



### **NOTICE**

This documentation has been reviewed by the technical authority and does not contain controlled goods.

### **AVIS**

Le présent document a été examiné par l'autorité technique et ne vise pas de marchandises contrôlées

## **STATEMENT OF WORK FOR SUPPORT OF THE MODULAR INDOOR RANGE**

### **1 SCOPE**

#### **1.1 Purpose**

This document identifies the work requirements for supporting the modular indoor range required by the Government of Canada.

#### **1.2 Background**

The Department of National Defence (DND) is establishing a unit's training capability at Canadian Forces Base (CFB) Kingston. Canadian Armed Forces (CAF) members must maintain a high level of proficiency in firing of small arms (9 mm; 5.56 mm) in static and tactical situations. DND has a requirement for a twenty-five meter (25 m) indoor range that allows for lane firing at stationary targets, as well as at simulated targets, and the simulation of realistic operational scenarios requiring fast decision making.

DND personnel will be responsible for operating the range on a daily basis. DND requires the Contractor to maintain the range and perform all regular and corrective maintenance tasks.

#### **1.3 Terminology**

The following terms provided are applicable to Annex B – Statement of Work.

- a. "Business Day(s)" refers to all days Monday to Friday, excluding public holidays;
- b. "Public Holidays" refers to all public holidays for the province of range installation, as identified by the Canada Revenue Agency (<http://www.cra-arc.gc.ca/tx/hldys/menu-eng.html>);
- c. "Range" will be used in place of "modular indoor range" and "modular range";
- d. "Fully-Operational" – The range is fully operational when all components are operating according to the range design specifications. A lane is fully operational when all systems and components required to enable a shoot to safely make full use of the lane are functioning as required;
- e. "Shooting Area" refers to the area in the range where weapons will be loaded with ammunition and they can be discharged. The shooting area includes: the open preparation

- area / shooting gallery, and the shooting stall and lanes between the ballistic barrier at the control room and the bullet trap; and
- f. “Firing Point” is defined as the point at the beginning of a lane a shooter holds the muzzle of their weapon over when shooting at targets from the shooting stall;
  - g. “Firing Line” is defined as the straight line a shooter holds the muzzle of their weapon over when shooting at targets from their shooting stall. The firing line is parallel to the floor and perpendicular to the direction of fire;
  - h. “Government Furnished Equipment” or “GFE” refers to equipment provided by the Crown for installation in, testing of, or use with the range to enable completion of the contract;
  - i. “Procurement Authority” will be represented by “PA”;
  - j. “Technical Authority” will be represented by “TA”;
  - k. “Operator” is defined as the personnel operating the range including:
    - i. Range Safety Officers;
    - ii. Range Staff; and
    - iii. Training staff.
  - l. “Shooter” is defined as the personnel firing on the range with either live fire or simulated-fire weapons;
  - m. “Scheduled Maintenance” refers to preventative maintenance that is identified prior to the range or a lane becoming not fully operational. It includes maintenance identified during the annual scheduling meeting and throughout the year;
  - n. “Permitted” is defined as enabled or allowed through range doctrine and documented policies and procedures. “Not-permitted” activities do not require a physical barrier preventing the activity;
  - o. Range Status: The following terms are used to describe the various range statuses:
    - i. Live (For shooting practice):
      - 1. The range is on and all systems are active;
      - 2. Doors and access points are secured and confirmed closed;
      - 3. Firearms are permitted to be loaded and shooting is permitted;
      - 4. The only permitted access to the shooting area is from the control room;
      - 5. The range is occupied with proper compliment of operators; and
      - 6. Lights in the shooting area are on or off, and set to the lighting level required.
    - ii. Standby (Pre and post shooting activities including: briefing, emergency situations, acclimatization to low light conditions and debriefing):
      - 1. The range is on and all systems are active;
      - 2. Doors and access points are not secured or confirmed closed;
      - 3. Firearms might be loaded but shooting is not permitted;
      - 4. The only permitted access to the shooting area is from the control room;
      - 5. The range is occupied with proper compliment of operators; and
      - 6. Lights in the shooting area are on and set to at least a 50% lighting level.
    - iii. Maintenance (For maintenance purposes including cleaning):
      - 1. The range is on and not all systems are active;
      - 2. Doors and access points are not secured;
      - 3. Firearms may not be loaded and shooting is not permitted;
      - 4. All doors may be used to access the shooting area;
      - 5. The range is minimally occupied; and

