

# **Statement of Work (SOW)**

**for**

**DND/CAF Calibration Programme  
In-Service Support (ISS) Contract**

**for**

**The Department of National Defence**

## Annex A – Statement of Work

### TABLE OF CONTENTS

<b>LIST OF APPENDICES</b>	<b>4</b>
<b>1 INTRODUCTION</b>	<b>5</b>
1.1 Overview	5
1.2 Scope of Work	5
1.3 Governance	6
1.4 Performance Management	7
1.5 Electronic Document Format	7
1.6 Applicable Documents	7
1.7 SOW Structure and Content	8
1.8 Roles, Authorities and Responsibilities	9
<b>2 GENERAL REQUIREMENTS</b>	<b>10</b>
2.1 Core Work	10
2.2 Task-based Work	10
2.3 Transition Work	10
<b>3 CALIBRATION AND REPAIR WORK</b>	<b>10</b>
3.1 Scope of Calibration and Repair Work	10
3.2 Calibrations	12
3.3 Repairs	14
3.4 Special Tools and Test Equipment (STTE)	18
3.5 Preservation and Packaging	18
3.6 TMDE Transportation	18
3.7 Contractor Furnished Material (CFM)	19
3.8 Calibration and Repair Work Authorization	19
3.9 Inability to Calibrate and/or Repair	21
3.10 Subcontracting	21
<b>4 CORE PROGRAM MANAGEMENT WORK</b>	<b>22</b>
4.1 Core Program Management Work - General	22
4.2 Program Management	23
4.3 Program Management Plan	24
4.4 Program Monitoring and Control	24
4.5 Calibration and Repair Work Management	25
4.6 Task Management	25
4.7 Risk Management	26
4.8 Canada Owned Resources Management	26
4.9 Performance Management and Continuous Improvement Process	26
4.10 Security	26
4.11 Travel	26

## **Annex A – Statement of Work**

<b>5</b>	<b>CORE CALIBRATION SUPPORT WORK</b>	<b>27</b>
5.1	Core Calibration Support Work – General	27
5.2	Contractor Management Information	27
5.3	Technical Library	27
5.4	Maintenance of Calibration Equipment and Standards	29
5.5	Calibration Certificate and Test Data Sheets	29
5.6	Out of Tolerance	30
5.7	Subcontractor Work	30
5.8	Maintenance and Services Manuals	30
5.9	Decision Analysis and Resolution	31
5.10	Safety	31
5.11	Problem Resolution Support	31
5.12	Quality Assurance Program	32
5.13	Obsolescence Management	32
<b>6</b>	<b>TASK-BASED SERVICES</b>	<b>32</b>
6.1	Overview	32
6.2	Calibration Assessment Services	33
6.3	Training Support	33
6.4	Process	34
6.5	Task Documentation and Data	35
<b>7</b>	<b>CONTRACT TRANSITION-IN / TRANSITION-OUT</b>	<b>35</b>
7.1	Transition-In	35
7.2	Transition-Out	35

## **Annex A – Statement of Work**

### **LIST OF APPENDICES**

- Appendix 1 Glossary of Terms, Acronyms, and Abbreviations
- Appendix 2 Standards and Reference Documents
- Appendix 3 Calibration Programme Description
- Appendix 4 Master Item List (MIL)
- Appendix 5 Contract Data Requirements Lists (CDRLs) and Data Item Descriptions (DIDs)
- Appendix 6 Calibration Process Flowchart
- Appendix 7 Logistics Statement of Work (SOW)
- Appendix 8 Unit User Locations and Pick-up/Delivery Locations \*\*\*
- Appendix 9 Contractor Management Information System
- Appendix 10 Selection Notice and Priorities List / Calibration and Repairables Material List
- Appendix 11 Key Personnel Qualifications
- Appendix 12 Calibration Seals, Labels and Forms
- Appendix 13 Calibration Certificate and Test Data Sheets

## **Annex A – Statement of Work**

### **1 INTRODUCTION**

#### **1.1 Overview**

1.1.1 This Statement of Work (SOW) is for a Contractor provided test, maintenance and diagnostic equipment (TMDE) calibration and repair and overhaul (R&O) capability that will satisfy the Sustainment Objectives and Department of National Defence/Canadian Armed Forces (DND/CAF) Objectives and System Level Operation Requirements outlined in Appendix 3, through the provision of services identified in this SOW, for electrical/electronic and physical properties TMDE assigned to Department of National Defence (DND) Establishments, Canadian Forces Bases, Stations, Units, and Ships.

