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Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Electronics, Simulators and Defence Systems Div.
/Division des systèmes électroniques et des systèmes de
simulation et de défense
11 Laurier St. / 11, rue Laurier
8C2, Place du Portage
Gatineau
Québec
K1A 0S5

Title - Sujet Tactical Headquarters Shelter Sys	
Solicitation No. - N° de l'invitation W8476-13HQSS/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client W8476-13HQSS	Date 2012-09-20
GETS Reference No. - N° de référence de SEAG PW-\$\$QF-024-23082	
File No. - N° de dossier 024qf.W8476-13HQSS	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-11-30	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Gagné, Annamarie	Buyer Id - Id de l'acheteur 024qf
Telephone No. - N° de téléphone (819) 956-0582 ()	FAX No. - N° de FAX (819) 956-5650
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
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

This amendment is issued to:

- Release the Draft In-Service Support Activity List document;
 - Release the tentative date for Industry Day; and
 - Provide clarification on the anticipated procurement intentions.
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1. "Draft In-Service Support Activity List" document is hereby attached as Annex F.
 2. The tentative date scheduled for Industry Day is October 25, 2012 and will take place in Ottawa, ON.
 3. Should the Letter of Interest process result in a request for proposal, it is anticipated that the project will competitively procure the entire requirement including the in-service support from a single successful bidder.
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Attachment - Annex F In-Service Support Activity List

HQSS In-Service Support (ISS) Activity Checklist

The purpose of this document is to benchmark Industry's capability on performance-based logistics and supply chain management, and request rough order of magnitude costs for these services. The winning HQSS contractor will also be awarded the in-service support contract to provide spare parts and maintenance capabilities for the life of the systems.

CORE – work conducted by a contractor under a fixed price basis

TASKING – work conducted by a contractor in response to tasks authorized by DND and PW.

Ser	Activity	Description	LOI Deliverables	Core/ Tasking	Cost
1.	1 st Line Maintenance Tasks	Maintenance of 1 st line tasks defined as one (1) hour or less for technician type tasks and 15 minutes or less for operator type tasks for the HQSS.	Respondent to comment on this definition of 1 st line maintenance tasks.	DND Work	N/A
2.	2 nd Line Maintenance Tasks	Maintenance of 2 nd line tasks defined as technician type tasks of (3) hour or less for the HQSS. Some of these tasks may make more sense to be done by the Contractor.	Respondent to comment on this definition of 2 nd line maintenance tasks. DND's goal is 90% of HQSS components maintained at 1 st or 2 nd line.	DND Work	N/A
3.	3 rd Line Maintenance Tasks	Maintenance of 3 rd line tasks. These tasks include all the Repair and Overhaul (R&O) activities and any repairs of equipment that cannot be accomplished at 2 nd line. 3 rd line maintenance tasks shall be conducted by the Contractor.	Respondent to comment on this definition of 3 rd line maintenance tasks. Respondent to provide estimated maximum repair times for the major HQSS subsystems repaired at 3 rd line. Respondent to provide a notional/estimated Turn Around Time (TAT) performance for the following Maintenance Repair and Overall (MRO): a) 3 rd line preventive maintenance task TAT; b) 3 rd line repair TAT;	Core	N/A

			c) Overall TAT for 95% of repairables.		
4.	In- service Support Management Plan (SMP)	<p>A top level plan that describes the strategy, plans, methodologies and processes for meeting the requirements of the ISS contract. It shows how these processes fit together to form a totally integrated management system for the provision of support services.</p> <p>The SMP is reviewed and updated at 6 month intervals.</p>	Respondent to provide the cost of creating the SMP for HQSS, and its annual maintenance cost.	Core	
5.	Contract Status Report (CSR)	<p>The CSR is the principle statement and explanation of the status of the support provided for the contract at the end of month.</p> <p>This report shall be used by DND to assist with monitoring the performance of the contract and as a historical record of this performance.</p>	Respondent to provide cost of creating and submitting CSRs.	Core	
6.	Operating Support Plan (OSP)	<p>The OSP is the overarching plan for the management and implementation of Operating Support. It shall define the contactors plans, methodologies and processes for meeting the Operating Support requirements of the contract for both core and tasking activities.</p> <p>The OSP shall be used by DND to provide a basis for monitoring and assessing performance in relation to the Operating Support requirements of the contract and confirm and coordinate DND interfaces with the operating Support Organization.</p> <p>As part of the OSP, an Annual Operating Plan (AOP) and Long Term Plan (LTP) of 5-year length shall be maintained that shall incorporate usage or mission profile provided by DND.</p>	<p>Respondent to provide a cost of creating and maintaining the OSP for the HQSS and maintaining the AOP and LTP.</p> <p>Respondents to provide approaches to Performance-Based Logistics including fixed-price, incentivized and usage-based.</p>	Core	
7.	Help Desk Support	Help desk support shall be staffed with qualified technical personnel available to assist DND users in resolution of their operational queries. Help	Respondent to provide cost for Help Desk Support.	Core	

