

Volume 3, Annex B, Appendix 4

Performance Work Statement (In-service Support)

Glossary of Terms

Underwater Warfare Suite Upgrade

31 January 2017

Term	Glossary of Terms
A	
Accepted	In the event where a Data Deliverable requires approval, acceptance will occur when the Technical Authority sends an Approval Letter or email or fax indicating that an item or document has been approved for use or implementation.
Action Items	Issues and problems or tasks that need to be corrected or addressed are collected, discussed and are recorded into a tracking list for Contractor or DND personnel to be addressed as agreed upon.
Acquisition	A Fleet Support activity that involves the procurement and phased delivery of new equipment and or systems.
Analysis	Analysis consists of the manipulation of data by mathematical computation, statistical analysis, SME reviews or mathematical modeling to verify system requirements. It is a method of verification, taking the form of the processing and accumulated results and conclusions, intended to provide proof that verification of a requirement(s) has been accomplished. The analytical results may be based on engineering study, compilation or interpretation of existing information, similarity to previously verified requirements, or derived from lower level examinations, tests, demonstrations, or analyses.
Annual Operating Plan	The AOP specifies the Contractor's work plan for the ISS of the UWSS EG and aligns this work plan to the needs of the RCN. The AOP takes into consideration previous years' trends and future requirements.
Availability	The amount of time an equipment or system is capable of performing its required functions, expressed as a proportion of its lifetime or operational cycle. Availability is usually expressed as a percentage. Navy maintenance practitioners may encounter several availability terms such as inherent (or intrinsic) availability, achieved availability and operational availability.
B	
Beyond Economic Repair	Components or other repairable materials that have been deemed to be too costly to repair are deemed to be beyond economic repair and should be replaced by purchasing new replacement components or materials.
C	
Canada Industry Integrated Project Team	The CI IPT is composed of the MSC East, MSC West, Halifax Class Design Agent, MARLANT, MARPAC, CMS, PMO HCM/FELEX, PSPC and the Combat Systems Integration contractor. The Halifax Class Desk is represented through PMO HCM/FELEX.
Component	It is the area under Management scrutiny and control that is applicable to the indicated section of the UWSU PWS.
Configuration Audit	The auditing of a CI to determine if it is configured as described in its TDP and authorized change documentation.
Configuration Change	Configuration Change is a Fleet Support activity that involves all modifications to ships, systems and equipment configurations. These changes are implemented and controlled using the Engineering Change process.

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Configuration Control	Is the control of changes to those characteristics of the CI and TDP.
Configuration Item	A Configuration Item (CI) is an aggregation of hardware, software or any of its discrete portions which satisfies an end use function and is designated for configuration management. Generally, a CI is the lowest sub-assembly of a given system that can be subjected to configuration management.
Configuration Management	Configuration Management (CM) includes the processes of CM planning, configuration identification, change control, configuration status accounting, and certification and audits.
Continuous Improvement	Continuous Improvement in relation to the ISSC is the provision of ongoing efforts to improve products, service and processes in order to achieve and maintain 100% availability.
Contract Authority	The Contracting Authority (CA) 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.
Core Work	Core Work is the work within the ISS contract that is predictable, quantifiable and performed on an ongoing basis or within specified time periods.
Corrective Maintenance	A reactive maintenance task carried out after the occurrence of a functional failure or detection of a fault, in order to restore the equipment or system to a state in which it can perform its required functions.
D	
Delivery Obligation	This term refers to the contracted deliverables stemming from the UWSU acquisition contract that will complete delivery during the early years of the ongoing ISSC.
Design Agent	The Design Agent is the office responsible for the development of a design, or modification of an approved design. The Design Agent is also responsible for preparing and or the oversight of the engineering TDP for a specific item. The Design Agent is represented by the <i>Halifax</i> -class for the UWSU ISSC and is further represented in part by the UWSU Contractor.
Design Authority	The authority vested in one individual at Director level who is responsible for the establishment and maintenance of Design Intent. The Design Authority should have the professional competence and authority to specify design requirements, undertake design tasks, apply configuration management to designs and associated documentation, while continuously monitoring the effectiveness of those activities for a given material state. The Design Authority is also the Class Program manager. This will provide the Design Authority the necessary authority and accountability to maintain Design Intent and to enable fully informed decisions on Design Intent that consider programmatic requirements and constraints, e.g. operational, technical, and regulatory requirements; resources (cost); schedule; system integration impacts; and associated risks.

