

ANNEX A

Statement of Work (ISS)

TABLE OF CONTENT

1	General	3
1.1	Scope	3
1.1.1	Category 1 Work.....	3
1.1.2	Category 2 Work.....	3
2	Category 1 Work	4
2.1	Infrastructure and Work Environment	4
2.2	Contractor-Provided Capabilities	4
2.3	Government Furnished Equipment	4
2.3.1	Use and Care.....	4
2.3.2	Relocation.....	5
2.3.3	Return.....	5
2.4	Government Furnished Information	5
2.4.1	Return.....	5
2.5	Material	5
2.5.1	Condition	5
2.5.2	Substitution.....	5
2.5.3	Obsolescence	5
2.5.4	Government Furnished Overhaul Spares.....	6
2.6	Human Resources	6
2.7	Repair and Overhaul	6
2.7.1	Debug, Repair and Test.....	6
2.7.1	Test Data	6
2.7.2	Waivers.....	6
2.7.3	Preparation for Delivery	6
3	Category 2 Work	7
3.1	Design Changes and Deviations	7

Dictionary of Terms and Acronyms

Term/Acronym	Definition
AAS	Accountable Advanced Spares
BOC	Brought On Charge
CA	Contracting Authority
CFS	Contractor Furnished Spares
CIS	Contract Issue Spares
CRPA	Contractor Repair Parts Account
CS	Central Server
DND	Department of National Defence
GFE	Government Furnished Equipment
GFI	Government Furnished Information
GFOS	Government Furnished Overhaul Spares
HPR	High Priority Requirements
HVAC	Heating, Ventilation and Air Conditioning
IOR	Immediate Operational Requirement
ISS	In-Service Support
Mk	Mark
MRP	Mobile Repair Party
NDQAR	National Defence Quality Assurance Representative
PA	Procurement Authority
PRR	Priority Repair Request
R&O	Repair and Overhaul
RMA	Repairable Material Account
RMR	Repairable Material Request
RSA	Repairable Supply Account
SC	Stock Holding Code
SITS	Special Investigation and Technical Study
SOW	Statement of Work
SNAPS	Selection Notice and Priority Summary
SNOM	Selection Notice Observation Message
TA	Technical Authority
TAT	Turn Around Time
TIES	Technical Investigation and Engineering Study
TS	Test Station
UCR	Unsatisfactory Condition Report
Validate	Validation is intended to ensure a product, service, or system result in a product, service, or system that meets the operational needs of the user
Verify	Verification is intended to check that a product, service, or system meets a set of specifications
VIP	Vehicle Interface Panel

1 General

This Statement of Work (SOW) addresses the provision of In-Service Support (ISS) for the Vehicle Interface Panel Mark 25 (VIP Mk25) and associated VIP Mk25 Flange Assemblies, which were produced by the Contractor through a previous Department of National Defence (DND) build-to-print contract, referred to herein as the Goods Contract.

1.1 Scope

The Contractor must provide the following In-Service Support as detailed herein and in accordance with Annex B:

1.1.1 Category 1 Work

The Contractor must conduct the following on an *as-required* basis for the VIP Mk25:

- a. Repair and Overhaul (R&O),
- b. Warranty Repairs (on repaired items),
- c. Minor Repairs, and
- d. Priority Repair Requests (PRR).

1.1.2 Category 2 Work

The Contractor must conduct the following on an *as-tasked* basis:

- a. for the VIP Mk25:
 - i. Design Changes and Deviations,
 - ii. Mobile Repair Parties (MRP),
 - iii. Special Investigations and Technical Studies (SITS), and
 - iv. Technical Investigations and Engineering Studies (TIES);
- b. and for VIP Mk25 Flange Assemblies:
 - i. Design Changes and Deviations,
 - ii. SITS, and
 - iii. TIES.

2 Category 1 Work

2.1 Infrastructure and Work Environment

The Contractor established infrastructure and facilities to accommodate Contractor-provided and government furnished capabilities required to deliver product under the Goods Contract. The Contractor must continue to provide and support such infrastructure and facilities that are required for ISS including:

- a. the necessary clean workspace, electrical power, and appropriate Heating, Ventilation and Air Conditioning (HVAC). The Contractor must ensure that electric power and air quality (i.e. cleanliness) do not negatively impact the conduct of debug, repair and test, or the operation of debug, repair or test equipment. Electrical power provided to the government furnished equipment must be uninterruptable;
- b. network infrastructure; and
- c. the Central Server.

Provision and support of contractor-provided infrastructure and work environment must be in accordance with Annex A of the Goods Contract and the "Infrastructure and Work Environment" section of the Contractor's Quality Plan that was approved under the Goods Contract.

2.2 Contractor-Provided Capabilities

The Contractor established contractor-provided test, debug and repair capabilities required to deliver product under the Goods Contract. The Contractor must continue to provide and support such capabilities that are required for ISS.