1.1.2 It is the intention of this SOW that the Contractor must process, for calibration and R&O, all TMDE identified at the time of contract award plus any new TMDE added during the term of the contract. TMDE inventories are constantly updated or revised and, as a result, there will be changes to the calibration and R&O workload throughout the life of the contract. Further, as new TMDE are introduced into new locations across the country, the Contractor must be prepared to support calibration and R&O of these assets at different locations across Canada. Canada reserves the right to amend the level of support and list of supported TMDE from time to time as necessary as determined by the Project Authority (PA).

1.1.3 The TMDE calibration and repair and overhaul (R&O) capability support being requested requires the Contractor to establish an understanding of DND's entire Calibration Programme, including understanding its use in the CAF and the TMDE distribution and maintenance procedures.

#### **1.2 Scope of Work**

1.2.1 This SOW specifies the required activities necessary by the Contractor to ensure the continued operation and sustainability of the DND/CAF Calibration Programme, subsequently referred to as the Calibration Programme, and the work required to calibrate and repair the TMDE outlined in Appendix 4. While the requested calibration work is based on items identified in Appendix 4, the scope of work requested from the Contractor is more expansive and represented by Sections 2 to 7 of this and the requirements outlined in the other appendices. Further, the elements of Calibration Programme Sustainment Solution outlined in Appendix 3 are continuously evolving as new TMDE are introduced into the Canadian Armed Forces (CAF), and it is expected that the items in Appendix 4, and the requirements in this SOW, will change throughout the life of the contract.

1.2.2 The principal role of the Calibration Programme ISS contract is to provide:

- a. Calibration and Repair services;
- b. Calibration Support Services;

## **Annex A – Statement of Work**

- c. Calibration Programme Management services;
- d. Ad-hoc analysis and investigation services;
- e. Management Information System services; and
- f. Contract transition services.

1.2.3 The Contractor must provide a Calibration and R&O capability that can achieve the Calibration and Repair Work, Calibration Program Management Work, Calibration Support Work, and Task-Based Work outlined in Sections 3 to 6.

1.2.4 The Contractor must be ISO/IEC:17025 certified.

1.2.5 The work conducted must be compliant with ISO/IEC:17025/2017.

1.2.6 The Calibration Programme is an essential part of the DND/CAF Material Acquisition and Support Function (MA&S) with the main goal of ensuring the safe and optimum performance of platforms, weapons systems and equipment by maintaining the quality of measurement and ensuring the proper working of TMDE used to perform maintenance.

1.2.7 The Contractor must interface with the Defence Resource Management Information System (DRMIS), which is a foundation component of the DND/CAF Enterprise Resource Planning (ERP) strategy and is a highly integrated ERP solution. A function of DRMIS is life cycle management for equipment, including all items covered under this Statement of Work. Accordingly, access to DRMIS will be granted to the Contractor and DRMIS training will be provided by DND for Contractor staff who have a requirement to interface with DRMIS.

1.2.8 The Calibration Programme's Background, Sustainment Objectives, DND/CAF System Level Operational Requirements, and Sustainment Concept are outlined in Appendix 3. This information provides greater details on how the overall goal for the Calibration Programme is achieved and represents the foundation for how Canada will determine the success and direction of the program.

### **1.3 Governance**

1.3.1 In order to support its responsibilities as Program Authority, QETE will manage sustainment of the DND/CAF Calibration Programme through a multi-layered Governance Model, comprised of the following committees:

- a. The Calibration Programme Director Governance Committee (DGC) Sustainment Business Case Analysis;
- b. The Calibration Programme Executive Steering Committee;
- c. The Calibration Programme Joint Management Team (JMT); and

## **Annex A – Statement of Work**

d. The Calibration Programme Integrated Service Team (IST).

1.3.2 The role of JMT and IST will be outlined in the Relational Charter as documented in the Contractor's Programme Management Plan. The JMT and IST will be jointly managed by DND and the Contractor operating in a cooperative and collaborative manner, with members working in good faith under the Relational Charter.

