

Statement of Work (SOW)

for

Calibration Programme In-Service Support (ISS) Contract

for

The Department of National Defence

Appendix 6

Calibration Process Flowchart

Annex A – Statement of Work
Appendix 6 – Calibration Process Flowchart

TABLE OF CONTENTS

1	INTRODUCTION	3
1.1	Purpose	3
1.2	Proximity of Services	Error! Bookmark not defined.
1.3	Summary of Calibration Steps	4
2.	CALIBRATION PROCESS FLOWCHART	5
3.	PROCESS DESCRIPTIONS	8

Annex A – Statement of Work

Appendix 6 – Calibration Process Flowchart

1 INTRODUCTION

1.1 Purpose

1.1.1 This appendix provides a general overview of the flow of test, measurement, and diagnostic equipment (TMDE) for calibration along with the associated transaction and data flow. This process is presented in the form of a flowchart with descriptions detailing expectations at each major step of the process.

1.1.2 The primary purpose of this appendix is to provide clarifying information and additional context for the requirements specified in the SOW. This appendix generally describes Canada's understanding of how key processes can effectively and efficiently occur under the Contract.

1.1.3 There are no mandatory requirements specifically derived from this appendix. In the event of any ambiguity between the main SOW document and this appendix, requirements specified in the main SOW document must be used for contractual interpretation purposes.

1.1.4 The Contractor is responsible for the movement, pick up or delivery of TMDE from the end-user location to the Contractor location. The Contractor should utilise the most efficient process and facilities to achieve Canada's objectives. The Contractor may elect to have a single DRMIS terminal located at a central location in Canada and perform all DRMIS transactions from that location or at multiple locations.

1.1.5 The following paragraphs describe the typical flow of TMDE and data for calibration, repairs, sub-contract work, on-site calibrations and obsolescence management. The flowchart and its description below can be adjusted to fit the service delivery model proposed by the Contractor following Contract Award.

Annex A – Statement of Work
Appendix 6 – Calibration Process Flowchart

1.2 Summary of Calibration Steps

1.2.1 The steps for a successful calibration in the flowchart include:

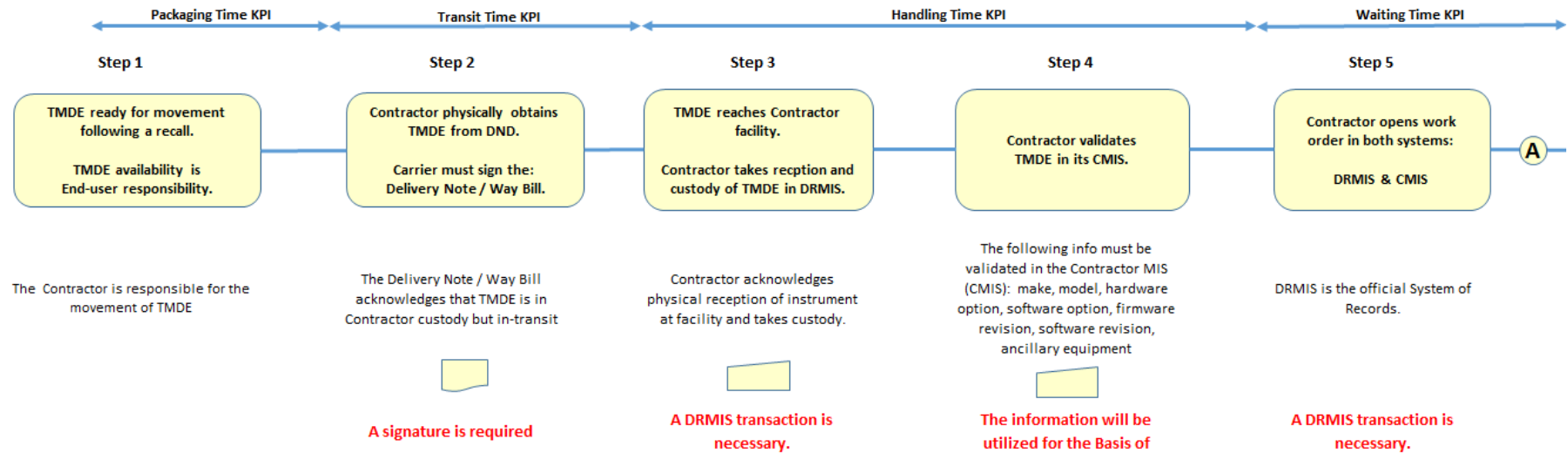
- Step 1 – Instrument Recall
- Step 2 – Instrument Movement
- Step 3 – Instrument Reaches Contractor Facility
- Step 4 – Instrument Data Validation
- Step 5 – Contractor Opens Work Order
- Step 6 – Calibration Performs Successful Calibration
- Step 7 – Contractor Updates Work Order
- Step 8 – Contractor Prepares Instrument for Return
- Step 9 – DRMIS Transaction
- Step 10 – Delivery
- Step 11 – Instrument is returned to end-user location