6. Lights are on or off as required
- iv. Preparation / Setup (For setup and preparation of training serials, and review of shooter data);
  1. The range is on and not all systems are active;
  2. Doors and access points are not secured;
  3. Firearms may not be loaded and shooting is not permitted;
  4. All doors may be used to access the shooting area;
  5. The range is minimally occupied; and
  6. Lights are on or off as required.
- v. Closed (Not in use, but maintain minimum temperatures and security)
  1. The range is on and minimally required systems are active;
  2. Doors and access points are secured and confirmed closed;
  3. Firearms may not be loaded and shooting is not permitted;
  4. All doors may be used to access the shooting area;
  5. The range is not occupied; and
  6. Lights are off in the shooting area.
- vi. Off (Not in use, all systems off)
  1. The range is off and no systems are active;
  2. Doors and access points are secured;
  3. Firearms may not be loaded and shooting is not permitted;
  4. All doors may be used to access the shooting area;
  5. The range might be minimally occupied (e.g. maintenance); and
  6. Lights are not active.
- p. “Loaded weapon” mode includes “live” and “standby” statuses;
- q. “Non-loaded weapon” mode includes “maintenance” and “preparation / setup” statuses.

## 2 APPLICABLE DOCUMENTS

### 2.1 General

The following documents form part of this document to the extent specified herein. Unless otherwise specified, the issues of these documents are those cited in the solicitation or contract. The version of document enforced must be the version active as of RFP posting date.

### 2.2 Order of Precedence

Unless otherwise noted herein, in the event of a conflict between the text of this document and the references cited, the text of this document takes precedence. Nothing in this document, however, supersedes applicable laws and regulations unless a specific exemption has been obtained.

### 2.3 Documents and Standards

#### 2.3.1 Government of Canada Standards

- a. SOR/86-304 – Canada Occupational Health and Safety Regulations (<http://laws.justice.gc.ca/eng/regulations/sor-86-304/index.html>).

#### 2.3.2 Other Government Standards

- a. OSHA - CPL 02-02-58 - 29 CFR 1926.62, Lead Exposure In Construction;
- b. NEHC-TM6290.99-10 – Navy Environmental Health Center: Indoor Firing Ranges Industrial Hygiene Technical Guide

(<http://www.med.navy.mil/sites/nmcphc/Documents/policy-and-instruction/ih-indoor-firing-ranges-technical-guide.pdf>);

- c. NGR 385-15 - Department of the Army and Air Force, - Evaluation and Maintenance of Indoor Firing Ranges, November 2006; and
- d. OSHA – (CFR) 29 CFR 1910.1025 - Occupational Health & Safety Administration ([www.osha.gov/law-regs.html](http://www.osha.gov/law-regs.html)).

### 2.3.3 Commercial Publications

- a. N/A

## 3 TECHNICAL SUPPORT

### 3.1 Technical Support

The technical support must include:

- a. Toll-free phone support must:
  - i. Be staffed by qualified personnel who are:
    - 1. Able to respond to user questions and, to the extent possible, resolve user problems;
    - 2. Provide advice about problems relating to all the goods and documentation, including the manuals; and
    - 3. Able to provide information on the installation of the goods, and technical and usage issues.
  - ii. Be available, at a minimum, Monday to Friday, 8:00 a.m. to 4:00 p.m. Eastern Time, excluding public holidays.
  - iii. Respond to all phone calls within the following two (2) business hours; and
  - iv. Include an option for temporary after-hours phone support, available in 3-hour sessions.
- b. E-mail support must:
  - i. Be staffed by qualified personnel who are:
    - 1. Able to respond to user questions and, to the extent possible, resolve user problems;
    - 2. Provide advice about problems relating to all the goods and documentation including manuals; and
    - 3. Able to provide information on the installation of the goods and technical and usage issues.
  - ii. Ensure all emails requests are read by 9:00 am the following business day; and
  - iii. Respond to all email support requests by 4:00 pm the following business day.
- c. Software support must:
  - i. Maintain the range software, providing all system software updates and patches at no cost to the Crown, including installation instructions to the TA and operator, or remotely update, if available;
  - ii. Ensure software update and patch compatibility with the range software and operating system; and
  - iii. Provide software update and patch installation assistance by the phone and e-mail support.