		desk phone line (free call) to be provided during normal business hours (8am to 4 pm EST). Respondent to keep a call log. Contact email and fax numbers for further support shall be provided. All queries shall have a response within 24 hours. Bilingual Technical Problem (TP) support capability to answer supportability type issues within 24hrs shall be provided. On line, web based support could be used. Turn Around Time performance of less than 24hrs shall be 95% of the time for simple queries.			
8.	Field Service Representatives (FSR) and Mobile Repair Teams (MRT)	FSR and MRT support shall be provided when required by DND for both domestic and international operations. The level of effort for this work would be outlined in the OSP. MRTs may be used as an emergency service for systems that are beyond repair by DND on-site maintenance technicians. All travel shall be in accordance with Treasury Board guidelines.	Respondent to provide annual cost to maintain FSR and MRT capability in Canada, international operations, and high risk conflict areas.	Tasking	
9.	Deployment Support	HQSS deployment and operations support may be requested for both domestic and international operations as outlined in the approved OSP. The level of effort may require complete operating capability including but not limited to planning, set-up, support, and take down. DND will liaise to facilitate the effective planning, support and sustainment of deployed operations.	Respondent to provide annual cost of maintaining a deployment support capability.	Tasking	
10.	Surge Support	To provide an increase in support capacity needed to meet any surge requirements by DND. This support shall be outlined in the OSP. The surge support shall include stock of serviceable parts to support at least 45 days of high intensity operations. Also included shall be a sustainment stock of any long lead items (180 days).	Respondent to provide annual cost of maintaining a surge support capability.	Tasking	

11.	Individual Readiness File	Each FSR subject to deployment shall have an individual readiness file. The requirements for this file shall be outlined in the OSP and include such things as a valid passport, Geneva Conventions ID card, physical and dental examination certificates, and immunization records.	Respondent to confirm that this requirement can be met.	Core	N/A
12.	Technical Data Management	<p>All technical data relevant to the HQSS and its subsystems and updates of lists as changes to the equipment take place shall be managed and maintained up-to-date.</p> <p>The configuration of the HQSS and subsystems shall be identified by describing it in an Equipment Breakdown Structure (EBS) that breaks out its elements in a top-down manner.</p> <p>All publications created and published for the HQSS system shall be maintained. All updates of DND-issued amendments and OEM amendments that have been approved by DND shall be incorporated on a continuous basis.</p> <p>DND uses SAP-based software called Defence Resource Management Information System (DRMIS). Technical data shall be provided to DND in accordance with DRMIS formatting requirements. Third party maintenance and training software may also apply (currently NGrain). Technical data updates resulting from changes to the equipment shall be in accordance with Canadian Government Cataloguing System (CGCS) cataloguing requirements.</p>	Respondent to provide annual cost to provide Technical Data Management services.	Core	
13.	Configuration and Obsolescence Management	The technical data of the HQSS and all subsystems and the control of all changes to the configuration of the equipment shall follow configuration control procedures described in the SMP. Tracking and reporting the status of	Respondent to provide annual cost to provide Configuration and Obsolescence Management.	Core	

		proposed configuration changes and the implementation status of authorized changes shall be maintained on an ongoing basis. Obsolescence Management shall be conducted to ensure uninterrupted support of the equipment by working with the OEM and vendors to maintain awareness of what parts are becoming obsolete and then determining a source of supply for needed repair parts and consumables. Technical data submitted to DND shall be in accordance with DRMIS formatting requirements. Third party maintenance and training software may also apply (currently NGrain). Technical data updates resulting from changes to the equipment shall be in accordance with CGCS cataloging requirements.			
14.	Technical Problem Management System (TPMS)	DRMIS has a Problem Report (PR) transaction to raise Unsatisfactory Condition Reports (UCR), Pre-Installation Failures (PIF), Tech Failure Reports (TFR) and LCMMS Investigation Requests (LIR). DRMIS can send these problem reports to the contractor as Technical Problems. A Technical Problem Management System (TPMS) shall be set-up to monitor these activities.	Respondent to provide annual cost to provide a TPMS.	Core	
15.	Technical Investigation and Engineering Support (TIES)	TIES tasks may be requested and authorized by DND. Such tasks could include investigating technical problems; specialized testing; engineering studies; amending publications; engineering assessments and recommendations, and designing and developing modifications or upgrades to the HQSS and subsystems.	Respondent to provide annual cost to maintain a TIES tasking capability.	Tasking	
16.	Maintenance Support	Maintenance Support shall be provided including R&O for all repairable items of the HQSS and its subsystems.	Respondent to provide cost to set up a Maintenance Information Database for HQSS, and its annual	Tasking	