1.2.2 An unsuccessful calibration step includes the following conditions and additional steps, as applicable:

- Step 6A – Unsuccessful and Special Calibration Steps
 - Step 6A1 – Repairs
 - Step 6A1 – Sub-Contract Calibration
 - Step 6A1 – On-site Calibration
 - Step 6A2 – Non Repairable
 - Step 6A3 – Replacement
 - Step 6A4 – Obsolescence Management
 - Step 6A5 – Generation of NSN
 - Step 6A6 – MMR / EMR creation
 - Step 6A7 – Bring on Charge (BOC)
 - Step 6A8 – Disposal
 - Step 6A9 – New Instrument Shipped to End-User

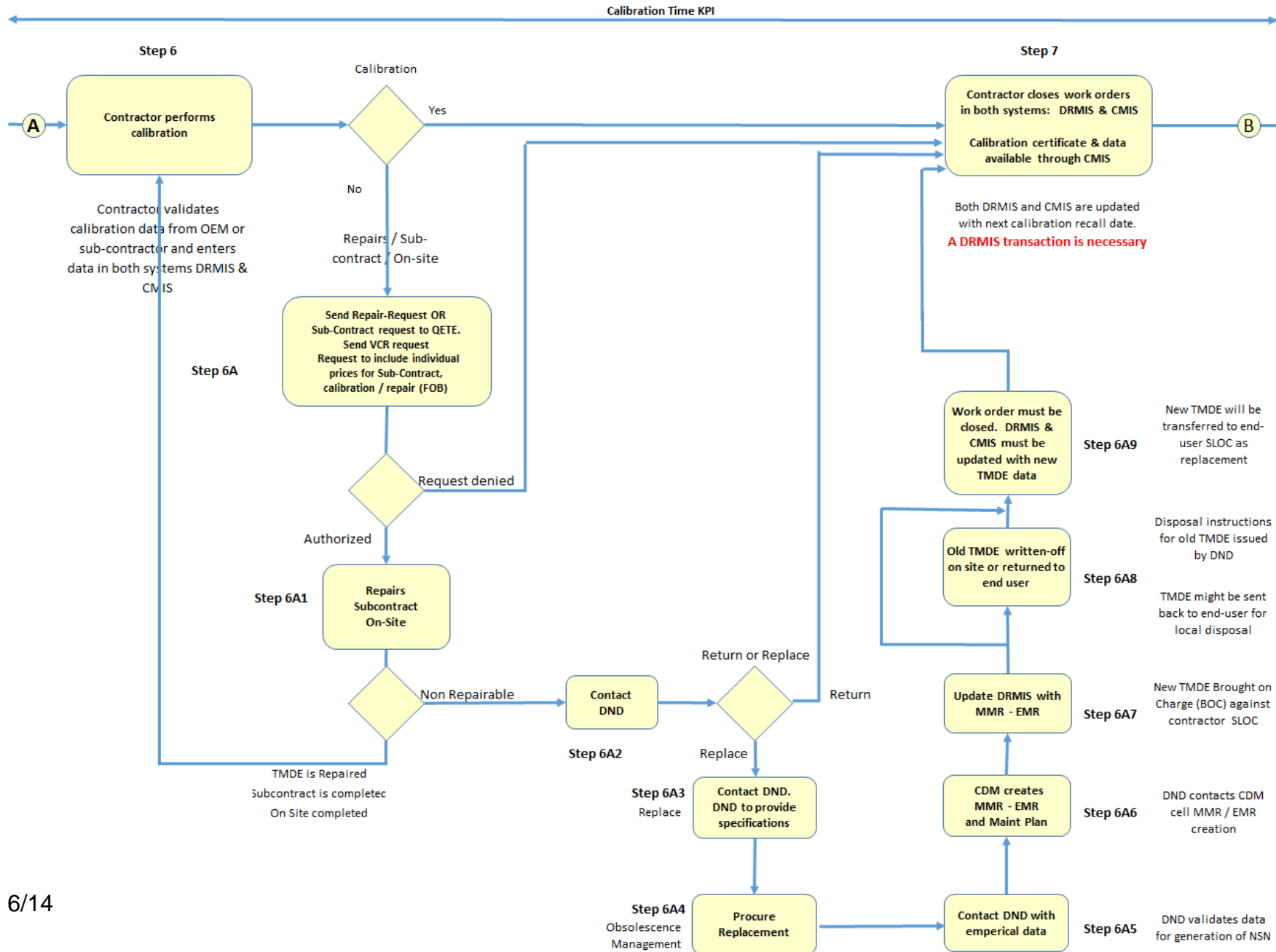
**Annex A – Statement of Work
Appendix 6 – Calibration Process Flowchart**

