

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No./N° VME

# **Annex A**

## **Statement of Work**

### **Specialized Satellite Earth Station Equipment and Associated Support Services**

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The Statement of Work in any awarded contract will include only the applicable Stream(s) and any associated adjustments to the text.

# 1 PART 1 - INTRODUCTION

## 1.1 INTRODUCTION

### 1.1.1 Definition of Streams

1.1.1.1 The Network and End Users Branch (NEUB), a branch of Shared Services Canada (SSC), has a requirement for the provision of two (2) categories of Specialized Satellite Earth Station Equipment and Associated Support Services.

These specialized equipment are separate from the equipment required as part of our fully managed end-to-end C and Ku-band services. In general, these specialized equipment are used for cases such as; unmanned Machine-to-Machine (M2M) applications or where they are utilized under separately procured space segment capacity as opposed to being part of a bundled end-to-end solution.

The Specialized Satellite Earth Station Equipment is categorized under the following 2 Streams:

a) Stream 1 – Specialized Satellite Earth Station Equipment and Associated Support Services (such as Hub Systems, Satellite Modems, M2M Solar Powered Satellite Terminals and RF components).

b) Stream 2 - Specialized Multi-purpose, Multi-frequency Band Transportable Earth Station Equipment and Associated Support Services (such as quick deployable C/Ku band and Ku/Ka/X band terminals).

#### 1.1.1.2 Stream 1 - Satellite Earth Station Equipment and Associated Support Services

a) This Satellite Earth Station Equipment will primarily be utilized by Clients who have procured space segment (bandwidth capacity) separately and are responsible for the installation themselves.

b) The provisioning of this Satellite Earth Station Equipment includes a one (1) year Return-to-Depot Maintenance Service unless otherwise indicated.

c) The equipment is to be provided in the most cost effective manner in a way to meet the requirements of the existing base and its organic growth.

#### 1.1.1.3 Stream 2 – Multi-purpose, Multi-frequency Band Transportable Earth Stations and Associated Support Services.

a) This Satellite Earth Station Equipment will primarily be utilized by Clients who have procured space segment (bandwidth capacity) separately and are responsible for the installation themselves.

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- b) The provisioning of this Satellite Earth Station Equipment includes a one (1) year Return-to-Depot Maintenance Service unless otherwise indicated.
- c) The equipment is to be provided in the most cost effective manner in a way to meet the requirements of the existing base and its organic growth.

## **1.1.2 General (Streams 1 and 2)**

- 1.1.2.1 The Equipment is owned by Canada.
- 1.1.2.2 The provision of the Equipment includes shipping to Major Cities in Canada and includes Return-to-Depot Maintenance Service (during the Maintenance Period).
- 1.1.2.3 The Contractor must be able to prepare and deliver Operator Training and upon agreement must be able to prepare and deliver Specialized Training courses related to the provisioned Equipment and satellite telecommunications theory and technology.
- 1.1.2.4 Canada requires a service provider with expertise in satellite communications, Satellite Earth Station Equipment provisioning, Satellite Earth Station Equipment repair and maintenance, and Satellite Earth Station Equipment training.

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### **1.1.3 Division of Document into Parts**

1.1.3.1 This Statement of Work is divided into the following 4 Parts:

- a) Part 1 – Introduction
- b) Part 2 – General Requirements for Provisioning and Maintenance that apply to Stream 1 and 2;
- c) Part 3 – Technical Requirements (Stream 1 and 2); and
- d) Part 4 - Glossary and Definitions.

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## 2 PART 2 – GENERAL REQUIREMENTS FOR PROVISION AND MAINTENANCE (STREAMS 1 AND 2)