Technical support must:

- a. Track all range issues in accordance with paragraph 3.5 Request and Support Tracking;
- b. Have an yearly average resolution time of 120 hours, continuously timed from receipt of notification of issue to confirmation of resolution;
- c. Have an average issue resolution identification time of 21 hours, continuously timed from receipt of notification of issue to resolution identification. If the resolution proposed does not resolve the issue, clock does not reset; and
- d. Immediately notify the TA when any issue is not resolved within 5 business days.

### **3.2 Field Service Representative**

The Contractor must make available as and when requested, an onsite Field Service Representative (FSR) support. All FSR's must be qualified by the Contractor to perform the tasks required. FSR tasks must include at a minimum the following:

- a. Prior to arriving onsite, be aware of all open tickets and range issues tracked in accordance with paragraph 3.5 Request and Support Tracking;
- b. Additional operator training;
- c. Assisting and providing advice for shooter training;
- d. Refresher training;
- e. Operator usage support;
- f. Providing suggestions for improved use of the range;
- g. Addition to the scenario library with new available scenarios; and
- h. Replacement of non-functioning components.

The FSR must be onsite within 3 business days of a DND request for FSR support to resolve operation issues that has not been resolved by phone or email support.

FSR support must be available within 5 business days after a request is made for all other issues.

#### **3.2.1 Security Clearance – Visit Clearance Request**

FSR's must obtain and remain pre-cleared for visit clearance.

### **3.3 Additional Work Request**

The Contractor must provide Additional Work Request (AWR) repair, maintenance, and support services on equipment and documentation provided with the range.

### **3.4 Spare Parts**

The Contractor must make available for order by the Crown the spare parts, as listed on the spare parts list, provided under contract number W6399–15-GD39/001/QF. Spare parts will not be procured immediately but must be provided on an “if and when” requested basis. The Crown will not procure or provide spare parts required for regular or scheduled maintenance performed as specified in paragraph 4.2 h - Range Availability.

### **3.5 Request and Support Tracking**

The Contractor must utilize and make available to the Crown a system for tracking all technical and support requests. At a minimum the system must track and provide:

- a. The date and time when each issue has been reported;
- b. Ticket or tracking number;
- c. Raised by (Person or position);

- d. Received by (Contractor representative);
- e. Issue title and description;
- f. Issue status and status date;
- g. Resolution plan and identification date and time;
- h. Date and time closed (when available);
- i. Hours to resolution (calculated);
- j. Contractor person and position responsible for resolution;
- k. Crown primary contact for issue; and
- l. Resolution / lessons learned.

Within 2 business days of request the Contractor must provide to the Crown a support and issue summary in an electronic format compatible with Microsoft Office 2010.

### 3.6 Documentation

All documentation must:

- a. Be provided in English;
- b. Be provided in an electronic format that is:
  - i. Word searchable;
  - ii. Compatible with Microsoft Office 2010 or Adobe Acrobat X, as applicable and requested by the Crown representative;
- c. For all drawings be available and provided in paper format when requested by the TA

#### 3.6.1 Monthly Report

The Contractor must submit a monthly report to the TA. The monthly report must:

- a. Be submitted within 5 business days of the end of the calendar month the report is for;
- b. List all maintenance and cleaning activities for the previous calendar month, including date, activity, and related ticket where applicable;
- c. Include a report of rounds fired, as recorded by the range operations staff:
  - i. If the range is capable of counting shots fired, this information must also be included in the monthly report;
- d. Include a report of hours of usage. The hours of usage report must:
  - i. Include a summary of number of hours for the different range statuses, and be rounded to the nearest decimal point:
    1. Live;
    2. Standby;
    3. Preparation / Setup; and
    4. Maintenance.
  - ii. Include a calendar showing the dates and start end times (to the nearest minute) the range was in one of the listed status:
    1. Live;
    2. Standby;
    3. Preparation / Setup; and
    4. Maintenance.
  - iii. Specify the hours, including start and end, date and time, and total number of hours when each lane was not fully operational.
- e. Include a copy of reports for lead testing performed and levels detected;

- f. A list of all technical support tracking tickets including:
  - i. Ticket Number;
  - ii. Date and time opened;
  - iii. Date and time closed;
  - iv. Issue short description or summary.
- g. Detail scheduled or expected maintenance activities for the upcoming month;

### 3.6.2 Annual Inspection Report

The Contractor must submit to the TA a copy of the annual inspection report within 20 business days of each annual inspection. The Annual Inspection Report must include:

- a. The date and time of the inspection;
- b. A list of Contractor held consumables and spare parts held on site; and
- c. A list of deficiencies and corrective actions taken.

