg	MB
435 Transport and Rescue Squad	Winnipeg	MB
1 CAD Headquarters	Winnipeg	MB
1 Canadian Air Division Headquarters	Winnipeg	MB
MCGREGOR ARMOURY	Winnipeg	MB
Minto Armoury	Winnipeg	MB
1 Engineer Support Unit	Moncton	NB
CFB Gagetown	Oromocto	NB
CFB Gagetown, Building A-5	Oromocto	NB

CFB Gagetown	Oromocto	NB
CF School of Military Engineering	Oromocto	NB
CFB Gagetown/4 Engineer Support Regiment	Oromocto	NB
2nd Battalion Royal Canadian Regiment	Oromocto	NB
2RCR	Oromocto	NB
CFB Gagetown/Armour School	Oromocto	NB
CFB Gagetown/Infantry School	Oromocto	NB
CFB Gander	Gander	NF
CFB Goose Bay	Goose Bay	NF
5 WING GOOSE BAY	Happy Valley	NF
Canadian Forces Station St. John's	St. John's	NF
Nova Scotia Highlanders Museum	Amherst	NS
14 Wing Greenwood	Greenwood	NS
14 Air Maintenance Squadron	Greenwood	NS
CFB Halifax	Halifax	NS
HMCS Toronto	Halifax	NS
HMCS Ville de Quebec	Halifax	NS
HMCS Halifax	Halifax	NS
HMCS Preserver	Halifax	NS
DRDC Atlantic	Halifax	NS
HMCS Montreal	Halifax	NS
HMCS Montreal	Halifax	NS
HMCS Fredericton	Halifax	NS
HMCS Fredericton	Halifax	NS
HMCS Chartlottetown	Halifax	NS
HMCS St. John's	Halifax	NS
LFAA Headquarters	Halifax	NS
CFB Halifax	Halifax	NS
CFNES Halifax	Halifax	NS
FMF Cape Scott	Halifax	NS
HMCS Iroquois	Halifax	NS
HMCS Iroquois	Halifax	NS

HMCS Athabaskan	Halifax	NS
CFB Halifax	Shearwater	NS
12 Air Maintenance Squadron	Shearwater	NS
12 Wing Headquarters	Shearwater	NS
12 Wing Shearwater	Shearwater	NS
JTF (North) Headquarters	Yellowknife	NWT
8 Wing Trenton	Astra	ON
CFB Trenton	Astra	ON
ATESS	Astra	ON
CFJHQ	Astra	ON
CJIRU	Astra	ON
Barrie Armoury	Barrie	ON
The Hastings and Prince Edward Regiment Museum	Belleville	ON
CFB Borden	Borden	ON
CF School of Electrical and Mechanical Engineering	Borden	ON
CFNBCS	Borden	ON
THE ARMOURY	Brampton	ON
OEM Repair	Chalk River	ON
OEM Repair	Concord	ON
Stormont Dundas & Glengarry Highlanders Regimental Museum	Cornwall	ON
JOHN W. FOOTE V.C ARMOURY	Hamilton	ON
22 Wing CFB North Bay	Hornell Heights	ON
Royal Military College	Kingston	ON
Royal Military College of Canada Museum	Kingston	ON
CFB Kingston	Kingston	ON
Military Communications and Electronics Museum	Kingston	ON
PRINCESS OF WALES OWN REGIMENT MUSEUM	Kingston	ON
ASU London	London	ON
GSU London Wolseley Barracks	London	ON
LFCA Training Centre	Meaford	ON
OEM Repair	Mississauga	ON
CFB North Bay	North Bay	ON

COL R.S. MCLAUGHLIN ARMOURY	Oshawa	ON
CFSU (O)	Ottawa	ON
National Research Council	Ottawa	ON
DRDC-Ottawa	Ottawa	ON
DGLEPM	Ottawa	ON
DGNS	Ottawa	ON
COS/J3/DGMP	Ottawa	ON
ADM(HR-Mil)	Ottawa	ON
Director History and Heritage	Ottawa	ON
Governer General's Foot Guards Regimental Museum	Ottawa	ON
The Cameron Highlanders of Ottawa Regimental Museum	Ottawa	ON
Royal Canadian Artillery Museum	Pembroke	ON
CFB Petawawa	Petawawa	ON
CFB/ASU Petawawa	Petawawa	ON
Royal Canadian Dragoons	Petawawa	ON
1st Battallion RCR	Petawawa	ON
2 Service Battalion	Petawawa	ON
3rd Battalion RCR	Petawawa	ON
CANSOFCOM	Petawawa	ON
Dwyer Hill Training Centre	Richmond	ON
SUDBURY ARMOURY	Sudbury	ON
THUNDER BAY ARMOURY	Thunder Bay	ON
DRDC Toronto	Toronto	ON
Land Force Central Area Headquarters	Toronto	ON
ASU Toronto	Toronto	ON
Fort York Armoury	Toronto	ON
Queen Charlotte Armoury	Charlottetown	PEI
TFA	3 CSG Montreal	QC
CFB Bagotville	Alouette	QC
Le Musee de la Defense Aerienne de Bagotville	Alouette	QC
3 Air Maintenance Squadron	Alouette	QC
Canadian Forces Base/Area Support Unit Valcartier	Courcelette	QC

