Statement of Work (SOW)

for

Calibration Programme
In-Service Support (ISS) Contract

for
The Department of National Defence

Appendix 9

Contractor Management Information System

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1   INTRODUCTION

1.1   Overview

1.1.1   The Department of National Defence (DND) manages calibrations and recall of test, measurement and diagnostic equipment (TMDE) through the Enterprise Resource Planning (ERP) tool called the Defence Resource Management Information System (DRMIS). DRMIS is an SAP-based application that integrates business processes and policies as defined by Business Process Authorities in consultation with stakeholders enabling them to manage the affected resources through their life cycle from cradle to grave.   The Calibration Programme Management Solution (CPMS) is a module within DRMIS to manage calibration and recall.

1.1.2   The Contractor must record all transactions as directed within DRMIS. All other transactions associated with ISO 17025 related functions will be performed through the Contractor MIS. Some transactions will require recording in both the Contractor MIS and DRMIS.

1.1.3   Transactions associated with the DRMIS functions are contained in:

   a. A-LM-184-001/JS-001 Special Instructions for Repair and Overhaul for Contractors; and

   b. A-LM-007-100/AG-001 Supply Administration Manual (SAM).

1.1.4   DND will retain its network of internal calibration centres. The Contractor must provide a management information system that allows DND to manage, track and report on instruments and supporting metrology data.

1.1.5   The Contractor MIS must:

   a. provide DND users with edit and write capabilities for all calibration records including certificates and instrument calibrations under their responsibility,

   b. provide DND users with access to all instruments within the programme; and

   c. be easily accessible.

1.1.6   The Contractor MIS will be used by DND Calibration Centres and programme staff at the following locations:

   a. Quality Engineering Test Establishment, Gatineau, Quebec;

   b. 4 Wing Cold Lake – 1 Air Maintenance Squadron, Cold Lake, Alberta;

   c. Fleet Maintenance Facility Cape Breton, Esquimalt, British Columbia; and

   d. Fleet Maintenance Facility Cape Scott, Halifax, Nova Scotia

2   Data Management

2.1   **Contractor MIS Point of Contact**

2.1.1   The Contractor must provide a single point of contact and an alternate, to represent the Contractor on all contract issues and interface with the Contracting Authority (CA) and Technical Authority (TA) or their designees concerning the Contractor MIS.

2.2   **DRMIS**

2.2.1   Any Contractor representative having access to DRMIS must:

    a. be trained in DRMIS use as detailed at para 2.2.3 below;

    b. be authorized by the Contractor within the context of the Calibration Programme; and

    e. hold the appropriate security screening.

2.2.2   As per Appendix 7, Logistics Statement of Work, in all cases, DRMIS will be considered the system of record, and must be maintained by the Contractor. Where discrepancies exist within the Contractor's control, it is the responsibility of the Contractor to ensure that DRMIS CPMS is updated. In the case of a discrepancy, DRMIS will be deemed to have the correct information.

2.2.3   The list below is subject to change based, but includes the types of business processes that will be conducted using DRMIS CPMS:

    a. Managing and updating maintenance plans with all related calibration data;

    b. Receiving TMDE into the Contractor's storage location (SLOC);

    c. Creating and managing Work Orders and Notifications;

    d. Attaching required documents generated from the Contractor MIS;

    e. Creating Stock Transport Orders; and

    f. Creating and processing Deliveries;

2.2.4   It is expected that the users transacting the system will need run the following types of reports:

    a. Notification lists;

    b. PM Order lists;

    c. Equipment lists;

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    d. Availability of instruments requiring calibration;

    e. List of deliveries;

    f. Maintenance Scheduling Overview (Calibration planned and actual dates);

2.3   Contractor Management Information System (MIS)

2.3.1   The Contractor must provide an enterprise calibration management information system to manage all calibration related activities. Where required, information must be replicated in DRMIS.

2.3.2   The Contractor MIS must be compliant with ISO/IEC 17025 – General Requirements for the Competence of Testing and Calibration Laboratories.

2.3.3   The Contractor MIS must be operable on MS Windows or accessible by a secure web based interface.

2.3.4   The Contractor will be responsible for all aspects of the Contractor MIS including hardware, software and infrastructure implementation, if any.

2.4   Contractor Information Management Plan

2.4.1.1   The Contractor must deliver and implement an Information Management (IM) plan in accordance with DID 300.002 in Appendix 5.

2.4.2   Data Requirements

2.4.2.1   The following information must be maintained within the Contractor MIS for all calibrated equipment:

    a. Instrument Description including:

        1) Equipment Master Record (EMR);

        2) Name;

        3) NATO Stock Number (NSN);

        4) Make;

        5) Model;

        6) Hardware option;

        7) Software option;

        8) Firmware revision;

9) Software;

10) Vendor; and

11) Bar code number.

b. Customer Identification: Equipment owner and address Plant and Storage Location (SLOC)

c. Asset tracking for all:

1) Receipt;

2) Purchase;

3) Movement and control throughout calibration services process; and

4) Disposal;

d. Calibration services information including:

1) Recall Notices;

2) Calibration Interval Period;

3) Calibration Interval Type;

4) Work Order Number;

5) Work Order Status;

6) Instrument Status;

7) Date(s) of testing or calibration;

8) User entering the data;

9) Calibration Technician's Name;

10) Location where the calibration was performed. If the calibration is performed on site, the location must be provided.