Provision and support of contractor-provided debug, repair and test capabilities must be in accordance with Annex A of the Goods Contract and the applicable portions of the Contractor's Test Plan that was approved under the Goods Contract.

2.3 Government Furnished Equipment

The Contractor must retain Government Furnished Equipment (GFE) (in particular the VIP Mk25 Test Station (TS)) that was provided, and not returned per TA direction, under the Goods Contract, for the Contractor's use in the provision of ISS.

Canada will not provide additional GFE other than the replenishment of consumable spare GFE components.

2.3.1 Use and Care

The Contractor must use, care for and identify GFE in accordance with the "General Conditions" and "Special Test Equipment Owned by Canada" instructions of this Contract, and as detailed in Annex A of the Goods Contract and the "GFE" section of the Contractor's Quality Plan that was approved under the Goods Contract.

Canada will continue to provide GFE support as detailed in Annex A of the Goods Contract.

2.3.2 Relocation

Should the Contractor choose to relocate GFE that has been commissioned or validated per Annex A of the Goods Contract, the Contractor must recommission or revalidate such GFE in accordance with the commissioning or validation requirements specified in Annex A of the Goods Contract, and bear the cost of such recommissioning or revalidation.

2.3.3 Return

No later than two (2) months prior to Contract completion, the TA will provide the Contractor a list of GFE to be returned. The Contractor must return GFE, shipping paid, in the original shipping containers, per the General Conditions of this Contract.

2.4 Government Furnished Information

The Contractor must retain Government Furnished Information (GFI) that was provided, and not returned per TA direction, under the Goods Contract, for the Contractor's use in the provision of ISS.

Canada may provide additional GFI per Annex B of this Contract.

The Contractor must control the use of GFI in accordance with Annex B of this Contract and the "Control of Documents, Data and Records" section of the Contractor's Quality Plan that was approved under the Goods Contract.

2.4.1 Return

No later than two (2) months prior to Contract completion, the TA will provide the Contractor a list of GFI to be returned. The Contractor must return GFI, shipping paid, per the General Conditions of this Contract.

2.5 Material

The Contractor must control the use of component parts and material as follows and in accordance with Annex B of this Contract and the "Material Resources" section of the Contractor's Quality Plan that was approved under the Goods Contract.

2.5.1 Condition

In carrying out repairs, the Contractor must use only component parts and material whose condition is in accordance with Annex A of the Goods Contract.

2.5.2 Substitution

In carrying out repairs, the Contractor must use only substitute component parts and material that are in accordance with Annex A of the Goods Contract.

2.5.3 Obsolescence

The Contractor must keep current regarding obsolescence and last-time-buy notifications of all component parts and material required for R&O, and report obsolescence issues as specified in Annex A of the Goods Contract.

2.5.4 Government Furnished Overhaul Spares

The Contractor delivered in-situ Fourth Level Maintenance Spares as part of the Goods Contract. The Contractor must treat these as Government Furnished Overhaul Spares (GFOS) in accordance with Annex B to this Contract.

2.6 Human Resources

The Contractor established and maintained human resource competencies, qualifications and certifications required to deliver product under the Goods Contract. The Contractor must retain such resource competencies, qualifications and certifications that are required for ISS.

Retention of human resource competencies, qualifications and certifications must be in accordance with Annex A of the Goods Contract and the "Human Resources" and "In-Service Support" sections of the Contractor's Quality Plan that was approved under the Goods Contract.

2.7 Repair and Overhaul

The Contractor must process, record and report all VIP Mk25 repairs as follows and in accordance with Annex B of this Contract.

2.7.1 Debug, Repair and Test

The Contractor may use the VIP Mk25 TS to assist in debugging faulty VIP Mk25s.

The Contractor must repair VIP Mk25s in accordance with Annex A of the Goods Contract.

The Contractor must verify the functionality of all repaired VIP Mk25s using the VIP Mk25 TS in accordance with Annex A to the Goods Contract.

2.7.1 Test Data

The Contractor must capture and control the test data of all repaired VIP Mk25s in accordance with Annex A to the Goods Contract and the "Control of Documents, Data and Records" section of the Contractor's Quality Plan that was approved under the Goods Contract.

2.7.2 Waivers

If a waiver is required, the Contractor must follow the procedures detailed in Annex A of the Goods Contract.

2.7.3 Preparation for Delivery

All repaired items must be prepared for delivery and shipped in accordance with the "Preparation for Delivery", "Delivery at Destination", "Transportation", and "Release Document" requirements of this Contract.

The Contractor must apply and position markings on shipping containers and interior containers as specified in Annex A of the Goods Contract.

3 Category 2 Work

3.1 Design Changes and Deviations

If a design change or deviation is required, the Contractor must follow the procedures detailed in Annex A of the Goods Contract.