### **1.4 Performance Management**

1.4.1 To determine that the Contractor is delivering the requested services as outlined in this SOW and working to achieve the Sustainment Objectives and DND/CAF System Level Operational Requirements, Performance Reviews will be conducted in accordance with the Performance Management Framework (PMF), Annex J. The PMF provides the Performance Management Guidance and confirms the Incentives and Credits that will form part of this performance-based contract. The Performance Review Process and the Strategic Performance Measures, Key Performance Indicators, and System Health Indicators that have been established to conduct performance reviews are detailed. As part of this contract the PMF guides the Contractor in determining the requirements for the delivery of the requested services, represents the commitment by the Contractor in their performance of the work, and forms part of the terms and conditions of the contract.

### **1.5 Electronic Document Format**

1.5.1 All documents requested in electronic format, with the exception of Portable Document Format (PDF) files, must be delivered in a format that can be imported, read, edited, printed and saved. PDF files are only acceptable for those documents that the PA has no requirement to insert comments, to amend the text or data, to extract text or data, or to use the content of the document for other action.

1.5.2 Documents submitted with security settings or document protection settings that prevent DND from printing and editing the document must be re-submitted in an appropriate format.

### **1.6 Applicable Documents**

1.6.1 Applicability: The information provided in this section supports this SOW and forms part of the resulting requirements.

1.6.2 Glossary and Definitions: The glossary and definitions that support this SOW are identified at Appendix 1.

1.6.3 Standards, Specifications and Publications: The standards, specifications and publications that support this SOW are identified at Appendix 2. The latest edition of the document is in effect unless specifically stated otherwise.

1.6.4 The DND Supply Administration Manual (SAM) provides policy, process and procedures that guide the DND/CAF Supply community of practice. As such, the SAM

## **Annex A – Statement of Work**

is an important reference for both Canada and the Contractor and includes a number of assumptions and constraints that may impact the implementation of specific procedures and supporting documentation for work performed under the Contract.

### **1.7 SOW Structure and Content**

1.7.1 The SOW is structured in the following sections:

- a. Section 1: Introduction
- b. Section 2: General Requirements
- c. Section 3: Calibration and Repair Work
- d. Section 4: Core Program Management Work
- e. Section 5: Core Calibration Support Work
- f. Section 6: Task Based Services
- g. Section 7: Contract Transition In/ Transition Out

1.7.2 The SOW is supported by the following appendices:

- a. Appendix 1 - Glossary of Terms, Acronyms, and Abbreviations
- b. Appendix 2 – Standards and Reference Documents
- c. Appendix 3 – Calibration Programme Description
- d. Appendix 4 – Master Item List (MIL)
- e. Appendix 5 – Contract Data Requirements Lists (CDRLs) and Data Item Descriptions (DIDs)
- f. Appendix 6 – Calibration Process Flowchart
- g. Appendix 7 – Logistics Statement of Work (SOW)
- h. Appendix 8 – Unit User Locations and Pick-up/Delivery Locations
- i. Appendix 9 – Contractor Management Information System
- j. Appendix 10 – Selection Notice and Priorities List/Calibration and Repairables Material List
- k. Appendix 11 – Professional Services Classifications
- l. Appendix 12 – Calibration Seals, Labels and Forms



## **Annex A – Statement of Work**

### m. Appendix 13 – Calibration Certificate and Test Data Sheets

#### **1.8 Roles, Authorities and Responsibilities**

1.8.1 In addition to the Authorities defined in the terms and conditions of this contract, this SOW defines the following roles, authorities, responsibilities.

1.8.2 Technical Office of Primary Interest: The Technical Office of Primary Interest (Tech OPI) is a DND representative delegated by the PA to exercise certain authorities on his behalf in accordance with this SOW (see Appendix 1), and scope as may be provided for in any additional task-based SOWs that may be provided under this contract. Tech OPIs have specific scopes and there may be many with differing areas of responsibility at any given time, however, each task issued under this SOW will have a single Tech OPI.

1.8.3 Unit Users: Unit Users are Department of National Defence Establishments, Canadian Forces Bases, Stations, Units, Ships and Contractors performing a function for DND. The Unit Users are listed by their Plant and Storage Location (SLOC) in the attached Appendix 8.

1.8.4 Integrated Support Team Concept: Canada, which includes DND and other government departments (OGDs), manages the Calibration Programme within an Integrated Support Team (IST) environment. Therefore, Canada anticipates that Core Calibration Services will be conducted in an environment, consisting of Canada, the Contractor and other support Contractors, when required. The Contractor must provide the core of the IST where work is performed in a collaborative and cooperative manner in order to achieve Calibration Programme Objectives and DND/CAF System High Level Operational Requirements. The roles and responsibilities of all parties is to be formalized in a Relational Charter within the Contractor's Program Management Plan (PMP) in accordance with Contract Data Requirement List (CDRL) and Data Item Description (DID) 100.001 in Appendix 5.