5 Service Battalion	Courcelette	QC
BFC Valcartier	Courcelette	QC
3rd Battalion, Royal 22e Regiment	Courcelette	QC
12e Regiment Blinde du Canada	Courcelette	QC
Quality Engineering Test Establishment	Gatineau	QC
76 Communication GP HQ DET	Hull	QC
Manege Militaire de Levis	Levis	QC
CFB/ASU Montreal	Montreal	QC
The Royal Canadian Ordonance Corps Museum	Montreal	QC
25 CFSD	Montreal	QC
202 Workshop Depot	Montreal	QC
3 CSG Training Centre	Montreal	QC
CANADIAN GRENADIER GUARDS REGIMENTAL MUSEUM	Montreal	QC
The Black Watch Regimental Museum and Archives	Montreal	QC
Le Musee Regimentaire, Les Fusilliers Mont-Royal	Montreal	QC
Le Musee Naval de Quebec	Quebec	QC
DRDC-Valcartier	Quebec	QC
LA CITADELLE DE QUEBEC	Quebec City	QC
MANEGE MILITAIRE GRAND ALLEE	Quebec City	QC
Le Musee Regimentaire, Les Fusillers de Sherbrooke	Sherbrooke	QC
Tac Reserve	St-Hubert	QC
MUSEE DU FORT ST-JEAN	St-Jean-Sur-Richeliu	QC
Le Musee Militaire du 12E Regiment Blinde du Canada	Trois-Rivieres	QC
Munitions and Experimental Test Centre	Val Belair	QC
Royal Montreal Regiment Museum	Westmount	QC
CFB Winnipeg Detachment Dundurn	Dundurn	SK
15 WING MOOSE JAW	Moose Jaw	SK
431 Air Demonstration Squadron	Moose Jaw	SK
The Armouries	Regina	SK
Calibration Facility	TBD	TBD
Clearing House Contractor Warehouse	TBD	TBD
OEM Repair	Sweetwater	TX

7. ANNEX D: EQUIPMENT DETAILS

7.1 EQUIPMENT REQUIRING ANNUAL CALIBRATION

Item	NSN	Equipment Name	Total Qty In Service	Estimated Support Stock	Estimated Calibrations per year	Check Sources
1	6665-01-163-8387	XP-110	9	0	9	
2	6665-01-222-1425	ANVDR2 (w/ probe & pouch)	370	25	220	
3	6665-14-524-2259	ED (SOR/R)	15350	1600	5700	
4	6665-14-563-9423	ED (SOR/RF)				
5	6665-20-000-2981	Air Monitor	26	4	9	2.0 kBq Cs-137, 2.0 kBq Pu-239
6	6665-20-001-2152	Mobile Microspec (w/ 3E probe)	41	5	25	7.4 kBq Na-22
7	6665-20-005-1515	Interceptor	177	20	125	
8	6665-20-005-2815	RadEye G10	304	30	220	7.4 kBq Cs-137
9	6665-20-005-8223	TBM3 Equipment	177	18	90	
10	6665-20-005-9576	RadEye B20-ER	180	20	135	7.4 kBq Cs-137
11	6665-20-005-9590	RadEye NL	35	3	20	
12	6665-21-913-3793	GPSM	238	24	90	0.295 MBq Cs-137
13	6665-21-913-3794	ASM (c/w ABP100 probe)	188	20	25	0.295 MBq Cs-137, 4.4 MBq Th-232
14	6665-21-914-1311	GP-100 / GP-100A	53	5	40	0.295 MBq Cs-137
15	6665-21-914-1312	NP-100	21	3	15	
16	6665-21-914-1313	GSP-100	32	4	25	0.295 MBq Cs-137
17	6665-21-914-1314	PAM-100C	4	1	2	1.1 MBq Th-232
18	6665-21-914-1315	TAM-100C	4	1	2	0.295 MBq Cs-137
19	6665-21-914-5603	ABP-100	25	3	20	4.4 MBq Th-232
20	6665-21-914-5604	BP-100	19	2	15	0.295 MBq Cs-137
21	6665-21-921-6477	RDS-100	343	35	150	2.2 kBq Th-232