### 3.6.3 Meeting Agenda

Meeting agendas must include:

- a. Meeting title (primary topic or purpose);
- b. The proposed location date and time of the meeting;
- c. A preliminary list of attendees (including name, organization, and position);
- d. Meeting Chair; and
- e. Meeting topics, expected time required to complete the task or discussion, and identify the primary attendee responsible for the topic.

### 3.6.4 Meeting Minutes

Meeting minutes must include:

- a. Meeting title (primary topic or purpose);
- b. The proposed location date and time of the meeting;
- c. A preliminary list of attendees (including name, organization, and position);
- d. Meeting Chair;
- e. A summary of discussion points; and
- f. A list of resulting action items and the person's name or position.

## 3.7 **Meetings**

The contractor must be available to provide representation to all meetings as required. For all meetings (including telephone, video, and in-person), the Contractor must:

- a. Take meeting minutes;
- b. Within 5 business days of the meeting, provide a copy of meeting minutes to the Crown representatives at the meeting for review and approval;
- c. The date and time when each issue has been reported; and
- d. For meetings with at least 5 business days' notice, prepare and distribute to the expected participants a draft meeting agenda.

Note: it is DND's intent to hold the majority of meetings by telephone or video conference.

### 3.7.1 Annual Scheduling Meeting

The Contractor must attend an annual scheduling meeting. The purpose of the scheduling meeting

is to tentatively schedule annual maintenance and high usage periods for the following contract year. The scheduled meeting will regularly take place at the range site. The scheduling meeting must:

- a. Include a review of issues identified in the previous Annual report and the current status;
- b. Identify the proposed periods greater than 12 hours the range will be unavailable for contractor regular maintenance required to maintain range operations; and
- c. Identify the proposed periods that DND intends to schedule high-training periods.

## 4 RANGE OPERATION

### 4.1 Hours of Operation

DND will normally operate the range up to 8 hours a day, between the hours of 7am and 6pm, on business days. With the exception of periods of high readiness training, where DND will operate the range up to 12 hours per day for up to 6 days a week. **Dependant on the reason for one or more lanes being not fully operational, DND will continue to operate the range.**

### 4.2 Range Availability

The Contractor must:

- a. Maintain the following minimum range availability:
  - i. Enable at least 420,000 rounds fired yearly (average of 35,000 rounds per month);
  - ii. At least 1200 hours of a “loaded weapon” mode operation yearly (averaging 100 hours per month):
    1. Guaranteeing two scheduled two-week high-training periods with 100% operation yearly for a total of 160 hours and an average of 1,000 rds fired per lane per day. During the two –week operational training periods:
      - I. All telephone calls must be responded to within in 15 minutes;
      - II. Resolution of any unscheduled maintenance must average no more than 1 hour; and
      - III. Scheduled maintenance must not occur during the hours of 7:00 am and 8:00 pm.
    2. No more than 100 hours of range operation yearly with no more than 1 lane not fully operational;
    3. No more than 50 hours of range operation yearly with no more than 2 lanes not fully operational;
    4. No more than 25 hours of range operation yearly with 3 or 4 lanes not-fully operational;
    5. The range will be considered fully non-operational if more than 4 lanes are not-fully operational; and
    6. No more than **20, 24-hour periods** of scheduled maintenance each contract year, during which the range will be considered unavailable.
  - iii. At least 120 hours of preparation status operation yearly (averaging 10 hours per month)
- b. Maintain Range performance as outlined in Volume 2 Annex C – Specifications;
- c. Provide telephone, email, and software support as specified in paragraph 3.1 Technical Support:
  - i. Including at least 15 hours yearly of after-hours telephone support, to be scheduled in sessions of 3 hours at least four (4) business days prior to availability;