### 2.1 GENERAL

- 2.1.1 The Contractor must provide the following services to Canada:
- a) Specialized Satellite Earth Station Equipment purchasing including shipping to Major Cities in Canada;
  - b) Return-to-Depot Maintenance Services;
  - c) Training; and
  - d) Invoicing.
- 2.1.2 All Specialized Satellite Earth Station Equipment supplied by the Contractor, including parts used to provide the Return-to-Depot Maintenance Service, must be new and unused. The Specialized Satellite Earth Station Equipment must also:
- a) be off-the-shelf, meaning it must be composed of standard equipment requiring no further research or development;
  - b) be a model that is still in production by the time of delivery; and
  - c) conform to the version of the applicable specification or part number of the manufacturer in effect at the time of delivery.
- 2.1.3 The Contractor must provide Return-to-Depot Maintenance Services to Canada for all Specialized Satellite Earth Station Equipment provisioned under the contract. All charges and costs associated with providing the Return-to-Depot Maintenance Service during the Maintenance Period must be included in the price of the Specialized Satellite Earth Station Equipment.
- 2.1.4 The Contractor must ensure that all verbal, written and electronic communications that are required to be provided directly to Clients (e.g. Client support, recorded greetings and prompts, email and voice mail) are available at all times in both official languages of Canada (English and French), offering users a choice of language depending on their individual preference.
- 2.1.5 In this Contract, “regular business hours” refers to 8:00AM to 4:00PM Eastern Time, Monday to Friday, excluding statutory holidays observed by the Federal Government in the Province of Ontario.
- 2.1.6 Canada requests a long-term solution for its Clients with a single supplier for the provision of Specialized Satellite Earth Station equipment that evolve as technology changes. The Contractor must offer to Canada any new Specialized Satellite Earth Station Equipment, as well as all administrative or business improvements, within one month of making them generally available to other customers, by advising the Contracting Authority and the Technical Authority. The price of any other service enhancements or additional equipment will be negotiated on a case-by-case basis. The Contractor acknowledges that no new Specialized Satellite Earth Station Equipment can be provided under this Contract unless the Contracting Authority issues a contract amendment authorizing the provision of this Specialized Satellite Earth Station Equipment. Canada reserves the right to add new Specialized Satellite Earth Station Equipment as technologies evolve and become available.
- 2.1.7 The Contractor must have a minimum of 5 years of experience within the last 10 years delivering (installing & commissioning) and maintaining satellite services to various customers.
- 2.1.8 Canada requires a service provider with expertise in satellite communications, Satellite Earth Station Equipment provisioning, Satellite Earth Station Equipment repair and maintenance, and Satellite Earth Station Equipment training. The Contractor must provide evidence of these requirements in 200 words or less.

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- 2.1.9 The Contractor must have a minimum of (3) Maintenance Depots located in Canada to provide Return-to Depot services. The Contractor must provide the addresses of their (3) maintenance depot. It is understood that, in some instances, the repair of specific equipment can only be performed by the OEM. In such cases, the Maintenance depots located in Canada will function as a collection point for the Contractor to forward the equipment to the OEM for repair.
- 2.1.10 The Contractor must have prepared and delivered a minimum of 5 Operator Training and Specialized Training courses in satellite telecommunications technology in the past 5 years. The Contractor must provide the syllabus and delivery date of the delivered courses.

## **2.2 SERVICE MANAGEMENT**

### **2.2.1 NEUB Satellite Service Manager**

- 2.2.1.1 The NEUB Satellite Service Manager will:
- a) Accept and validate requests from the Clients and determine whether to forward them to the Contractor as Service Orders;
  - b) Monitor and manage the Contractor's performance; and
  - c) Manage ongoing procurement and logistical issues.

### **2.2.2 Contract Account Representative**

- 2.2.2.1 The Contractor must assign a Contract Account Representative (CAR) to Canada to address any technical, administrative and logistical issues. The CAR must manage all problems affecting the delivery of the Specialized Satellite Earth Station Equipment or with delays in the Return-to-Depot Maintenance Service.
- 2.2.2.2 The CAR must have a minimum of 5 years of satellite telecommunications experience within the last 8 years and should be located in the National Capital Region. The Contractor must provide the CAR's resume containing current work location.
- 2.2.2.3 During the Contract Period, the Contractor must provide the resume for each new CAR to the Technical Authority for approval within 10 working days of the date the Contractor notifies the Technical Authority that a new CAR is required.
- 2.2.2.4 When requested, the Contractor must provide sales and marketing support to Canada when Canada is communicating with existing and prospective Clients. This support will consist of the following:
- a) Attending meetings;
  - b) Participating in telephone teleconferences or videoconferences;
  - c) Providing literature (either electronic or paper) on the Equipment, when requested;
  - d) Assisting Canada in communicating with Clients about the Specialized Satellite Earth Station Equipment available under this Contract;
  - e) Acknowledging receipt of any of Canada's information requests within 2 working days to the Technical Authority and the NEUB Satellite Service Manager; and
  - f) Providing the information within 10 working days to the Technical Authority and the NEUB Satellite Service Manager.
- 2.2.2.5 The CAR's attendance at all meetings is at the Contractor's own expense, including any travel and living expenses that may be incurred.