7.2 EQUIPMENT NOT REQUIRING ANNUAL CALIBRATION

Item	NSN	Equipment Name	Total Qty In Service	Estimated Support Stock	Check Sources
22	5950-21-921-5299	Transformer Equipment	12	5	
23	5975-21-258-0253	CR-606C	7	3	
24	5996-01-457-0335	PA-300EC	2	1	
25	6130-01-457-0336	CV-100C	11	6	
26	6130-01-457-1640	PS-100C	14	5	
27	6350-01-457-0337	AX-100C	5	1	
28	6625-01-457-0338	ADM606C	14	2	
29	6625-14-543-2540	LDM-220	145	15	
30	6665-14-524-2263	ED Reader Equipment (XOM)	128	15	
31	6665-20-002-1317	Portal Monitor	14	2	20 kBq Cs-137
32	6665-21-914-1294	TM	42	6	0.07 MBq Cs-137, 3.7 MBq Sr-90, 3.7 MBq Am-241
33	6665-21-914-1310	ADM606MC	20	5	
34	6665-21-914-1316	Ni-63C	6	3	1.8 MBq Ni-63
35	6665-21-921-4919	ED Support Equipment	104	15	
36	6665-21-921-5289	Air Sampler	34	10	
37	6665-21-921-6486	RDS-100T	133	15	
38	7010-20-004-0829	NDID Notebook Mk II	48	10	
39	No NSN	HMA-100	4	2	

7.3 EQUIPMENT BEING CONSOLIDATED FOR DISPOSAL

Item	NSN	Equipment Name	Total Qty In Service	Check Sources
40	6665-20-000-7795	GR-135N	54	9.25 kBq Cs-137 (x2)
41	7010-20-000-9323	NDID Notebook	27	

8. ANNEX E: SUPPLY INSTRUCTION 357

A copy of the applicable SPIN must be included with each shipment.

SPIN 357 DQA3536WCA1 **Last updated 12 Jan 2011**

Out-of-country N/A
In-country against RMA warehouse [redacted]

for Directorate Combat Support Equipment Management (DCSEM)

Applicable for This applies specifically for items identified with the IM code of 1R/1Z.

Comment The In-Service Support Provider, [redacted] is responsible for all aspects of maintenance on this item. If the item needs repair or calibration, users should call the In-Service Support Provider at 1-800-[redacted] to arrange a one-for-one exchange of a serviceable item for an unserviceable item.

All demands for new requirements for this item must be submitted by a formal QD message or E-mail to the Supply Manager [redacted]

If the item is no longer required it has to be returned to the RIMSCA, with a condition code RP and an e-mail is to be sent to the Supply Manager [redacted] advising of the condition code RP and quantity. This will result in the production of a pick slip that will transfer the item to the RMA [redacted].

Life Cycle Material Management (LCMM):
[redacted]
DCSEM [redacted] at (819) 997-[redacted]

Supply Manager: [redacted] 327 at (819) 997[redacted]

Comment Bases and Units shall ship repairable material prepaid to:

Issue/ship repairable materiel against RMA warehouse [redacted]

Under Inventory Category Code "RP" Condition Code "5B" using "MSO143" to process as per ALM-007-014-AG-001 R&O SPIN procedures

DN Code: ASCD

Shipping Address: [redacted]
Canada

Additional Information

Covering documents annotated: For repair and overhaul in accordance with current contract #W8486-[redacted] and SI [redacted].

Note If within repair capability, carry out repair and return under Inventory Category Code "Available (AV)" for serviceable items to [redacted].

Advise it: N/A

NDHQ contact for this Special Instruction is **Repair & Overhaul@ADM(Mat) DQA2Ottawa-Hull** at (819) 994-[redacted]

A copy of the applicable SPIN must be included with each shipment.

9. ANNEX F: CONTRACT DATA REQUIREMENTS LIST (CDRL)

9.1.1 The Contract Data Requirements List (CDRL) is a list of the data deliverables required under any contract issued as a result of this SOW.

9.1.2 The Data Item Descriptions (DIDs) provide detailed descriptions and formats of the deliverable data items that are detailed in the CDRL.