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Design Intent	Specification of operation and maintenance of a ship as intended by its design. The Design Intent of a ship is the formal documentation of the body of knowledge that states the purpose and performance of the ship and how it is intended to be operated and maintained to satisfy the stated purpose. The Design Intent will include the Statement of Requirement, Concept of Operations, System Requirements Document and the Technical Data Package, inclusive of drawings and technical publications, necessary to clearly define the operation and maintenance of the ship. The Design Intent is a living document that needs to be configuration managed through life and adoptive to approved changes.
Director General Maritime Equipment Program Management	Material Authority for all naval ships, submarines, auxiliary vessels and naval equipment for shore establishments. Responsible to the Assistant Deputy Minister (Material) for adherence to all material acquisition and support policies and guidelines for the complete life cycle support for all naval platforms, systems and equipment.
Docking Work Period	A level two or three maintenance period scheduled as required for the specific purpose of carrying out maintenance for which a ship must be docked.
Duty Holder	A Duty Holder is a qualified individual that is accountable for the conduct of their and their subordinate's work as it relates to the Material state of a system or equipment.
E	
Earned Value Management	Earned value management is a project management technique for measuring project performance and progress in an objective manner.
Effectiveness	The extent to which planned activities are realized and planned results achieved. From a maintenance perspective, a task is said to be effective if it accomplishes the intended objective to lessen satisfactorily, or to avoid entirely, the consequences of a failure.
Electronic Information Management	Electronic information management (EIM) introduces the required consistent and systematic approach to managing all content assets of the government through their life cycles, integrating the management of information in electronic formats with those in hard copy such as paper, photographs, and microfilm. Electronic Information management is the handling of electronic 'soft copy' knowledge acquired by one or many disparate sources in a way that optimizes access by all who have a share in that knowledge or a right to that knowledge.
Emergent Work	Work within a contract which is generally unplanned or unquantifiable, although of a known type. Emergent work will generally be task-based and usually subject to time and material based payments
Engineering Change	An alteration in the configuration of a CI. It can be an addition, a modification, or a removal, and can be permanent or temporary.
Engineering Change	Engineering Change Management includes the management of engineering change as a result of the introduction of new capability or the sustainment of

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Management	existing capability. The Engineering Change Management process spans from the specification of requirement through to the installation and acceptance of the change on ship. Engineering Change Management also includes the establishment of the necessary logistic support.
Extended Docking Work Period	A level three maintenance activity carried out once per operational cycle to progress major repairs and overhauls and to implement configuration changes for which a ship must be docked. EDWPs typically last in excess of six months duration.
F	
Formation	The immediate subordinate coastal commands and organizations of the RCN – Maritime Forces Pacific (MARPAF) and Maritime Forces Atlantic (MARLANT)
Free-Flow	Free-Flow, for the ISSC, refers to the open repair and overhaul service that allows the units to send repairable items directly to the warehouse.
G	
Government Furnished Equipment	<p>Government Furnished Equipment refers to DND owned items that will be loaned to the contractor and returned to DND in essentially the same condition, subject to wear and tear. GFE normally includes such items as:</p> <ul style="list-style-type: none"> a. Special production tooling; b. Special test equipment; and c. DND material. <p>GFE does not include material to be consumed or used in the manufacture or maintenance process, and must not be loaned for any purpose that would prevent it being returned in substantially the same condition as when loaned, subject to fair wear and tear.</p>
Government Furnished Information	<p>Government Furnished Information is any information that DND will provide to the contractor to enable contract fulfilment. This normally includes items such as:</p> <ul style="list-style-type: none"> a. DND specifications; b. NATO codification requirements; and c. Technical Data Packages (TDP).
Government Supplied Material	Government Supplied Material is material that will not be returned to DND. The contractor will incorporate GSM into the end product or consume it in the manufacture or maintenance process. If GSM is in the supply system, it is the PM/TA and the Supply manager's responsibility to take the necessary steps to reserve the items in the CFSS.
H	

