



ANNEX “A”

STATEMENT OF REQUIREMENTS

1. OVERVIEW AND GENERAL REQUIREMENTS

1.1. Background

- 1.1.1. The Canadian Armed Forces (CAF) will be participating in an operation (Operation High Seas DRIFTNET) in HAKODATE, Japan, and will require contracted logistics support services for the duration of the operation.
- 1.1.2. Historically, Canada's participation in this operation has been a yearly occurrence; however Canada cannot confirm its continued participation in future years.
- 1.1.3. It is anticipated that an operation will take place between 6 - 23 June 2016 for duration of approximately 3 weeks, where the Task Force will be composed of approximately 25 personnel and an additional 10 to 20 personnel on the first and last day of the operation. The Standing Offer will be required for period of one (1) year from date of award plus two (2), one (1) year option periods.

1.2. Objective

- 1.2.1. The objective of this Statement of Requirements (SOR) is to obtain contracted logistic support services, and coordination services for the provision of airfield access services and related Aircraft Maintenance and Support Equipment (AMSE) services, aircraft fuel coordination services, hotel accommodations and amenities, and vehicle rental services, in support of the CAF's operation.

1.3. Scope

- 1.3.1. The Contractor is required to deliver logistics support services, and administrative services in support of the CAF's operation, as follows:
 - a. **On-site representative** services, as per Part 1 to this Annex;
 - b. **Airport access** services (access of Contractor and CF personnel to airport and aircraft area), and **AMSE** services at the HAKODATE airport (ICAO: RJCH) in Japan, as per Part 2 to this Annex;
 - c. **Coordination of aircraft fueling and de-fueling** service at HAKODATE airport (ICAO: RJCH) in Japan. Coordination of fueling services may also be required on an exceptional basis at the following alternative airports in northern Japan: KUSHIRO airport (RJCK) and SAPPORO-NEW CHITOSE airport (RJCC), as per Part 3 to this Annex. The procurement of fuel will not form part of this Standing Offer. Fuel will be procured through a separate Standing Offer;
 - d. **Accommodations and hotel amenities** in HAKODATE Japan, as per Part 4 to this Annex; and
 - e. **Vehicle rental** services in HAKODATE Japan, as per Part 5 to this Annex.
- 1.3.2. Services will support the following aircraft deployed to HAKODATE, Japan:
 - a. 1 (one) CAF CP-140 Aurora (P3 Orion). The flight frequency for the CAF CP-140 Aurora is anticipated to be approximately 10 to 15 flight events during the period of the operation;
 - b. Up to 2 (two) support aircraft: CC-177 (C-17 Globemaster); CC-130 (C-130 Hercules), or CC-150 Polaris (Airbus A310-300.) The flight frequency for the supporting aircraft is anticipated to be once a day, on the first day of the operation to unload all equipment, and the last day of the operation to transport equipment back to Canada; and
 - c. The exact number of flight events will be specified in the individual PWGSC 942 call-up contracts against the Standing Offer (form provided at Annex XX).



1.3.3. The general approach to the work described in this SOR is that the Standing Offer will be managed and administered by a single Prime Contractor who will either deliver all required services, or through sub-contracts, arrange for the delivery of the required services. In either scenario, the Prime Contractor will be wholly responsible for the seamless delivery of all of the required services and will proactively take the necessary measures to ensure that any conflicts or issues are promptly addressed and resolved. The Contractor must provide the required services when notified by the CAF of any incoming or outgoing flight, in a 12 (twelve) hour notice.

1.3.4. Where the CAF requires services in support of an operation, call-ups shall be issued for services required. Each call-up shall detail the requirements including dates, required quantities, types of aircraft, etc.