DID	DID Title	Submit Date	Copies	
			Electronic	Hard
1	Project Management Plan	45 days after Contract Award	✓	
2	Configuration Management Plan	45 days after Contract Award	✓	
3	Radiation Safety Plan	45 days after Contract Award	✓	
4	Proof of Insurance	45 days after Contract Award	✓	✓
5	Tracking Systems Access	45 days after Contract Award	✓	✓
6	Inspection Checklists	45 days after Contract Award	✓	
7	Shipping Checklist	45 days after Contract Award	✓	
8	Shipping Documentation	45 days after Contract Award	✓	
9	Work Standards	45 days after Contract Award	✓	
10	Calibration Certificate	With Equipment Delivery to Users		✓
11	Calibration Sticker	With Equipment Delivery to Users		✓
12	Inspection Summary Report	Monthly to TA	✓	
13	Corrective Maintenance Summaries	Monthly to TA	✓	
14	Escalation Reports	Not less than monthly to TA	✓	
15	Corrective Maintenance Estimate	As required	✓	
16	Corrective Maintenance Work Order	With Invoice		✓
17	Ad hoc Parts / Labour Estimate	As required	✓	
18	Ad hoc Parts / Labour Work Order	With Invoice		✓

10. ANNEX G: DATA ITEM DESCRIPTIONS

Title Project Management Plan (PMP)

DID Number 1

Description The PMP details how the Contractor will plan, execute, monitor and control the tasks required to successfully complete the contract requirements.

The PMP shall be subject to TA approval.

The Contractor shall keep the PMP current, developing and delivering updated versions as required, or as directed by the TA. The TA shall review the PMP periodically to ensure it remains valid and appropriate for the intended purpose.

Format The format of this document must conform to industry standard good practice for manual preparation, including version and distribution control.

Contents The PMP shall include, as a minimum:

- Key personnel, positions and responsibilities;
  - Succession / Continuity plans for key skills
- Management, Equipment and Information flows;
  - Planned and unplanned exchanges with users;
  - OEMs and Calibration Facility;
  - Transport Agent (s);
- Steady State Exchange Plan;
- Planning and Forecasting processes;
- Consumable / Spare Parts Management;
- Performance Metrics and Quarterly Review processes; including:
  - Equipment / Suite status Reports;
  - Variances from Steady State Exchange Plan;
  - Forecast accuracy;
  - Exchanges per quarter (by user and equipment);
  - Corrective Maintenance Costs (by equipment);
  - Ad hoc / Work Order Estimate performance / accuracy;
  - Calibration success rate (by equipment);
  - Repair levels / rate (by equipment);
  - TAT performance of Third Party Agencies
- Tracking System management, data security and control;
  - Including Entitlement Management / Control;
- Transaction guidance / checklists / flowcharts;
  - Tracking System;
  - CFSS;
- User Communication Plan (in both official languages);
  - Template emails for standard transactions;
  - Telephone conversation talking notes;
- Escalation procedures;
- Shipping, packaging, labelling and documentation guidance;
  - Compliant with Dangerous Goods and Controlled Goods regulations
- QA / QC and Inspection processes;
- Risk Identification and Mitigation; and
- Equipment MRCs.

Title	Configuration Management Plan (CMP)
DID Number	2
Description	The CMP details how the Contractor will execute, monitor and control the: • Instrument software / firmware loads; • Computer-based configuration software; and • Instrument configurations required for each user, by user account. The CMP shall be subject to TA approval. The Contractor shall keep the CMP current, developing and delivering updated versions as required or as directed by the TA. The TA shall review the CMP periodically to ensure it remains valid and appropriate for the intended purpose.
Format	The format of this document must conform to industry standard good practice for manual preparation, including version and distribution control.

Contents	The CMP shall include, as a minimum:
	• Configuration Management flowchart, showing inspection, baseline, upgrade, configuration and QA processes
	• Detailed listing, by Instrument and version, of the TA Approved:
	  o Firmware / software load;
	  o Computer-based configuration software;
	  o Instrument Configurations, by user account; and
	  o Baseline Configurations for each Instrument; and
	• Management and implementation process when new versions of software / firmware are approved by the TA.

Title	Radiation Safety Plan (RSP)
DID Number	3
Description	The RSP details how the Contractor will safely manage, handle, store, package, transport, receive and otherwise control the radioactive check sources contained in certain Equipment. The RSP shall be subject to TA approval. The Contractor shall keep the RSP current, developing and delivering updated versions as required, or as directed by the TA. The TA shall review the RSP periodically to ensure it remains valid and appropriate for the intended purpose.
Format	The format of this document must conform to industry standard good practice for manual preparation, including version and distribution control.
Contents	The RSP shall include, as a minimum: • Key Radiation Safety personnel, positions, responsibilities and training; • Processes to safely manage, handle, store, package, transport, receive and otherwise control radioactive check sources employed in Equipment; • Emergency procedures; • Access control procedures; • Signage and posting requirements; • Dosimetry management plan; • Copies of Contractor CNSC Licences (as required);and • References for additional information.

Title	Proof of Insurance
DID Number	4
Description	The Contractor shall provide documentary evidence of sufficient insurance.
Format	The format of this document does not have to conform to any standard nor be subject to TA approval.
Contents	All associated documentation associated with meeting the RFP Insurance Requirements IAW RFP Part 6-12 Insurance Requirements.