2. CALIBRATION PROCESS FLOWCHART

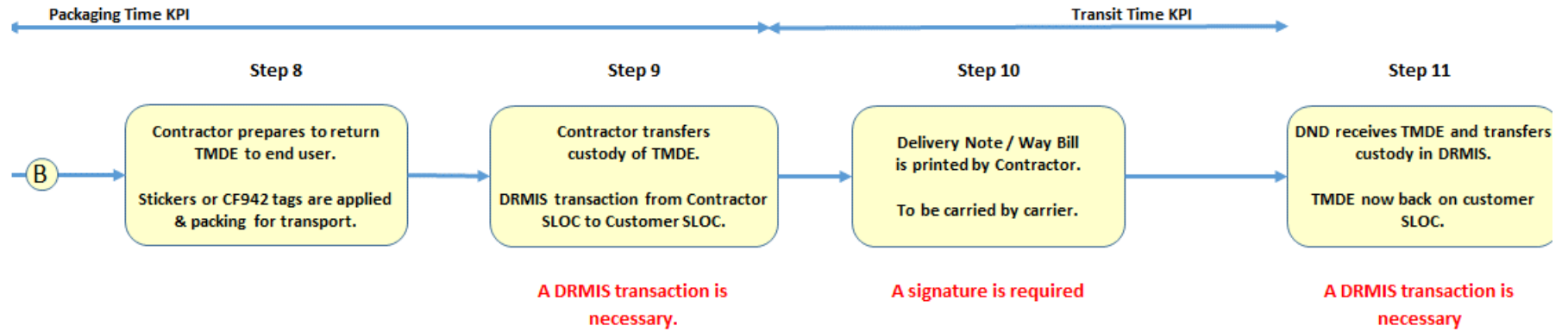


Annex A – Statement of Work

Appendix 6 – Calibration Process Flowchart



Annex A – Statement of Work Appendix 6 – Calibration Process Flowchart



Annex A – Statement of Work
Appendix 6 – Calibration Process Flowchart

3. PROCESS DESCRIPTIONS

Step 1 - Instrument Recall

- a. TMDE is recalled.
- b. The end-user makes TMDE available.
- c. A DRMIS transaction is performed by DND.
- d. The transaction transfers custody of TMDE to the Contractor Plant and Storage Location (SLOC), pending reception.
- e. DRMIS generates a paper Delivery Note / Way Bill.

Step 2 – Instrument Movement

- a. The delivery person / agency / Contractor physically inspect TMDE for damages.
- b. They sign the Delivery Note / Way Bill.
- c. The signed Delivery Note / Way Bill acknowledges that TMDE is in their custody, but in-transit.
- d. The original is kept by DND and a copy is issued to the delivery person / agency / Contractor.
- e. TMDE begins its journey to the Contractor's facility.

Step 3 – Instrument Reaches Contractor Facility

- a. TMDE reaches the Contractor's facility.
- b. A DRMIS transaction is performed by the Contractor on its DRMIS terminal.
- c. The transaction acknowledges physical custody of TMDE by the Contractor.
- d. TMDE now is on-charge against the Contractor SLOC.

Annex A – Statement of Work
Appendix 6 – Calibration Process Flowchart

Step 4 – Instrument Data Validation

- a. The Contractor validates the empirical data for TMDE in its MIS.
- b. The following empirical data will be validated:
 - 1) Make
 - 2) Model
 - 3) Hardware optional equipment
 - 4) Software revision
 - 5) Firmware revision
 - 6) Ancillary equipment

The information will be used as the basis of payment.

Step 5 – Contractor Opens Work Order

- a. The Contractor opens a work order in DRMIS.
- b. The Contractor opens a work order in its MIS.

Step 6 – Calibration

- a. The Contractor performs calibration.
- b. If successful proceed to Step 7 to Step 11.
- c. If unsuccessful proceed to Step 6A.
- d. Calibration time KPI is suspended if unsuccessful.
- e. Follow flow chart from 6A to 6A9 (description to follow).

Annex A – Statement of Work
Appendix 6 – Calibration Process Flowchart

Steps 7 and 8 – Successful Calibration

- a. Calibration certificate is generated.
- b. Calibration data is saved in Contractor MIS.
- c. Work order in DRMIS is updated with certificate and closed.
- d. The Notification in DRMIS (recall) is updated with the next due date.
- e. Labels are affixed and TMDE is prepared for shipment.
- f. Work order in Contractor MIS is updated and closed.

Step 9 – DRMIS Transaction

- a. A DRMIS transaction is performed by the Contractor.
- b. The transaction transfers custody of TMDE back to the end-user SLOC, pending reception.
- c. DRMIS generates a paper Delivery Note / Way Bill from Contractor terminal.
- d. The original is issued to the delivery person, delivery agency or Contractor resource who perform the delivery and a copy is kept on file.