1.8.5 The Contractor must also explain as part of their Program Management Plan (PMP) how they will support the DND-led IST and manage its day-to-day activities with DND and other IST members. This must be detailed in their PMP in accordance CDRL/DID 100.001 and updated as required.

1.8.6 Contractor Calibration Programme Manager: The Contractor must designate an individual with the requisite skills and experience outlined in Appendix 11, as its Calibration Programme Manager to manage the Contract on behalf of the Contractor.

1.8.7 The Calibration Programme Manager must have the authority within the Contractor's organization for all matters related to the Contract.

1.8.8 Contractor Service Manager: The Contractor must designate an individual with the requisite skills and experience outlined in Appendix 11 as its Service Manager to advise on the Core Calibration Support Work.

## **Annex A – Statement of Work**

1.8.9 The Service Manager will be the Contractor's technical lead for the IST. The Service Manager must have the authority within the Contractor's organization for all calibration and R&O matters related to the Core Calibration Support Work of the SOW.

## **2 GENERAL REQUIREMENTS**

### **2.1 Core Work**

2.1.1 Core Work is comprised of the activities described in Section 3, 4, and 5 of this SOW that occur on a regular ongoing basis over the duration of the contract period, separate from but including support for Task-based Services.

2.1.2 The Contractor must perform the following Core Work as explained in this SOW:

- a. Calibration and Repair Work (Section 3)
- b. Core Program Management Work (Section 4); and
- c. Core Calibration Support Work (Section 5).

### **2.2 Task-based Work**

2.2.1 Task-based Work is comprised of the activities described in Section 6 of this SOW that occur when requested over the duration of the contract period.

### **2.3 Transition Work**

2.3.1 Transition Work is comprised of the work required at the start of the contract to ensure the necessary infrastructure and process gets put in place to deliver on the services detailed in Sections 3 to 6, as well as the work required to move these services over to another contract or within QETE before the end of this contract. These activities are detailed in Section 7.

## **3 CALIBRATION AND REPAIR WORK**

### **3.1 Scope of Calibration and Repair Work**

3.1.1 The Contractor must conduct calibrations in accordance with Section 3.2 for all Planned and Demanded Calibrations for the items in Appendix 4.

3.1.2 In some instances, Planned and Demanded Calibrations may require repairs, which must be performed in accordance with Section 3.3.

3.1.3 Calibration and repair work must include the fabrication of special tools and test equipment (STTE), as may be needed to perform the work, in accordance with Section 3.4.

## **Annex A – Statement of Work**

3.1.4 Calibration and repair work must include packaging services in accordance with Section 3.5.

3.1.5 Calibration and repair work must include labelling services in accordance with Sections 3.2, 3.3 and Appendix 12 – Calibration Seals, Labels and Forms.

3.1.6 Calibration and repair work must include transportation services in accordance with Sections 3.6

3.1.7 Calibration and repair work must be performed in facilities that meet the minimum requirements specified in C-06-010-029-TP-002 Procedures Relating to Electrostatic Discharge (ESD).

3.1.8 The maintenance concept for TMDE is comprised of:

- a. Calibration with incidental repairs: The Contractor may find deficiencies requiring repairs during the calibration process. The Contractor must then contact the PA and await for instructions. During that time, the calibration time is put on hold. Once instructions are received by the Contractor, then the calibration time is restarted.
- b. Repair and Overhaul (R & O): The Contractor must follow the guidelines described in A-LM-184-001/JS-001 – Special Instructions For: Repair and Overhaul Contractors

3.1.9 Appendix 6 provides a general overview of the flow of TMDE for calibration along with the associated transaction and data flow. This process is presented in the form of a flowchart along with descriptions detailing expectations at each major step of the process.

3.1.10 The Planned Calibrations are the calibrations of TMDE outlined in the approved Contractor Annual Operating Plan as per CDRL/DID 200.001 in Appendix 5 and must include:

- a. The scheduled recall of TMDE outlined in the Contractor Annual Operating Plan to be processed at the Contractor's designated facility.
- b. The on site calibration of TMDE to be processed at User units by the Contractor provided Mobile Repair Party in accordance C-02-005-011/AM-000 Procedures and Guidelines for Mobile Repair Parties Manned by Contractor Personnel.