Title	Tracking Systems Access
DID Number	5
Description	The Contractor shall provide and maintain timely secure remote access of the Tracking System to the TA, by such means as real-time web-enabled direct access or daily updated download capability.
Format	The delivery of this capability does not have to conform to any standard, but shall be subject to TA approval.
Contents	Tracking System access includes any and all software, manuals, licenses, setup and training necessary for the TA to receive and manipulate the data from the Tracking System.

Title	Inspection Checklists
DID Number	6
Description	Inspection Checklists support the thorough and consistent inspection processes required from the Contractor during Equipment movement. The Inspection Checklists shall be subject to TA approval. When approved, the Inspection Checklists shall form an Annex to the PMP. The Contractor shall keep the Inspection Checklists current, developing and delivering updated versions as required, or as directed by the TA. The TA shall review the Inspection Checklists periodically to ensure they remain valid and appropriate for the intended purpose. Checklists shall be completed in duplicate: (1) the Contractor shall retain one copy for their records, and (2) one copy shall be inserted in the Equipment case / shipping container. Checklists shall be completed for each Equipment, with the exception of the SOR/R and SOR/RF (Items 3 and 4 in **Annex D**), which may be completed in batches by shipment.
Format	The format of these documents must conform to industry standard good practice for checklist preparation, including version and distribution control.
Contents	For Equipment returning from users, the Contractor shall: • Perform Instrument functionality checks to ensure the Instrument functions as expected; • Conduct Preventive Maintenance activities, as detailed in **Section 2**; • Identify any Corrective Maintenance (see **Section 3**) or OEM Repair activities required and proceed accordingly; • Update Instrument Firmware and load Baseline Configuration as detailed in the approved CMP (**DID 2**); and • Record Inspection results (**DID 12**) For Equipment returning from OEM Repair or Calibration Facility, the Contractor shall : • Perform Instrument functionality checks to ensure the Instrument functions as expected; • Ensure Equipment is freshly calibrated as evidenced by the enclosed Calibration Certificate(s) (**DID 10**) and affixed Calibration Sticker(s) (**DID 11**); • Ensure Equipment is complete and correct in all respects, and • Record Inspection results (**DID 12**). For Equipment about to be sent to users, the Contractor shall: • Ensure Equipment is calibrated within the previous 30 calendar days as evidenced by the enclosed Calibration Certificate(s) (**DID 10**) and affixed Calibration Sticker(s) (**DID 11**); • Ensure Equipment is complete, in good working order, and correct in all respects; • Ensure Equipment is properly Configured for the receiving user; and • Record Inspection results (**DID 12**).

Title	Shipping Checklist
DID Number	7
Description	Shipping Checklists support the thorough and consistent shipping processes required from the Contractor during Equipment movement. The Shipping Checklists shall be subject to TA approval. When approved, the Shipping Checklists shall form an Annex to the PMP. The Contractor shall keep the Shipping Checklists current, developing and delivering updated versions as required, or as directed by the TA. The TA shall review the Shipping Checklists periodically to ensure they remain valid and appropriate for the intended purpose. Checklists shall be completed in duplicate for each shipment: (1) the Contractor shall retain one copy for their records, and (2) one copy shall be included with the shipment.
Format	The format of these documents must conform to industry standard good practice for checklist preparation, including version and distribution control.
Contents	For all shipments, the Contractor shall ensure the shipment is: • Properly packaged, labelled in accordance with Transport of Dangerous Goods regulations, as required; • Within external dose rate and surface contamination limits, as required; • Prepared in such a manner as to protect the Equipment from damage during transit; • Complete with Packing Lists affixed to the outside and contained within each item of the shipment; • Marked and labelled to ensure tracking by a unique tracking number and timely delivery of the shipment without recourse to the receiving agency; • For recipients other than users, that the recipient is registered under the Controlled Goods program, if required; and • Complete with any other documentation as required by the shipping agent. In addition, for shipment to users, the Contractor shall ensure the shipment is: • Complete with pre-printed packing slips, waybills, shipping documentation; labels and other document, as required, for the return shipment of Equipment being returned.

Title	Shipping Documentation
DID Number	8
Description	The Shipping Documentation shall be sufficient to prove shipment contents and receipt of delivery at destination in the event of disputes involving Equipment delivery.
Format	The format of these documents must conform to industry standard good practice for document preparation.
Contents	The Shipping Documentation shall include, as a minimum: • Packing list, showing Quantity of Equipment with serial numbers; • Shipment date; • Carrier Name and waybill / tracking number; • Delivery date; and • Name and signature of person receiving shipment.