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## 2.3 SPECIALIZED SATELLITE EARTH STATION EQUIPMENT MAINTENANCE SERVICES

### 2.3.1 General

- 2.3.1.1 The Contractor must be the single point of contact and have full responsibility for leading and coordinating all activities with any Specialized Satellite Earth Station Equipment supplier for the resolution of any problem that affects the delivery or the return of the Specialized Satellite Earth Station Equipment.
- 2.3.1.2 The Contractor must provide Return-to-Depot Maintenance Services for the Specialized Satellite Earth Station Equipment. This includes:
- Issuance of a Return Material Authorization (RMA) number;
  - Problem identification and resolution;
  - Hotline services; and
  - Specialized Satellite Earth Station Equipment warranty and warranty tracking/administration with the original equipment manufacturer.
- 2.3.1.3 The Contractor must provide a "problem record" number or a Return Authorization Number (RMA) to the reporting Client that permits the Client and any other representative of Canada to quote the problem record number for any reason.
- 2.3.1.4 The Contractor must notify the NEUB Satellite Service Manager by e-mail of any delay to the agreed upon date for delivery of the Specialized Satellite Earth Station Equipment and any delays in returning Specialized Satellite Earth Station Equipment under the Return-to-Depot Maintenance Service.
- 2.3.1.5 The Contractor must provide the Client with technical support for Specialized Satellite Earth Station Equipment purchases and Return-to-Depot Maintenance Services through a hotline accessible using a toll-free number (the "Hotline"). The Contractor must satisfy the requirements of Supplemental General Conditions 4001, Section 25(4) relating to the Specialized Satellite Earth Station Equipment.
- 2.3.1.6 The Contractor must guarantee that the parts required to perform Maintenance Services during the warranty period will be available throughout the Return-to-Depot Maintenance Period.
- 2.3.1.7 Within 10 days of this Contract being issued, the Contractor must provide the Technical Authority with its warranty and maintenance procedures, which must meet all the requirements of this Contract.

### 2.3.2 Maintenance Capability

- 2.3.2.1 For equipment that can be repaired without mandatory involvement of the OEM, the Contractor must ensure that all locations designated as Maintenance Depots are equipped with adequate tools and test equipment to effectively perform the equipment maintenance function and that technicians are skilled in the performance of such activity and are familiar with the equipment to be maintained.

For equipment that can only be repaired by the OEM, the Contractor must ensure that all locations designated as Maintenance Depots are equipped with adequate tools and test equipment to confirm that the equipment is failed as reported at the time that the equipment was shipped to the Maintenance depot.

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### 2.3.3 Equipment Retrofit, Software Updates and Configuration Changes

2.3.3.1 The Contractor must satisfy the requirements of Supplemental General Conditions 4001 and Supplemental General Conditions 4004, except as specifically noted below. As part of the Return-to-Depot Maintenance Services, the Contractor must provide Specialized Satellite Earth Station Equipment retrofits/modifications, software upgrades and configuration changes at the Contractor's cost, where required, for the correction of identified operational problems as a result of design deficiencies, and where such modifications are supported by the equipment manufacturer.

2.3.3.2 Where software updates, equipment retrofits and/or upgrades are required, the Contractor must coordinate these activities with user groups and perform these activities where required to ensure that system/ Specialized Satellite Earth Station Equipment modifications are performed with minimal inconvenience and at no additional cost to the Clients, and with minimal disruption to service.

## 2.4 INVOICING

### 2.4.1 General

2.4.1.1 The Contractor must establish a federal government Master account with at least one sub-level to identify the Client. The account number must be 15 characters or less and must not include any special characters.

2.4.1.2 The Contractor must cooperate with the NEUB Satellite Service Manager or Technical Authority for the resolution of any billing issues to the satisfaction of the NEUB Satellite Service Manager or Technical Authority.

2.4.1.3 The billing period is defined as each calendar month, starting from the 1<sup>st</sup> of the month to the last day of that month.

### 2.4.2 Invoices

2.4.2.1 The Contractor must provide a printable and non-modifiable monthly invoice to the NEUB Satellite Service Manager in Portable Document Format (PDF), and it must be submitted on the Contractor's official letterhead or include its logo.

2.4.2.2 The Contractor must invoice Canada on a monthly basis for all one-time charges accounted for in that month based on a billing period of the first of the month until the last day of that month. All invoices for one-time costs must come from the Contractor and not from any of the Contractor's third party companies. All services and Specialized Satellite Earth Station Equipment must be delivered before the service and Equipment can be invoiced.