1.4. CAF Responsibilities

1.4.1. To provide the Contractor with a better understanding of the overall requirement, the following describes specific activities that the CAF will be responsible for:

- a. providing the Contractor with a minimum of 12 (twelve) hours advance notice on all scheduled flight arrivals and departures where the Contractor services will be required;
- b. providing the Contractor with flight manifests (CP 140, and C-17, CC-130, CC-150 (Airbus A 310)) with a minimum of 12 (twelve) hours notice of the scheduled aircraft arrival or departure; and
- c. Contacting the Contractor to indicate the exact time that fueling services will be required.

2. DETAILED TECHNICAL REQUIREMENTS

The requirements detailed below are the minimum requirements. The Contractor may provide alternatives that exceed these requirements.

2.1. PART 1 - On-Site Representative Requirements

2.1.1. The Contractor must designate a representative, for the entire period identified in the call-up contract (PWGSC 942), who will be responsible for:

- a. Coordinating Airfield services and related AMSE services at HAKODATE airport (ICAO: RJCH) in Japan, in accordance with Part 2 of this SOR;
- b. Coordinating aircraft fueling services at HAKODATE airport (ICAO: RJCH) in Japan. Fueling coordination services may also be required on an exceptional basis at the following alternative airports in northern Japan: KUSHIRO airport (RJCK) and SAPPORO-NEW CHITOSE airport (RJCC), in accordance with Part 3 of this Annex;
- c. Coordinating hotel accommodations and amenities in HAKODATE Japan in accordance with Part 4 of this Annex;
- d. Coordinating vehicle rental services in HAKODATE Japan in Accordance with Part 5 of this Annex;

Responding to **miscellaneous CAF requirements**. Miscellaneous requirements are defined as minor and/or unforeseen requirements directly related to the scope of the CAF's Operation Driftnet, and must be specific to ground handling, AMSE, Petroleum Oils and Lubricants (POL), hotel accommodations and amenities, and vehicle rental services. Examples include but are not limited to: diesel fuel for the functioning of CAF ground handling equipment, CAF aircraft de-icing solution. All miscellaneous requests must be agreed upon by the Contractor and Canada, and must be approved by the call-up authority prior



to delivery of goods/services. For any approved miscellaneous expense, the Contractor will be paid the actual laid down cost with a mark-up, where the cost breakdown must be clearly detailed at time of invoicing;

e. Reporting:

- i. Providing the Call-Up Authority with **weekly reports** on the usage of the Standing Offer for all areas of service, showing the number, date and total value of each call-up contract, as well as date of corresponding invoices. Reports must be submitted no later than **five (5) days** after the designated reporting period in the form of an Excel table presenting the aforementioned information; and
- ii. Ground Handling: Providing **daily reports** to the Call-Up Authority, in the form of an email, which include a brief list of the general airfield coordination services and AMSE activities carried out daily, which are listed in the call-up contract (PWGSC 942).
- iii. Fuel: Providing daily reports to the Call-Up Authority, in the form of an email, which includes a summary of the total fuel quantities delivered, for each aircraft type; and
- iv. Fuel: Providing a final delivery report to the Call-Up Authority. The final delivery report must include as a minimum: Date on which fueling services were provided, quantity of fuel delivered, aircraft type, and aircraft tail number. The final delivery report must accompany the contractor's invoice.

f. The on-site representative must have the authority to liaise with authorized CAF personnel and facilitate the coordination and completion of the services outlined in the call-up contract (PWGSC 942).

2.1.2. The Contractor and all On Site Representative(s) must possess the following qualifications:

- a. Effectively communicate in a clear and understandable manner in English and Japanese, and with the ability to discuss technical aspects of air force requirements; and
- b. Possess a minimum of three (3) years experience in the provision of coordinator services to units of similar size and scope within the specified geographical areas.

2.1.3. The Contractor must provide a contact number that may be used 24/7 for the on-site representative to respond to any CAF queries or emergencies.

2.1.4. The designated on-site representative must be able to answer the lead times identified in Part 1 through Part 5 of this Annex, for the duration of the Operation.