Title	Work Standards
DID Number	9
Description	Work Standards support the thorough and consistent Corrective Maintenance processes required from the Contractor. The Work Standards shall be subject to TA approval. When approved, the Work Standards shall form an Annex to the PMP. The Contractor shall keep the Work Standards current, developing and delivering updated versions as required, or as directed by the TA. The TA shall review the Work Standards periodically to ensure they remain valid and appropriate for the intended purpose.
Format	The format of this document shall conform to industry standard good practice for standards preparation, including version and distribution control.
Contents	This document shall detail the work standards and acceptance criteria for Corrective Maintenance activities and must be proposed by the Contractor.

Title	Calibration Certificate
DID Number	10
Description	The Calibration Certificate provides documentary evidence of calibration. The Calibration Certificate is delivered to the Contractor from either the OEM (following equipment repair) or the Calibration Facility (following calibration). The Contractor shall distribute the Calibration Certificate as specified in the SOW. Note: The SOR/R and SOR/RF (Items 3 and 4 in **Annex D**) Calibration Certificates may be 'batched' – that is, one Certificate may cover several serial numbers.

Title	Calibration Sticker
DID Number	11
Description	The Calibration Sticker provides documentary evidence of calibration. The Calibration Sticker is delivered to the Contractor from either the OEM (following equipment repair) or the Calibration Facility (following calibration). The Contractor shall distribute the Calibration Sticker as specified in the SOW.

Title	Inspection Summary Report
DID Number	12
Description	The Inspection Summary Report is the mechanism by which the Contractor summarizes and informs the TA of the outcome of the incoming and outgoing inspections. The Inspection Summary Report structure shall be subject to TA approval. When approved, the Inspection Summary Report Template shall form an Annex to the PMP.
Format	The format of this document must conform to industry standard good practice for report preparation, including version and distribution control.
Contents	The Inspection Summary Report shall include, as a minimum: • Date of Inspection; • Inspector name / ID; • Returning / Receiving Unit / Agency; • Equipment being returned / shipped; • Quantity being returned / shipped; • Inspection Outcome; • Actions Taken; • If Warranty action was required; and • Metric(s) to assess trends in performance.

Title	Corrective Maintenance Summaries
DID Number	13
Description	The Corrective Maintenance Summary shall provide an overall review of the Corrective Maintenance actions completed within the previous 12 months (rolling window). The intent of this Summary is to identify trends that may indicate Equipment / suite issues. The Corrective Maintenance Summary structure shall be subject to TA approval. When approved, the Corrective Maintenance Summary Template shall form an Annex to the PMP.
Format	The format of this Summary must conform to industry good practice for report generation.
Contents	The Corrective Maintenance Summary shall include, as a minimum: • Visual and tabular representation of Corrective Maintenance actions for the previous 12 months, grouped by Equipment; • Visual and tabular representation of Corrective Maintenance costs (separating parts and labour) for the previous 12 months, grouped by Equipment; • Number of Work Orders submitted, approved, completed and open, by month; • Percent accuracy of Estimates against actual costs; and • Average, min, and max time to completion.

Title	Escalation Reports
DID Number	14
Description	The Escalation Report shall provide the TA with a detailed listing of all delayed Equipment returns; that is – Equipment inbound from users that has not yet been received within the specified time limit. The Escalation Report structure shall be subject to TA approval. When approved, the Escalation Report Template shall form an Annex to the PMP.
Format	The format of the Escalation Report must conform to industry good practice for report generation.
Contents	The Escalation Report shall include, as a minimum: • All outstanding delayed returns, by user; • Current contact information of delayed user; • Name and quantity of all delayed Equipment, by user; and • Exchange / transaction / communication history between Contractor and user relating to the delayed return.

Title	Corrective Maintenance Estimate
DID Number	15
Description	The Corrective Maintenance Estimate shall detail the parts and labour required to return the Equipment to completely serviceable and fully operational condition, without requiring that it be restored to an "as new" condition.
Format	The format of these documents must conform to industry standard good practice for estimate preparation.
Contents	The estimate shall include: • NSN, Equipment name and serial number of Equipment being repaired; • Description of the failure / job(s) to be performed; • The original Inspection Report noting the deficiency; • Estimated duration of job and labour rate, • Parts required and price, and • Total estimated cost of repair.

Title	Corrective Maintenance Work Order
DID Number	16
Description	The Contractor shall ensure that Corrective Maintenance actions are controlled by serial-numbered Work Orders.
Format	The format of these documents must conform to industry standard good practice for work order preparation.
Contents	The work order shall include: • Details of the work performed; • List of all the parts, by part number and/or description, found unserviceable and requiring repair, overhaul, or replacement; • The original repair cost estimate; • Actual parts and labour expended; • Total actual cost of repair; and • The final status of the Equipment (i.e. repaired or BER). The Contractor shall include a copy of the completed work order with the corresponding invoice.