Term	Glossary of Terms
Halifax Class Modernization	The HALIFAX Class Modernization (HCM) is the combination of capability updates, as well as the sustainment and maintenance activities, needed to ensure the continued operational employment and relevance of the HALIFAX Class ships for the second half of their operational life.
Hazardous Material	Hazardous Materials (HAZMAT) are materials that are subject to environmental regulations and are controlled as they may contain substances that are hazardous to health and safety or to the environment.
I	
Information Management	Information management is the handling of knowledge acquired by one or many disparate sources in a way that optimizes access by all who have a share in that knowledge or a right to that knowledge.
In-Service Support	In-Service Support is the ongoing through life support provided to shipboard equipment systems that encompasses all aspects of maintenance and material support activities.
In-Theatre Repair	Repairs that may become necessary for deployed ships in foreign overseas ports or foreign waters. Mobile Repair Parties and Factory Service Representatives are specifically tasked to action repair work in-theatre.
Inspection	The process of measuring, examining, testing, gauging, or otherwise detecting any deviations from specifications, be it materiel, records or administrative procedures.
Integrated Master Schedule	The IMS is a consolidated view of schedules in Work Breakdown Structure (WBS) element format that encompasses individual system overhaul schedules and ship docking work period schedules and a complete hierarchical dictionary of the goods, services and other tasks to be performed for the Contract as integrated into the class and individual ship scheduled activities. It constitutes the principal framework for the UWSU ISS program authorization, control of scheduled work and formal reporting of schedule status for the Contract.
Inventory Management	Inventory Management incorporates the necessary management of material inventory and assets to provide the optimal delivery of maintenance spares, mission pack-up kits, war spares, SPTATE, and other support assets.
J	
K	
Key Performance Indicators	In a Performance based contract, the key performance indicators are the 3 to 5 crucial factors that are measured against the contract performance milestones or bench marks and are the primary method to measure performance for the application of incentives within the payment schedule.

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L	
Levels of Maintenance	<p>Levels of Maintenance are used to identify the level of complexity and difficulty of the activities required to perform that maintenance. In this sense, levels of maintenance refer to the depth of maintenance required and by the associated skill sets, special tools and facilities, etc. necessary to accomplish the maintenance.</p> <p>The following are guidelines in attributing maintenance levels:</p> <ul style="list-style-type: none"> a. Level One Maintenance – maintenance that can normally be performed by shipboard naval technicians with only shipboard tools, equipment and facilities; b. Level Two Maintenance – maintenance that can normally only be performed by a qualified Fleet Maintenance Facility (FMF), industry, or naval technician with tools and equipment only available at Formation (not shipboard) facilities; and c. Level Three Maintenance – maintenance that can be performed by industry or qualified FMF with specialized tools, skill sets, equipment, and facilities normally available only in industry. <p>Level one and two primarily address preventative maintenance and servicing, fault diagnosis and corrective maintenance by replacement or restoration of parts, assemblies or components and is normally time limited. Level three repairs encompass more extensive maintenance activities such as replacement or restoration of parts, assemblies or components, rebuild and overhaul of equipment, mid-life improvements, life extension programs and lengthy activities that require specialized facilities to complete.</p>
Level One Maintenance	Maintenance that can normally be performed by shipboard naval technicians with only shipboard tools, equipment and facilities
Level Two Maintenance	Maintenance that can normally only be performed by a qualified Fleet Maintenance Facility (FMF), industry, or naval technician with tools and equipment only available at Formation (not shipboard) facilities.
Level Three Maintenance	Maintenance that can be performed by industry or qualified FMF with specialized tools, skill sets, equipment, and facilities normally available only in industry
Life Cycle Cost	The total cost to DND of acquisition and ownership of an equipment or system over its full life. It includes the cost of development, acquisition, operation, support, and where applicable, disposal.
Life Cycle Material Management	Life Cycle Materiel Management contains all the Life Cycle Materiel Management functions, as outlined in Materiel Acquisition & Support policy, to effectively manage ships, systems and equipment through life. LCMM activities include the management of all activities required to support any equipment or system from