2.1.5. Quality Assurance: The Contractor must ensure that all of the requirements outlined in this Statement of Requirement are met at all times. Discrepancies in the provision of services to the required standard shall be first communicated by the on-site representative to the contractor's point of contact (sub-contractor) and must be further escalated by the on-site representative to the Technical Authority, the Standing Offer Authority, and the DND Call-Up Authority if the issue remains unsolved.

2.2. PART 2 - Coordination of Airfield Services and Related Technical Requirements

2.2.1. The Contractor must coordinate airport access (access of Contractor and CAF personnel to airport and aircraft area), and AMSE services, for the entire period of the operation.

2.2.2. The services will support one (1) Canadian Forces (CAF) CP-140 Aurora (P3 Orion), and up to two (2) support aircraft. The support aircraft types may be the CC-177 (C-17 Globemaster), CC-130 (C-130 Hercules), or CC-150 Polaris (Airbus A310-300).

2.2.3. The Contractor must designate an On-Site Representative, who must be present on-site at HAKODATE Airport for the duration of the work at the airfield.



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- 2.2.4. The Contractor must provide the required services when notified by the CAF of any incoming or outgoing flight, in a 12 (twelve) hour notice.
- 2.2.5. Airport Access Services: The contractor must make all arrangements and coordination with the airport authority for:
- a. customs and immigration;
 - b. aircraft parking;
 - c. marshalling; and
 - d. coordinating airport access:
 - i. CAF personnel access: the Contractor must provide CAF personnel with passes, or other procedures to permit access to the airport operations building and airport apron where the aircraft is parked, valid for the duration of the operation; and
 - ii. The Contractor must provide **vehicle** parking space, including vehicle access passes, if required. Parking must be close to the airport entrance that will allow closest access to the airfield on which the aircraft will be parked. The current requirement is **four (4) vehicle parking spaces needed throughout the duration of the operation**; however flexibility to increase or decrease as required is needed.
- 2.2.6. Emergency Response Requirement: The Contractor must be capable of ensuring that the following services can be provided to the Canadian Forces and will act as liaison between the CAF and the respective providers. The Contractor will make all necessary arrangements to obtain these services, as required:
- a. fire department services response;
 - b. medical response;
 - c. bomb squad services response; and
 - d. hazardous material response.
- 2.2.7. AMSE Services: The Contractor is responsible for supplying equipment, personnel, supplies, and consumables, including all insurance as applicable, required to perform the following AMSE services:
- a. to load and unload aircraft;
 - b. to provide equipment for aircraft start up and servicing as required (excluding re-fueling); and
 - c. to move cargo to and from the aircraft, as required.
 - d. to provide a clean-up in the event of the spill of aircraft fluids,
- 2.2.8. The Contractor will be responsible for supplying the equipment detailed in Appendix A to the SOR. All equipment supplied must be fully functional, clean and in working condition, and must comply with the technical specifications in Appendix A to the SOR.
- 2.2.9. AMSE Personnel Requirements: The Contractor must provide personnel with the technical and physical skills to operate the equipment listed in Appendix A to the SOR. The number, mix and scheduling of personnel resources is the sole responsibility of the Contractor.
- 2.2.10. Deliverables
- a. Airfield coordination services and AMSE services as per SOR Section 2.2.1 through 2.2.7
 - b. All required equipment as per SOR Section 2.2.8 and 2.2.9
- 2.2.11. Constraints
- a. All airfield coordination services and related AMSE work must comply with relevant safety standards and all local and national laws and regulations;
 - b. The Contractor must ensure that all equipment will be serviceable and services continue to be provided in all weather conditions if permitted to operate by the Airport Authority;
 - c. For all Contractor supplied equipment, the Contractor must provide replacement equipment or repairs in the event of a mechanical failure or servicing requirement. Replacements must be



provided as soon as possible, within 24 hours of any failure, and within 4 (four) hours of any failure for forklifts and mule; and

- d. The Contractor must obtain any required permits, operator licenses for ground handling vehicles or other authorizations required for any of the services being provided. Specifically, Contractor personnel operating vehicles including AMSE must have valid AMSE licenses (appropriate equipment license) and an Airside Vehicle Operators Permit or equivalent to access HAKODATE Airport property.