2.4.2.3 The Contractor must summarize charges associated with services separately from those associated with Specialized Satellite Earth Station Equipment purchases on the invoice.

2.4.2.4 The summary invoice must include the previous balance, current total charges, total payments, total adjustments, and any outstanding balance.

2.4.2.5 The Contractor must ensure that the invoice is sent by email to the NEUB Satellite Service Manager within 10 working days after the end of each billing period.

2.4.2.6 In addition to the information required by General Conditions 2035, the Contractor must ensure that the individual service order reference number, deliverable and/or description of work is included in the invoice.

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## 2.5 TRAINING

### 2.5.1 General

- 2.5.1.1 Upon request of the Technical Authority, the Contractor must be able to prepare and deliver Operator Training and upon agreement must be able to prepare and deliver Specialized Training courses related to the provisioned Specialized Satellite Earth Station Equipment and satellite telecommunications theory and technology.
- 2.5.1.2 The training session must either be conducted at a Government of Canada facility located within Canada as identified by the NEUB Satellite Service Manager or at a location in Canada provided by the Contractor as determined by the NEUB Satellite Service Manager. Canada will not be charged for the use of the Contractor's premises if Operator and Specialized Training courses are conducted on the Contractor's premises. Canada will provide the Contractor at least 1 month of notice of any training session requirement.
- 2.5.1.3 It is anticipated that most training sessions will be conducted in English, however there may be a requirement for the session to be conducted in French and the training must then be conducted in French. Regardless of the language used to conduct the training session, the Contractor must supply all necessary material and documentation to the trainees at the start of the course with a complete copy for each trainee in their official language of choice.

### 2.5.2 Operator Training

- 2.5.2.1 When requested by the Technical Authority, from time to time, the Contractor must provide Operator Training based on a Statement of Work.
- 2.5.2.2 The Statement of Work to the Contractor may request hands-on, instructor-led Client Operator Training for all provisioned Specialized Satellite Earth Station Equipment. The total number of Operator Training sessions requested will not exceed 20, each of which must accommodate up to 5 trainees. Each course should include the following topics, unless other topics are agreed to between the Technical Authority and the Contractor:
- a) Basic Satellite Knowledge as it pertains to Fixed Satellite Services;
  - b) Specialized Satellite Earth Station Equipment installation and configuration, earth station commissioning including antenna pointing;
  - c) Specialized Satellite Earth Station Equipment analysis of visible LED and controls; and
  - d) Learning how to perform user preventative and basic corrective maintenance.
- 2.5.2.3 In addition to covering the specific subjects described above the instructor(s) must be knowledgeable about all the Specialized Satellite Earth Station Equipment available under the Contract and must be able to answer questions from trainees about the features of the Specialized Satellite Earth Station Equipment supplied under this Contract.
- 2.5.2.4 For Instructor Travel and Living (T&L) expenses associated with training services, the Contractor must submit T&L expenses separate from the labour hours associated with the training.
- 2.5.2.5 The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council Travel Directive and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

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All travel must have the prior authorization of the NEUB Satellite Service Manager or Technical Authority.

All payments are subject to government audit.

### **2.5.3 Specialized Training**

- 2.5.3.1 When requested by the Technical Authority, from time to time, the Contractor must provide hands-on, instructor-led training for Clients who require more Specialized Training on Specialized Satellite Earth Station equipment. This request will be based on a Statement of Work.
- 2.5.3.2 In addition to covering the subjects described above, the instructor(s) must be knowledgeable about all the Specialized Satellite Earth Station Equipment available under the Contract and be able to answer questions from trainees about the features of the Specialized Satellite Earth Station Equipment supplied under this Contract.
- 2.5.3.3 For Instructor Travel and Living (T&L) expenses associated with training services, the Contractor must submit T&L expenses separate from the labour hours associated with the training.
- 2.5.3.4 The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council Travel Directive and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

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### **3 PART 3 – TECHNICAL REQUIREMENTS (STREAMS 1 & 2)**

#### **3.1 GENERAL**

- 3.1.1 Canada has existing Government owned Specialized Satellite Earth Station Equipment that is detailed in the bid solicitation. Given Canada's existing investment in this Equipment the Contractor must provide the Specialized Satellite Earth Station Equipment as specified in the Pricing Sheets (Annex B – Appendix B1 and B2) of the bid solicitation.
- 3.1.2 The Contractor must deliver the Equipment to the location(s) designated by Canada by the delivery date. The Contractor must pay all costs associated with replacing any item damaged in transit to the final destination. The Contractor acknowledges that no item will be considered delivered on the delivery date if it is damaged or otherwise not ready for Canada to begin its acceptance procedures. The Contractor must, at a minimum, package the Equipment according to industry standards and include a packing slip with each shipment. Packaging, shipping, transportation and delivery are included in the price of the Equipment.
- 3.1.3 The Contractor must notify the Contracting Authority of any plans to sunset any Specialized Satellite Earth Station Equipment at least 18 months in advance and must provide, at the Contractor's cost, equivalent or better Equipment.