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	the time of its initial conception to the time of its disposal.
M	
Maintenance	The combination of all technical and associated actions intended to retain a piece of equipment in, or to restore it to, a state in which it can perform its designated functions.
Maintenance Effectiveness Reviews	A review of maintenance and failure data to re-optimize a maintenance plan.
Maximum Repair Cost	The maximum ceiling cost for free flow repair for a repairable item that the contractor can spend or charge on repair work without raising a repair arising request that must be approved before proceeding further with the repairs.
Mission	A mission is an objective that must be achieved by a unit or several units, by carrying out tasks.
N	
Non-Conforming	A product or service that does not pass QA inspection, is damaged, is defective or is found to be non-conforming to the requirements by either the Contractor or Canada.
Non-Compliant	The material item or service delivery item or document that does not meet the quality standards or conditions set out in the contract or task for which it is measured as reviewed by a competent authority, QAR, TA, DA, PA or CA.
Notice	For the purposes of the UWSU ISSC, notices are written documents that provide information or direction of an event, an activity or condition related to the contract. All notices and other communications between the parties must be in writing. Notices are provided by: <ul style="list-style-type: none"> a. personal delivery, b. a nationally-recognized, next-day courier service; c. first-class registered or certified mail; d. fax; or e. electronic mail to the party's address specified in this agreement, or to the address that a party has notified to be that party's address for the purposes of this section. A Notice given in accordance with this agreement will be effective upon receipt by the party to which it is given or, if mailed, upon the earlier of receipt and the fifth Business Day following mailing.
O	
Objective Quality Evidence	Quality assurance tests and certifications and conformity documents that support the quality and or condition of items received from the supplier or contractor.
Obsolescence Management	Obsolescence Management includes the identification and mitigation of performance risks due to situations where equipment is (or may be) no longer produced or supported by the OEM/supplier.
Operating	Operating systems provide a software platform on top of which other programs,

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System	called application programs, can run. The application programs must be written to run on top of a particular operating system.
Operational Availability	The ship (either alongside at normal notice for sea, or at sea) is available for tasking as required by the Tasking Authority. Thus the ship, its systems and its complement: a. are not in a refit or any other work period; b. have completed requisite trials, training and work-ups; and c. are fully fuelled and stored, including ammunition.
Operations Schedule	The Formations Operations Schedule is the principal document for scheduling and setting readiness levels for the operational fleet, shore establishments and supporting maintenance facilities.
Original Equipment Manufacturer	An original equipment manufacturer or OEM is typically a company that uses a component made by a second company in its own product, or sells the product of the second company under its own brand. The specific meaning of the term varies in different contexts.
Overhaul	The restoration of a piece of equipment to its original performance and near life expectancy. Overhaul typically includes the replacement of worn, damaged, or life expired parts and parts whose service life is about to expire, the incorporation of approved modifications, and the restoration of components as necessary. The depth of work will normally be to manufacturer's standards using replacement parts produced by the original manufacturer or equivalent quality.
P	
Performance Based Contract	A Performance Based Contract is a results-oriented contract that focuses on the outputs, quality, or outcomes that may tie at least a portion of a contractor's payment, contract extensions, or contract renewals to the achievement of specific, measurable performance standards and requirements.
Performance Monitoring and Assessment	Performance Monitoring and Assessment in relation to the ISSC, is the comprehensive approach taken to assess the service delivery activities of the ISSC and to formulate recommendations and implement corrective actions to achieve the highest level of operational effectiveness possible.
Point of Contact	The appointed contact person for a formation unit or designated contract authority whom is to be contacted for particular matters.
Preservation	The preparation of equipment to prevent deterioration or corrosion when it is not intended to use the equipment for an extended period.
Preventive Maintenance	Any scheduled maintenance task carried out to reduce the likelihood of system failure or to confirm that the system is operating within specified performance limits. PM is either Ships Staff or Contractor initiated.
Preventive Maintenance Program	Naval PM programs catalogue the regular, periodic maintenance work requirements inherent to equipment during a maintenance cycle. Naval PM programs are developed by the DGMEPM and include naval PM Load Charts and Planning Programmed Work Periods.
Programmed	A programmed work period is a maintenance activity of set duration applied to a