2.3. PART 3 – Coordination of Aircraft Fueling Technical Requirements

- 2.3.1. The Contractor must coordinate the provision of aircraft fueling and de-fueling services, on an as and when required basis at HAKODATE airport (ICAO: RJCH) in Japan. Fueling services may also be required on an exceptional basis at the following alternative airports in northern Japan: KUSHIRO airport (RJCK) and SAPPORO-NEW CHITOSE airport (RJCC). Services are required for the entire period of the operation.
- 2.3.2. Only the coordination of aircraft fueling and de-fueling will form part of this Standing Offer. The procurement of fuel will not form part of this Standing Offer. Fuel will be procured through a separate Standing Offer. As such, the Contractor must coordinate fueling services with the Company to whom the DND fueling Standing Offer is awarded. The point of contact will be provided to the contractor following Standing Offer award.
- 2.3.3. The Contractor must coordinate the provision of re-fueling services when notified by the CAF of any incoming or outgoing flight within a 30 minute timeframe.
- 2.3.4. The services will support one (1) CAF CP-140 Aurora (P3 Orion), and up to two (2) support aircraft. The support aircraft types may be the CC-177 (C-17 Globemaster), CC-130 (C-130 Hercules), or CC-150 Polaris (Airbus A310-300).
- 2.3.5. The Contractor must report to the CAF on the amount of fuel provided based on metered records, for every fueling event.
- 2.3.6. Fuel Transaction Slips:
- a. The contractor must coordinate the provision of fuel transaction slips, for each fueling event, for signature by the CAF Authorized DND Technical Authority, or the Technical Authority's designated CAF representative, including but not limited to:
- i. date and time
 - ii. fuel truck #
 - iii. name of the company
 - iv. jet fuel type
 - v. unit of issue
 - vi. airplane # (tail number)
 - vii. quantity issued
 - viii. aircraft type
 - ix. operator (driver) name and signature
 - x. pilot or technician name
- b. The information on the transaction slip must be in English and must be legible.
- c. One (1) copy of the transaction slip must be provided to the CAF Authorized Officer at the time of transaction, one (1) copy shall be retained by the Contractor, and the original shall be submitted with the Contractor's invoice.
- 2.3.7. Deliverables
- a. Fuel transaction slips as per SOR Section 2.3.14.



2.4. PART 4 - Hotel Accommodations and Amenities Requirements

2.4.1. The Contractor must coordinate the provision of hotel accommodations and amenities on an as and when required basis for the entire period of the operation.

2.4.2. Room Requirements:

- a. The Contractor must ensure that single occupancy rooms are provided. The Task Force may be composed of up to 25 personnel and an additional 10 to 18 personnel on the first and last day of the operation. Exact room numbers and duration for each room booking will be specified in the call-up contract (form PWGSC 942).
- b. Contractor must ensure a flex period of +/- 5 nights, based on property availability, to be decided at the discretion of the CAF detachment commander resident on-site;
- c. DND must have the option of decreasing the number of rooms by 25% up to 48 hours before the start date of the operation, without incurring any penalties.
- d. Single occupancy rooms must have at a minimum:
 - i. double bed or larger with comfortable bedding and newer mattress. A sofa bed or cot will not be acceptable;
 - ii. private full bath with a minimum of a toilet, sink and shower;
 - iii. capability of completely blocking out light during the day i.e. blackout curtains or shutters, to allow rest for shift-workers;
 - iv. each person must have their own key to the room;
 - v. a telephone capable of making international calls. Personnel will pay phone charges at time of check out. The Department of National Defence will not be invoiced for personal calls made from rooms;
 - vi. either an alarm clock or easy access to reliable wake-up call services;
 - vii. combination or keyed safe per room if available;
 - viii. arm chair or sofa if available; and