Step 10 – Delivery

- a. The delivery person (e.g. delivery agency or Contractor resource) inspects TMDE.
- b. Following inspection, they take physical custody of TMDE.
- c. Delivery person takes the Delivery Note / Way Bill and brings it to the delivery point (end-user).
- d. TMDE begins its journey back to the end-user location.

Annex A – Statement of Work
Appendix 6 – Calibration Process Flowchart

Step 11 – Instrument Returned to End-User Location

- a. Instrument is moved and returned to end-user location.
 - b. The end-user or its supporting supply desk signs the original Delivery Note / Way Bill.
 - c. The signed Delivery Note / Way Bill acknowledges reception of TMDE, pending reception in DRMIS.
 - d. A DRMIS transaction is performed by DND to bring TMDE on charge against the end-user SLOC.
 - e. TMDE is now taken off charge from the Contractor SLOC and brought on charge (BOC) against the end user SLOC.
-

Step 6A – Unsuccessful and Special Calibration Steps

The unsuccessful and special calibration steps include the following conditions:

- a. Repairs;
- b. Repair & Overhaul;
- c. Sub-Contracts; and
- d. On-site calibrations.

Step 6A1 - Repairs:

- a. A repair request is to be sent to DND.

Repair request to have separate prices for the calibration, the repair and the parts.

DND will not supply parts. All parts are to be procured on-demand by the Contractor and accounted for in a separate invoice where the part is linked to the work order number for each instrument repair.

- b. When repair request is authorized, proceed with repairs.
- c. When repair request is denied, TMDE is to be returned to the end-user.
- d. Instrument is tagged with a CF942 stating the reason of deficiency.
- e. Proceed with Step 7 to 11.

Annex A – Statement of Work
Appendix 6 – Calibration Process Flowchart

Step 6A1 - Sub-Contract Calibration

- a. A sub-contract request is to be sent to DND.

Some instruments have Special Instructions (SI) pre-authorizing the calibration to be performed by the original equipment manufacturer (OEM). In such a case, a request to DND is not necessary but the SI number MUST be quoted in the work order depicting the pre-authorization.

- b. The sub-contract request will be quoted with all fees costs, duties and taxes included.
- c. Once the sub-Contractor has completed the calibration, the Contractor must validate the calibration data in both DRMIS and its MIS.
- d. Proceed to Steps 6 to 11.

Step 6A1 – On-Site Calibration

- a. A Visit Clearance Request (VCR) must be sent to the Base or Unit Security Officer.

VCR to include purpose for visit, dates on site, name of persons visiting and a copy of their individual Security Clearance. It is recommended that an annual VCR that includes all the visit dates be done for each site. However, individual VCR's can be done for each visit with adequate time ahead.

- b. On-Site calibrations can include incidental repairs.

A repair request is still required before performing any repair on-site. In such a case, the repair request can be authorized via telephone. However the repair MUST be billed separately against the work order.

- c. Once the on-site calibration is done, proceed with Step 7 and Step 8 only.

Steps 9 to 11 are not required since TMDE did not change custody.

Annex A – Statement of Work
Appendix 6 – Calibration Process Flowchart

Step 6A2 – Non Repairable

- a. Contact DND.
- b. DND to make decision: Return or Replace.
- c. Return: Proceed with Steps 7 to 11.
- d. Replace: Proceed with Step 6A3.

Step 6A3 – Replacement

- a. DND to supply specifications for replacement instrument.
- b. Contractor to provide a price estimate.
- c. DND authorises replacement, proceed to Step 6A4.

Step 6A4 – Obsolescence Management

- a. Contractor to procure replacement instrument.
- b. Contractor to bill DND following procurement.
- c. Contractor to take reception of new instrument.
- d. Proceed to Step 6A5, contact DND.

Step 6A5 – Generation of NSN

- a. Contact DND with empirical data.
- b. DND contacts Record Control Office (RCO) for the generation of a NATO Stock Number (NSN).
- c. DND proceed to Step 6A6.

Annex A – Statement of Work
Appendix 6 – Calibration Process Flowchart

Step 6A6 – MMR / EMR creation

- a. DND contacts the Central Data Manager (CDM).
- b. CDM creates Materiel Master Record (MMR).
- c. CDM generates an Equipment Master Record (EMR).
- d. DND proceeds to Step 6A7.

Step 6A7 – Bring on Charge (BOC)

- a. DND brings new instrument on charge against the Contractor account (SLOC).
- b. Proceed to Step 6A9.

Step 6A8 – Disposal

- a. DND makes decision on disposal:
 - i. Dispose on site at Contractor facility; or
 - ii. Return to end-user for disposal.

Step 6A9 – New Instrument Shipped to End-User

Proceed with Steps 7 to 11