11) Calibration methodology: Identification of the method used and any sampling plan or method which is relevant to the data;

12) Calibration measuring points;

13) Calibration Results with before and after calibration data;

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14) Uncertainty of measurement: A note of any deviations from a standard method and any environmental conditions which may bear upon the results;

15) The test or calibration results with units;

16) Calibration Due Date;

17) Releasing Authority: The name, position and signature or other identification of the person accepting responsibility for the report and the report's date of issue;

18) Attachments including certificates issued; and

19) Standard(s) utilized: The following information must be recorded:

e. Standard identifier,

f. Standard name,

g. Last calibration date at the time of standard use; and

h. Calibration due date at the time of standard use.

2.4.3   The Contractor MIS must show electronic traceability of unbroken chain of evidence leading to a central metrology laboratory holding the national standards for all measurements as required at: Annex A, para 5.4 Maintenance of Calibration Equipment and Standards.

2.4.4   Calibration Interval

2.4.4.1   The Contractor MIS must support multiple calibration interval types as described at Annex A, para 3.8.4.

2.4.4.2   An automated variable or sliding calibration interval adjustment should be available within the Contractor MIS.

2.4.4.3   The methodology for any calibration interval adjustments must be:

a. clearly documented in accordance with ISO 17025; and

b. approved for use on DND TMDE.

2.4.5   As at Annex A, para 5.3 Technical Library, the Contractor must maintain a Technical Library accessible through the Contractor MIS.

2.4.6   The Contractor MIS must be capable of measuring all Performance Management Framework metrics.

2.5   **Reports**

2.5.1   The Contractor must provide a selection of standard reports to support the following:

      a. Performance Management Framework metrics as at Annex J;

      b. Quality Assurance Program as at Annex A, para 5.13 Quality Assurance Program;

      c. Calibration Certificate and Test Data Sheet as at Appendix 13. This report must be recorded in DRMIS and the Contractor MIS;

      d. Out of Tolerance Report (OTR) as described at Annex A, para 5.6 Out of Tolerance Report (OTR). This report must be recorded in DRMIS and in the Contractor MIS; and

      e. Vetted Vendor List.

2.5.2   The Contractor MIS must include a reporting tool to create customized reports.

2.5.3   The reporting system must have a selection of filtering criteria.

2.5.4   The reporting system should have an interactive reporting tool such as a dashboard with views to support various user types.

2.5.5   The Contractor MIS must be capable of exporting all data to MS Excel (.xls).

2.6   **Backup and Accessibility**

2.6.1   The Contractor must allow read-write access of the Contractor MIS and its database to the PA and designated DND representatives on a continuing basis.

2.6.2   The Contractor must provide a storage and backup plan for all DND data, including monthly off site storage, throughout the contract duration.

2.6.3   All DND data must be available to DND upon contract completion.

2.7   **Data Interface**

2.7.1   Contractors should have the ability to interact with a technology that is compatible with the SAP Process Orchestration (PO) module for future interaction with DRMIS.

2.7.2   The Contractor MIS should have the capability of interfacing with calibration software such as MetCal, SureCal or other dedicated calibration application from Original Equipment Manufacturer (OEM) and capable to transfer and store calibration data automatically.

2.8   **Record/Document Retention**

2.8.1   Document records must be maintained for 5 years or three calibration intervals, whichever is longer, unless a specific request for longer retention is made by the customer.

2.9   **Audit**

2.9.1   The contractor must maintain an audit trail of all transactions compliant with ISO 17025.

3   Training Requirements

3.1   **DRMIS Training**

3.1.1   On-site training will be provided to the Contractor. In addition to the on-site training, instructions describing how to execute the DRMIS business process will be made available. These instructions will be in the form of Business Process Procedures. Business Process Procedures (BPPs) outline the details of how to transact DRMIS in order to conduct each business process. These Business Process Procedures contain:

   a. DRMIS screen shots;

   b. Description of the data that is to be entered into each field on the screens;

   c. Details of the navigation required to transact the system; and

   d. Tips and tricks that will enable the users to more efficiently conduct the business processes in DRMIS.

3.1.2   Training will be paid for by DND.

3.2   **Contractor MIS User Training**

3.2.1   The Contractor must train calibration centre personnel and programme management staff on the use of the Contractor MIS.

3.2.2   Training must be provided during the transition period, and follow-on training to support staff changes as required.

3.2.3   Training during the transition period must be provided on site at the calibration centres and the programme office.

3.2.4   Follow-on user training for the contractor MIS will be delivered under a DND 626 Task authorization request. The contractor must provide a training package with cost estimate prior to task approval.