Term	Glossary of Terms
Work Period	ship, submarine or auxiliary vessel.
Q	
Quality Assurance	QA is focused on providing confidence that quality requirements will be fulfilled (provided that a quality plan is prepared and quality control is conducted as per the plan). The overall QA process includes establishing standards, determining by quality control the degree of adherence to the standards, and correcting the deficiencies revealed by QA inspections.
Quality Management	QM refers to a set of coordinated activities to direct and control an organization with regard to quality.
R	
Repair	To restore the functions of a piece of equipment to an acceptable condition by the renewal, replacement, or mending of worn or damaged parts.
Repair and Overhaul (R&O)	Repair and Overhaul (R&O) services are all those activities performed at DND in-house facilities, contractors' facilities or by Mobile Repair Parties (MRPs) to diagnose, inspect, modify, repair and overhaul, and test unserviceable assemblies, equipment, items and systems. R&O services include engineering services, publication and software maintenance, structural life integrity programs, configuration management and spares support.
Risk	Risk exists when, in a given situation, there is both an event with a chance of occurring and one or more possible outcomes of that occurrence that will have an impact on the program.
Risk Management	Risk management is an organized, systematic process that effectively identifies risks, prioritizes them, develops and documents contingency plans and mitigation strategies, and provides decision-makers with the necessary information at the appropriate time to make sound decisions.
Rolling Wave	Refers to the series of performance based contract award extensions that will make up the total 20 years contract that is the UWSU ISSC. It represents the charted roll down appearance of the annual contract award extensions.
S	
Service Delivery	The ISSC Service Delivery includes a variety of support services and the enabling resources that provides specific service outcomes and outputs related to the direct support to UWSS EG including; Engineering Services, Production Maintenance Services, Material Management Services and Material Repair and Overhaul.
Short Work Period	An alongside maintenance period of at least three consecutive weeks in duration, scheduled about once a quarter during the operational phase as prescribed in the Maintenance Profile for each Class of ship and with second line Repair Facility assistance being available. The duration of a SWP may be extended as necessary to accommodate required work.
Spares and Asset Inventory Management	Spares and Asset Inventory Management includes the necessary management of inventory and assets to provide the optimal delivery of maintenance spares, mission pack-up kits, war spares, Special Tools and Test equipment, and other

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	support assets.
Statement of Requirement	A mandatory project document and an important link in the audit trail which is created by the Project Sponsor and normally written by the Project Director and is the functional responsibility of the Sponsor and is developed, staffed and approved as a Sponsoring Group activity. It is the responsibility of the PD to work in conjunction with the project manager to obtain agreement on the SOR.
Statement of Work	Documents direction to the contractor regarding the work it is to perform and the data, goods and services it is to deliver.
Strategic partnership	A strategic partnership is a relationship between two commercial enterprises, usually formalized by one or more business contracts.
Supply Chain Management	Supply Chain Management includes the management of subordinate contractor interfaces for the delivery of goods and services to support in service support processes and activities.
Supportability Engineering	A discipline that applies ILS principles within a Systems Engineering framework in order to achieve the design of optimized and coherent through-life equipment support solution.
Surge Management	A management process to handle the sudden increases in workload that may occur, over and above the normal AOP planned activities and tasks.
Sustainment	The provision of personnel, logistic, and other support required to maintain and prolong operations or combat until successful accomplishment or revision of the mission or of the national objective.
System Authority	The person charged with the safety of a ships system or equipment and its subsequent maintenance throughout the life cycle.
System Health Indicators	Are the equipment performance parameters that indicate the operability, reliability and maintenance compliance issues related to the UWSS EG.
System of Record	The system designated as holding the official record of all engineering and maintenance data. The establishment of systems of record makes it easier to ascertain primary sources for the data required to meet business and operational requirements.
Strategic Performance Measures	Provide DND with strategic overview for the performance levels of the ISS provided by the Contractor. Each SPM provides objective measures for an Annual review to evaluate the effectiveness of the ISS with respect to the strategic objectives.
T	
Task	A well-defined activity. Tasks are carried out in support of missions and are selected from the Maritime Task List.
Technical Assistance Agreements	Technical Assistance Agreements are agreement documents that allow the transfer of Controlled Goods, export controlled goods or materials subject to ITAR between government organizations, end users, contractors and suppliers. The documents are strictly controlled by the PSPC controlled goods office in Canada.
Technical Authority	The Technical Authority (TA) is the DND representative responsible for all matters concerning the technical content of the Work under the Contract. Technical