- d. Maintain a maximum lead contamination level of:
  - i. 2152 µg/sq. m (200 µg/sq. ft) on all surfaces except in the shooting area between the firing line and the bullet trap; and
  - ii. Below the limits of OSHA CPL 02-02-58.
- e. Have an independent testing body test both surface borne and exhausted air lead levels, in accordance with NEHC-TM6290.99-10, at least once every 15 days. Unless regular scheduled cleaning has a period of less than 24 hours, testing must not take place within 24 hours following a regular cleaning;
- f. Perform range cleaning in accordance with NEHC-TM6290.99-10;
  - i. The Crown will collect brass casings, unspent ammunition, magazines and weapon components at the end of each day for recycling and recovery through the CAF supply system.
- g. Perform the regular maintenance tasks (e.g., cleaning the floor and surfaces, replacement of HEPA filters, replacement of consumable parts as required by the usage, emptying of bullet trap and replacement of rubber material, etc.);
  - i. Preventative maintenance must include a monthly visual inspection of the range and equipment.
- h. Provide all replacement, components, parts, hardware, and consumables as required to perform all regular and scheduled maintenance outlined in the range documentation, at no additional cost to the Crown;
- i. Perform the annual testing of the air flow with targets, tables, and backdrops present for normal use. If testing demonstrates that the air flow no longer meets the required standard, corrective maintenance action, including replacement of components, parts and hardware, must be performed at no additional cost to the Crown. Testing must be immediately repeated after corrective action, until the range meets the required standard. At a minimum testing must be conducted at the firing line, in the preparation area and at least 500 cm (196 in) downrange of the firing line, in the four shooter breathing zones;
- j. Annual inspect and evaluate the range in accordance with NGR 385-15 - Evaluation and Maintenance of Indoor Firing Ranges, November 2006, then take correct action as required;
- k. Immediately notify the operator and TA of potential Health and Safety issues;
- l. Provide any equipment not included as GFE by the Crown, required to properly clean and maintain the range.
  - i. Including all required health and safety equipment for maintenance personnel as required by NGR 385-15; SOR/86-304; or OSHA – (CFR) 29 CFR 1910.1025, whichever is the most stringent.
- m. Maintain all equipment required to properly clean the range;
- n. Perform all corrective maintenance on an if and when required basis;
- o. Install all software and system updates, and bug fixes;
- p. Maintain a log of all work performed, lead test results, lane time non-operational, and observations with a true copy located in the range control room;
- q. Maintain a log of spare parts and components stored locally in the range and nearby storage area;
- r. Provide at least every month, an electronic copy, in a format compatible with Microsoft Word, Excel, or Adobe Acrobat (word searchable), the maintenance logs to the TA; and
- s. Ensure that personnel regularly performing maintenance have and maintain a security clearance rating of Enhanced Reliability (Canadian).

4.2.1 It is desired that the Contractor:

- i. Not enable the Crown to achieve usage of the range in “loaded weapon” mode operation yearly of:
  1. More than 75 hours of range operation yearly with no more than 1 lane not fully operational;
  2. More than 35 hours of range operation yearly with no more than 2 lanes not fully operational;
  3. More than 15 hours of range operation yearly with 3 or 4 lanes not-fully operational;
  4. Utilize no more than 15, 24-hour periods of scheduled maintenance each contract year, during which the range will be considered unavailable.
- ii. Maintain a maximum lead contamination level of 1076 µg/sq. m (100 µg/sq. ft) on all surfaces except in the shooting area between the firing line and bullet trap.

**4.3 Security Requirements**

4.3.1 General DND Site Access

No unauthorized electronic devices must be brought into DND and Crown controlled access areas. Unauthorized electronics brought into a controlled access area will be subject to search and seizure.

All personnel accessing controlled DND facilities or travelling onto controlled Crown property must be required:

- a. To provide valid government issued photo identification, (including full name) for identity verification; and
- b. Sign in and out each time they enter or leave a controlled area.

4.3.2 Visit Clearance

At least 30 days prior to any meeting (including delivery and installation), on a DND facility, the contractor must provide a complete list of attendees to the TA to complete a visit clearance request. The list of attendees must include:

- a. Full name (First, Last, Initials);
- b. Birthdate;
- c. Birth Location;
- d. Personal Reference Identifier (PRI) if available;
- e. Security Clearance; and
- f. Nationality

**4.4 Utilities**

The Crown will be responsible for providing utilities (electricity, natural gas, water) to the range as required. The Crown will be responsible for funding the cost of utilities as required by the range.

**4.5 On Site Contractor Storage**

Upon request the Crown will make available to the contractor one (1) 40ft ISO container for storage. The storage container and all contents will be subject to inspection by the Crown for security purposes. The Crown will not be responsible for the condition of the container.

Dependant on the availability of storage space in the range the Crown will consider permitting the

Annex B to Volume 3 – Statement of Work

To W6399–15-GD39

2018-02-28

storage of Contractor tools in the range. The Crown will not be responsible for the condition of tools stored in the range.