		<p>Repair tasks shall be used to identify and correct specific defects to an item which degrade the performance of the item causing it to function below its specifications.</p> <p>Overall tasks shall restore the item to its original condition and life expectancy.</p> <p>A Maintenance Information database shall be established and maintained in accordance with the approved SMP.</p> <p>For the purposes of the LOL, maintenance calculations shall be based on a total annual usage of all HQSS components of 18 weeks in extreme hot or cold environments. As well, all shelters systems are expected to be erected and stricken-down 36 times per year.</p> <p>Turn around times for 3rd line repairs shall be no more than 30 days.</p>	<p>maintenance cost. Respondent feedback is sought on achievable turn around times for 3rd line repairs. Based on the estimated usage, respondent to indicate the approximate frequency for complete subsystem R&O activity during the lifetime of the equipment.</p>		
17.	Calibration Support	<p>All Repairable Items and other equipment requiring calibration shall be calibrated by an accredited organization for the class of testing appropriate to the equipment. To manage this requirement a Tool Calibration and Control Master List shall be maintained.</p>	Respondent to provide annual cost of calibration support.	Core	
18.	Supply Support Services	<p>Supply support services such as sourcing and purchasing of repairable items shall be provided in order to maintain stock at DND Depot or as part of contractor held repair stock items.</p>	Respondent to provide annual management cost to provide Supply Support Services.	Core	
19.	Hold Inventory	<p>Sufficient inventory of repairable items shall be maintained in order to support spare requests, stock Mobility Kits, support any MRPs that are dispatched, and to provide spares to DND for 1st and 2nd line maintenance if requested.</p>	Respondent to provide annual management cost to provide DND with spare parts/assemblies in a turnaround time of either one (1), ten (10) or thirty (30) days when requested from the DND online supply system. Cost of parts not required.	Core	

20.	Deterioration of DND-owned and Respondent held inventory	All items held by the contractor that are subjected to deterioration over time shall be proactively maintained and if required started and run periodically.	Respondent to provide annual cost to hold and maintain this inventory.	Core	
21.	Mobility Kits – Contingency Response Kit (CRK)	A CRK shall be maintained and be available to enable a deployed military unit to sustain HQSS deployment for 30 days without resupply. The pack shall contain adequate spares, repair parts, consumables, any special 1 st or 2 nd line tools and all manuals needed for operations. The CRK shall be assembled within 15 days notice and then shall be placed on a 24 hour movement order.	Respondent to provide cost to provide these items and service.	Core	
22.	Control of DND-owned Material	A Repairable Material Account (RMA) shall be allocated to the contractor and all material that is DND owned shall be identified in the CFSS against this assigned RMA. Stock control and stocktaking (minimum of a 100% manual count every 2 years) shall be performed on all HQSS held inventory including both DND owned and contractor owned to differentiate between the two.	Respondent to provide cost to maintain DND-owned materials.	Core	
23.	Training Package Updating	Training packages for Familiarization, Operator, Maintainer, and “Train the Trainer” training courses shall be maintained. Training packages may involve a third party software-based design (currently NGrain).	Respondent to provide annual cost for Training Package Updating. Cost of creating the initial training packages is not required.	Tasking	
24.	Language Support	All documentation shall be prepared in bilingual English and Canadian French when required by DND. As a rule publications related to health, safety or security of personnel, publications required for training purposes, and publications required for operations and maintenance of equipment by DND personnel are translated.	No deliverable required.	Core	N/A
25.	Quality Management	A QMS program shall be established that defines and controls the systems, processes and	No deliverable required.	Core	N/A

	System (QMS)	product quality for Support provided for the HQSS and its subsystems with the QMS compliant to the requirements of ISO 9001 or demonstrated equivalent. The QMS program shall be managed in accordance with the approved SMP.			
26.	Kick-off Meeting	A kick-off meeting shall be conducted within 21 days after contract award to review and secure a common understanding of the requirements of the contract.	No deliverable required.	Core	N/A
27.	Performance Review Meetings	Performance Review meetings shall be conducted at 6 month intervals to discuss contract status, management and financial aspects of the contract, and the status of the HQSS and its subsystems.	No deliverable required.	Core	N/A
28.	Informal Meetings	Informal reviews may be scheduled such as conference calls, video conferencing, as required to help achieve the requirements of the contract.	No deliverable required.	Core	N/A
29.	Disposal	When authorized by DND, arranging and performing disposal of equipment items shall be in accordance with applicable DND regulations, the Defence Production Act, and with applicable environmental laws and regulations.	No deliverable required.	Tasking	N/A