Term	Glossary of Terms
	matters may be discussed with the Technical Authority. The TA can make recommendations to the applicable 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.
Technical Data Management	Technical Data Management includes the management of all DI and program data. It includes data access control, revision control, archiving, storage, retrieval, and dissemination.
Technical Data Management Information System	A Technical Data information processing system that supports decision-making activities by an organization's management team by providing timely, comprehensive and factual data. TDMIS is management of technical and engineering drawings and documents. Often the data are contained in 'records' of various forms, such as on paper, microfilms or digital media. Hence technical data management is also concerned with record management involving technical data.
Technical Data Package	A complete set of approved technical data for engineering, logistics and maintenance support that provides an accurate and detailed technical description of a CI, or material, intended for use in the procurement or in service phases of the CI. The package may consist of drawings, specifications, standards, QA provisions, technical publications, maintenance documentation, packaging data, various types of samples, models and associated lists.
Technical Schedule Management	Technical Schedule is the annual plan that is developed from the Operational Schedule (Ship Availability) to optimize work period requirements. (e.g., maintenance, trials, certifications and capability insertion).
Test	To observe the performance of an item in relation to a specified standard.
Test/Trial	(LBTF, Harbour Acceptance, Sea Acceptance): A test is a repeatable experiment which measure parameter(s) in order to determine compliance with the requirements. By its nature, a test is conducted in a stated environment and tests results are repeatable. A test employs technical means, including (but not limited to) the evaluation of functional operation by use of special equipment or instrumentation, simulation techniques and the application of established principles and procedures. The analysis of data derived from test is an integral part of this verification method.
Tests and Trials	Test: To observe the performance of an item in relation to a specified standard. Trial: An element of Quality Assurance during which the contractor, Repair Facility, or maintainer proves by a visual or instrumented presentation that the equipment or system being tested satisfies the requirements of the specified Trial Agenda.
Trial	An element of QA during which the contractor, Repair Facility, or maintainer proves by a visual or instrumented presentation that the equipment or system being tested satisfies the requirements of the specified Trial Agenda.
U	
Unit	A military group having a prescribed size and specific combat or support role within a larger military organization

Term	Glossary of Terms
User	A person who, in a CSI assigned role, interacts with the CSIC for either operational or maintenance functions. Users are classified by level of access and functionality: Administrators, Command Team, Directors, Maintainers and Operators. Some users have authorization to manipulate the administrative data/sensor/weapon settings.
V	
Value Engineering	Value Engineering is an organized/systematic approach that analyzes the functions of systems, equipment, facilities, services, and supplies to ensure they achieve their essential functions at the lowest life-cycle cost consistent with required performance, reliability, quality, and safety. Typically the implementation of the Value Engineering process increases performance, reliability, quality, safety, durability, effectiveness, or other desirable characteristics.
Version Description Document	Version Description Document is the primary configuration control document used to track and control versions of software to be released to the operational environment.
W	
Warranty actions	The contractor conducts warranty repair activities as originally agreed to in the acquisition contract. Warranty items are normally covered for a specified time period and are repaired free of cost for the duration of that period.
Warning	The highest priority Alarms. Warnings are applied to those events that require the User to take immediate action about the cause of the Alarm. Warnings require User acknowledgment.
Work Breakdown Structure	A work breakdown structure is a key project deliverable that organizes the team's work into manageable sections. The Project Management Body of Knowledge (PMBOK) defines the work breakdown structure as a "deliverable oriented hierarchical decomposition of the work to be executed by the project team."
Work Package	A programmed series of maintenance, repair and work activities for a particular ship or unit.
X	
Y	
Z	