#### **3.2 REQUIREMENT**

##### **3.2.1 General**

- 3.2.1.1 Upon receipt of an order, the contractor must acknowledge receipt of the order to the NEUB Satellite Service Manager within one (1) business days.
- 3.2.1.2 Further to 3.2.1.1, the Contractor must provide the delivery date for the equipment to the NEUB Satellite Service Manager within five (5) to ten (10) business days.

#### **3.3 DELIVERY INTERVAL**

- 3.3.1 The Contractor must notify the NEUB Satellite Service Manager by e-mail of any delay to the agreed upon date for delivery of the Equipment.

#### **3.4 RETURN-TO-DEPOT MAINTENANCE SERVICE**

- 3.4.1.1 The Contractor must provide Return-to-Depot Maintenance Service that includes problem reporting, hotline service and warranty depot repair.
- 3.4.1.2 The Contractor must provide the Client with a return material authorization (RMA) number for the return of failed Equipment to the Contractor's designated Maintenance Depot location.
- 3.4.1.3 Shipping costs to the Contractor's designated Maintenance Depot(s) in Canada will be the responsibility of the Client. Shipping costs for return of the Equipment to the Client's location will be the responsibility of the Contractor.
- 3.4.1.4 Within sixty (60) working days of Canada requesting maintenance, the Contractor must restore or replace the Equipment to fully functional operation and return it to Canada at the location specified.
- 3.4.1.5 The Contractor must provide Return-to-Depot Maintenance Service for the Equipment throughout the Warranty Period. All charges and costs associated with providing the Return-to-Depot Maintenance Service during the Warranty Period are included in the price of the Equipment. The Contractor must continue to provide Maintenance Service for any part of the Equipment that is repaired, replaced or otherwise made good as part of the Maintenance Service for the remainder of the Warranty Period that applied to the original item of Equipment.

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## 4 PART 4 - GLOSSARY AND DEFINITIONS (STREAMS 1 AND 2)

- **BUC (Block Up Converter):** used in the transmission (uplink) of satellite signals. It converts a band (or "block") of frequencies from a lower frequency to a higher frequency.
- **Documentation:** means all of the manuals, handbooks, user guides and other human-readable material to be provided by the Contractor to Canada for use with the Specialized Satellite Earth Station Equipment, whether it is to be supplied in printed form or on an electronic storage medium, such as a CD-ROM.
- **Equipment:** refers to the Specialized Satellite Earth Station Equipment provisioned under the contract. Equipment can also be represented by the terms: remote earth station or earth station equipment.
- **LNB (Low Noise Block Converter):** device in the downlink chain which converts Radio Frequency (RF) frequencies to Intermediate Frequency (IF) frequencies.
- **Maintenance Depots:** The location, in Canada, of the Contractor's equipment repair facilities.
- **Major Cities:** For shipping purposes major cities are Vancouver, Calgary, Edmonton, Regina, Saskatoon, Winnipeg, Toronto, Ottawa, Montreal, Quebec City, Halifax, Moncton, and St. John's.
- **Modem:** MODulator/DEModulator, a device used to transmit digital data, by converting (modulating) a digital signal into an analogue form and re-converting (demodulating) the analogue signal into digital form at the receiving end.
- **NEUB:** Network and End User Branch, a branch of Shared Services Canada (SSC), which provides communication services to the Federal Government.
- **Return-to-Depot Maintenance Service/Period:** means that Specialized Satellite Earth Station Equipment purchased under the Contract will have a one (1) year warranty period (plus any time for optional extended warranty).
- **Specialized Satellite Earth Station Equipment:** means all the equipment, materials, matters and things to be provided, maintained, and supported, as applicable, by the Contractor under the Contract (including cables and other ancillary items). Specialized Satellite Earth Station Equipment" includes Firmware, if any, but does not include software or services. Unless the context requires otherwise, each time the term Specialized Satellite Earth Station Equipment is used, it will be read as also applying to each System delivered under the Contract.