Title	Ad hoc Parts / Labour Estimate
DID Number	17
Description	The Ad hoc Parts / Labour Estimate shall detail the parts and labour required to complete the work required.
Format	The format of these documents must conform to industry standard good practice for estimate preparation.
Contents	The estimate shall include: • NSN, Equipment name and serial number of Equipment affected; • Description of the failure / job(s) to be performed; • The originating requirement; • Estimated duration of job and labour rate, • Parts required and price, and • Total estimated cost of work.

Title	Ad hoc Parts / Labour Work Order
DID Number	18
Description	The Contractor shall ensure that Ad hoc Parts / Labour actions are controlled by serial-numbered Work Orders.
Format	The format of these documents must conform to industry standard good practice for work order preparation.
Contents	The work order shall include: • Details of the work performed; • List of all the parts, by part number and/or description, found unserviceable and requiring repair, overhaul, or replacement; • The original cost estimate; • Actual parts and labour expended; • Total actual cost of repair; and • The final status of the Equipment (i.e. repaired or BER). The Contractor shall include a copy of the completed work order with the corresponding invoice.

ANNEX H – BASIS OF PAYMENT

1.1 SELECTION PROCESS

1.1.1 The successful Bidder will be the Bidder with the lowest-cost technically-compliant proposal. Cost will be determined as the sum of the following (see Basis of Payment), HST extra:

a. One-time Set-up Fee;

b. Monthly Service and Administration Fee, for the first 12 months;

c. Inspection Fees, for the first 12 months, using the estimated number of calibrations per year detailed in the SOW; and

d. Time and Materials, presuming 200 hours of ad hoc labour and $25K direct material costs in the first 12 months.

BASIS OF PAYMENT

Cost	Applicable Tasks	Basis / Frequency	Year 1	Year 2	Option Year 3	Option Year 4	Option Year 5
One-time Set-up Fee	- DID Initial Development - Setup Tracking System - Setup Items provided by Canada	Once, within 90 days of Contract award.	$	n/a			
Flat Rate Monthly Service and Administration Fee	All remaining tasks.	Monthly	$	$	$	$	$
Inspection Fees • Incoming o Users o OEMs o Calibration Facility • Outgoing o Users	 1.3.5.1 1.3.8.5 1.3.6.5 1.3.2.3, 1.3.7.3	Per Inspection, invoiced Monthly, based on actual usage. May be equipment specific.	$	$	$	$	$
Time and Materials • Ad Hoc Labour Rate	- Task 13 - Corrective Maintenance	Hourly Rate, invoiced Monthly, based on actual usage.	$	$	$	$	$
• Mark-up on Parts	- Replacement Parts, Spare Parts and Consumables	Mark-up on laid-down cost, invoiced Monthly, based on actual procurement.	%	%	%	%	%
Cost Recovery with no allowance for profit or overhead.	Actual shipping costs between users, and to OEMs and Calibration Facility.	Monthly, based on actual costs.	Reimbursement of actual costs.				

ANNEX I – EVALUATION PROCESS AND CRITERIA

1.1 EVALUATION PROCESS

1.1.1 Bidders must provide, at time of bid closing:

a. Clear evidence of understanding the complexity of the overall requirement. Simply replying 'comply' to each task is not sufficient and will result in the rejection of the proposal. As a minimum, Bidders shall provide original and meaningful discussion for *each of the following complexities*:

1) Forecasting, including
   i. Rolling window (~3-month);
   ii. Allowance for equipment failures / calibration failures / delayed returns / lengthy repairs;
   iii. Scheduling of users with large holdings;
   iv. Management of individual users with holdings in excess of Support Stock; and
   v. Continuous improvement to minimize / consolidate exchanges for each user;
2) Configuration Management; including:
   i. Equipment firmware / software settings / baselining;
   ii. Incoming / Outgoing functional inspections / checklists; and
   iii. Maintaining tracking system entitlements / holdings;
3) Performance Metrics (see DID 1);
4) Information exchange;
   i. With OEM Repair Facilities for RMA, TAT, MRC; and
   ii. With Calibration Facility for load- levelling; and
5) Liaison with Front Line Users.

b. Clear evidence of experience managing equipment suites of similar size and scope. Bidders shall provide specific contract examples that meet or exceed *at least 3 of the following core competencies*:

1) Managing the user communications / interface for approximately 200 users;

2) Managing a consolidated suite of approximately 45 separate line items;

3) Managing a consolidated suite of approximately 15,000 unique serial numbers;

4) Managing an R&O contract in excess of $500,000 per year; and

5) Managing the annual calibration of radiation detection equipment.