2.4.3. Hotel Services:

- a. The Contractor's proposed hotel must provide early check-in and late check-out services as required to accommodate flight changes. If not feasible, in lieu of early or late check out, a secured luggage storage area must be provided.
- b. Cleaning requirements: Accommodations must be:
 - i. Cleaned, including bathrooms, daily;
 - ii. beds made up, daily;
 - iii. hand-towels, bath towels washcloths and bath mat must be changed daily;
 - iv. fresh towels, soap and shampoo in each room provided daily;
 - v. at least one (1) sanitized (cleaned or disinfected is acceptable) drinking glass per person.
 - vi. linen must be changed at least once a week
 - vii. Laundry services: The Contractor must provide laundry services, or the Contractor must ensure that the hotel is capable of providing access to a laundry service as required. A list of laundry prices is required;
 - viii. High speed internet must be available on-site. It is preferable that the internet be wireless and accessible throughout common areas, including guest rooms and conference rooms;



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- ix. Access to faxing/printing facilities must be available on-site;

2.4.4. Amenities:

- a. Contractor must ensure that the proposed hotel provides access to all hotel amenities for the duration of the personnel's stay, including, if available, on-site fitness facility, restaurant(s) and conference space as and when required.;
- b. Parking must be available on-site for up to four vehicles. Additional parking spaces may be required;

2.4.5. Deliverables

- a. Hotel rooms as per SOR Section 2.4.2 and 2.4.3;
- b. Hotel Amenities as per SOR Section 2.4.4; and

2.4.6. Constraints

- a. The Contractor must ensure that hotel accommodations can be secured and booked by the dates specified in the call-up contract.
- b. The Contractor must ensure that accommodations are secured no later than the date indicated in each call-up contract.
- c. The Contractor must ensure that accommodations are located in a safe and quiet environment to allow rest for shift-workers (higher floors preferred);
- d. The Contractor must ensure that accommodations are located within 15 driving kilometres (9.3 miles) of HAKODATE Airport (ICAO: RJCH) in Japan;
- e. The Contractor must accommodate CAF personnel in one (1) hotel facility;
- f. The Contractor must ensure that CAF personnel are not relocated to another room during their stay unless it becomes necessary as a result of a maintenance issue.

2.5. PART 5 - Vehicle Rental Requirements

2.5.1. The Contractor must coordinate the provision of vehicle rental services on an as and when required basis, and for the entire period of the operation.

2.5.2. The contractor must coordinate the provision of the following vehicle types as and when requested:

- a. six (6) passenger vans:
- i. 6 Passenger van is defined as having six (6) passenger carrying capability (including the driver);
- b. Eight (8) passenger vans:
- i. 8 Passenger van is defined as having eight (8) passenger carrying capability (including the driver);
- c. Mid-size car/sedan:
- i. Mid-size car/sedan is defined as having 4 x doors and five (5) passenger carrying capability or greater



Note: It is anticipated that the total number of required vehicles (including all types) at any one time will be 4, however, the final requirements will be communicated by way of an approved call-up contract (form PWGSC 942).

2.5.3. Contractor responsibilities:

- a. The Contractor must ensure that vehicles provided are in good condition, cleaned, mechanically operational and inspected prior to pickup as per approved call-up contract against the Standing Offer;
- b. The contractor must ensure that one English road map is provided per vehicle;
- c. Vehicle repairs. In case of vehicle breakdown the Contractor must coordinate the provision of a replacement vehicle within 3 (three) hours of vehicle breakdown. The vehicle must meet the above standards and be of the same size and category of the original vehicle or better;
- d. The Contractor must ensure maintenance of the vehicles from normal wear and tear as define at SOR Section 2.5.7 a;
- e. The Contractor must ensure all vehicles are equipped with a spare tire on a rim compatible with the vehicle and repairing flat tires when required. All tires to be in new or near new condition, with at least 75 % or greater tread life remaining;
- f. The Contractor must take responsibility for towing of the vehicle from the point of vehicle breakdown to the contractor's repair facility;
- g. The contractor must allow every vehicle received to be inspected by an appointed member of CAF;
- h. The contractor must provide a written estimate for any vehicle repairs caused by CAF within 5 (five) working days of the vehicle damage.
- i. The contractor must ensure fuel tanks are filled upon delivery;
- j. The Contractor must ensure that all vehicles meet safety guidelines for motor vehicles in Japan.
- k. If available, it is requested that the Contractor provide vehicles equipped with automatic transmission.
- l. If available, it is requested that the Contractor provide vehicles equipped with a power steering system.
- m. Contractor must assist in the processing of traffic tickets but individual CAF drivers will pay for traffic tickets they incur – traffic tickets can not be charged against this Contract.