Canada reserves the right to request a demonstration of such capability, and Bidders must comply within 15 days of such request. Failure to do so will result in rejection of the proposal.

c. Proof of Security requirements by providing:

1) Facility Security Clearance to the level of SECRET

2) Security Certificate to the level of SECRET for senior management and all personnel (including sub-contractors) with access to Tracking System data

d. Proof of Quality Management System by providing a copy of signed ISO9001:2008 certificate;

e. Proof of Controlled Goods Registration by providing a copy of Controlled Goods Program certificate;

f. Proof of Radiation Safety capability as it relates to storage, handling, marking, transport, packaging and disposal of radioactive check sources, by providing copies of Contractor's Radiation Safety Officer training certificates of designated employees;

g. Confirmation Bidders meet the minimum requirements necessary to obtain a CNSC license to hold the Equipment radioactive check sources, to include, as a minimum:

1) Secure / controlled storage location;

2) Radiation Protection / Dosimetry program;

3) Radiation Safety Policy and Procedures; and

4) Packaging and Transport Procedures.

Annex J / Annexe J

Government of Canada / Gouvernement du Canada

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SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine: DND	2. Branch or Directorate / Direction générale ou Direction: DCSEM
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant

4. Brief Description of Work / Brève description du travail: In Service support of DND's radiation detection equipment, involving the tracking and shipping of equipment to and from DND units for annual calibration and repair.

5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	No / Non ☐	Yes / Oui ☑
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	No / Non ☑	Yes / Oui ☐

6. Indicate the type of access required / Indiquer le type d'accès requis

6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	No / Non ☐	Yes / Oui ☑
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	No / Non ☑	Yes / Oui ☐
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	No / Non ☑	Yes / Oui ☐

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada ☑	NATO / OTAN ☐	Foreign / Étranger ☐

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions / Aucune restriction relative à la diffusion ☑	All NATO countries / Tous les pays de l'OTAN ☐	No release restrictions / Aucune restriction relative à la diffusion ☐
Not releasable / À ne pas diffuser ☐		
Restricted to: / Limité à : ☐	Restricted to: / Limité à : ☐	Restricted to: / Limité à : ☐
Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :

7. c) Level of information / Niveau d'information

PROTECTED A / PROTÉGÉ A ☐	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ ☐	PROTECTED A / PROTÉGÉ A ☐
PROTECTED B / PROTÉGÉ B ☑	NATO RESTRICTED / NATO DIFFUSION RESTREINTE ☐	PROTECTED B / PROTÉGÉ B ☐
PROTECTED C / PROTÉGÉ C ☐	NATO CONFIDENTIAL / NATO CONFIDENTIEL ☐	PROTECTED C / PROTÉGÉ C ☐
CONFIDENTIAL / CONFIDENTIEL ☐	NATO SECRET / NATO SECRET ☐	CONFIDENTIAL / CONFIDENTIEL ☐
SECRET / SECRET ☑	COSMIC TOP SECRET / COSMIC TRÈS SECRET ☐	SECRET / SECRET ☐
TOP SECRET / TRÈS SECRET ☐		TOP SECRET / TRÈS SECRET ☐
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) ☐		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) ☐

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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? — No ☑ / Yes ☐
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets? — No ☑ / Yes ☐
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

☐ RELIABILITY STATUS / COTE DE FIABILITÉ	☐ CONFIDENTIAL / CONFIDENTIEL	☑ SECRET / SECRET	☐ TOP SECRET / TRÈS SECRET
☐ TOP SECRET – SIGINT / TRÈS SECRET – SIGINT	☐ NATO CONFIDENTIAL / NATO CONFIDENTIEL	☐ NATO SECRET / NATO SECRET	☐ COSMIC TOP SECRET / COSMIC TRÈS SECRET
☐ SITE ACCESS / ACCÈS AUX EMPLACEMENTS			

Special comments:
Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work? — No ☐ / Yes ☑
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?
If Yes, will unscreened personnel be escorted? — No ☐ / Yes ☑
Dans l'affirmative, le personnel en question sera-t-il escorté?

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? — No ☐ / Yes ☑
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

11. b) Will the supplier be required to safeguard COMSEC information or assets? — No ☑ / Yes ☐
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? — No ☑ / Yes ☐
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? — No ☐ / Yes ☑
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? — No ☐ / Yes ☑
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

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PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ A	PROTECTED / PROTÉGÉ B	PROTECTED / PROTÉGÉ C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
Information / Assets / Renseignements / Biens					✓											
Production																
IT Media / Support TI		✓														
IT Link / Lien électronique		✓														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☑ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☑ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).