2.5.4. Delivery and Inspection

- a. All vehicles must be delivered and returned to the HAKODATE Airport, or as specified in the call-up contract (form PWGSC 942).



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- b. The Technical Authority (TA) or Representative and the Contractor shall note any damage or problems with the vehicles on the Vehicle Inspection Sheet. The TA will not accept any vehicle that is not in a good state of repair.
 - c. The TA or Representative reserves the right to amend the Vehicle Inspection Sheet for any latent problems, defects or concealed damage within the first three (3) days of delivery.
 - d. The Contractor shall arrange for repair or replacement without delay for any vehicles found with any latent problems, defects or concealed damage if so demanded by the TA. No extra charges shall be incurred during the replacement or repair of the vehicle, as it is the sole responsibility of the Contractor to arrange for vehicle delivery in satisfactory condition.
 - e. The TA and the Contractor shall sign duplicate copies of the Vehicle Inspection Sheet which shall be retained for use upon return of the vehicles at the termination or completion of the Standing Offer.

2.5.5. Acceptance

- a. In the event a vehicle is defective or otherwise not in conformity with the requirements of this contract, the Technical Authority or Representative shall have the right either to reject the vehicle or accept them with a reduction in contract price which is mutually agreed by the parties.
- b. Acceptance or rejection of the vehicle shall be made as promptly as practicable.

2.5.6. Return of vehicles

The TA or Representative and the Contractor shall note any damage or problems with the vehicles that do not correspond to the original Vehicle Inspection Sheet.

2.5.7. Loss, Damage and Repairs

- a. The CAF is NOT responsible for losses or damages due to normal wear and tear. The CAF will not be liable for the cost of repairs to rental vehicle failure or break down due to fair wear and tear. Some examples of normal wear and tear are:
 - i. Flat tires incurred during operations on paved or gravel roads;
 - ii. Metal fatigue (i.e. breaks at weld, broken springs, hinges, etc);
 - iii. Replacement of headlights, wiper blades, etc; and
 - iv. Repairs for minor damages resulting from non-negligence (e.g. chip in window, tiny dents in doors and general body area) shall not be authorized.
- b. The CAF has the right to obtain its own estimates through a third party on the identified repairs, in order to validate the Contractor's estimates. Once the value of the repairs has been established, the Contractor must invoice CAF for the agreed amount only after the repair is completed.

2.5.8. The Contractor must arrange all documentation including insurance to allow for more than one driver per vehicle.

2.5.9. Deliverables:



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- a. Vehicles as per SOR Section 2.5.2;
 - b. One English road map per vehicle, as per SOR Section 2.5.3 b at time of vehicle delivery;
 - c. Copy of vehicle inspection sheet at the time of vehicle pick up and drop off as per SOR Section 2.5.4; and
 - d. Damage estimates as applicable, must be provided to the Technical Authority, and to the DND Call-Up Authority, and as per SOR Section 2.5.7.

2.5.10. Constraints

- a. The Contractor must ensure that the vehicle rental service provider is located in a manner that will allow them to meet the SOR requirements and deadline;
- b. The Contractor must deliver all rental vehicles to the HAKODATE airport at the beginning of the rental period and must pick them up at the same location at the end of the rental period, or as specified in the call-up contract (form PWGSC 942).