3.1.11 Planned Calibrations do not include the following:

- a. Unscheduled Calibrations are calibrations of TMDE requested by Unit Users outside of the Approved Contractor Annual Operating Plan. The Contractor must ensure that the TMDE is registered in DRMIS and approved under the Calibration Program Management Solution (CPMS) module for calibration.

## **Annex A – Statement of Work**

When TMDE are not approved for calibration the Contractor must seek approval from the PA before proceeding with work.

- b. On-site calibration services by Contractor personnel outside of Canada: The Contractor may be asked to expedite calibration services to support deployed operations outside of Canada, but Contractor personnel will not be required to travel outside of Canada to perform on site calibration services at locations where DND/CAF personnel are stationed or on deployment.
- c. Tools and other equipment maintenance and repair: The Planned Calibrations scope of work is limited to TMDE that fall under the DND Calibration Programme and does not include maintenance and repair of tools and other equipment that are not used for test, measurement and diagnostic purposes and not outlined in the Annual Operating Plan or any approved adjustments.

### **3.2 Calibrations**

3.2.1 The Calibration process for TMDE consists of more than just Calibration. In order for an item to be successfully calibrated: Cleaning, Pre-Calibration Inspection, Preventive Maintenance and Adjustments, when required, must be performed before Calibration of TMDE in accordance with C-02-005-009/AM-000.

3.2.2 Calibration is defined in DAOD 3036-0, Calibration.

3.2.3 A TMDE will be considered calibrated in accordance with the definition above if it successfully passes all parameters of the associated calibration procedure identified in Appendix 4 or, in the case of no calibration procedure, it meets all manufacturer specifications.

3.2.4 The Contractor must perform a calibration of each TMDE by following the test sequence specified in the governing calibration procedure for that TMDE.

3.2.5 The Contractor must certify that a TMDE was calibrated by affixing Calibration Seals and Labels IAW Appendix 13, and complying with the usage guidelines contained therein.

3.2.6 When a functional test or performance verification of the TMDE's parameters is performed, a documented calibration procedure is not required, but any adjustment must be performed in accordance with the maintenance and service manual for the applicable TMDE.

3.2.7 Prior to each TMDE entering the calibration laboratory:

- a. TMDE must be cleaned externally, detachable covers removed and the interior cleaned as completely as possible, normally by brush and/or vacuum cleaner.

## **Annex A – Statement of Work**

- b. Faceplates and external covers must be cleaned with a warm soapy water solution or non-corrosive cleaning solution.
- c. Mechanical TMDE must be cleaned, degreased and lubricated as appropriate for the item.
- d. Exposed metal gauging surfaces subject to corrosion must be coated with an approved preservative.
- e. Expired calibration seals, stickers and labels must be removed.
- f. The calibration seals on TMDE returned for warranty consideration must not be removed.
- g. User identification labels such as Supply Customer Account and Stock Number labels must not be removed.

### **3.2.8 Pre-Calibration Inspection**

3.2.8.1 Prior to performing any Calibration and Adjustment, the Contractor must perform a "Pre-Calibration Inspection" on each TMDE. Pre-calibration inspection involves the correction of a defect, other than a calibration adjustment, discovered before or during the calibration process and is necessary in order to continue with the calibration.

3.2.8.2 Pre-calibration inspection must normally be completed at the calibration work station and includes but is not limited to actions such as:

- a. The replacement of front panel controls or dial lamps;
- b. Cleaning of internal contacts; and
- c. Replacement of internal plug-in components such as vacuum tubes.

3.2.8.3 Pre-calibration inspection does not include the Preventive Maintenance defined below.

### **3.2.9 Preventative Maintenance**

3.2.9.1 Prior to performing any calibration and adjustment, the Contractor must perform "Preventive Maintenance" on each TMDE.

3.2.9.2 Preventive Maintenance is not part of calibration and adjustment.

3.2.9.3 Preventive Maintenance includes but is not limited to actions such as:

- a. Inspection, cleaning and lubricating of exposed electrical switch contacts, where practical;

## **Annex A – Statement of Work**

- b. Replacement of all dry cell batteries with a new dry cell battery;
- c. Testing, replacing if defective, and recharging rechargeable batteries;
- d. Inspection of power cords and replacement if frayed or defective;
- e. Inspection of carrying cases, fasteners, handles, feet, stands, straps, other components that should be inspected, and replacement if cracked, frayed or broken provided spare parts are immediately available;
- f. Cleaning of air filters; and
- g. Coating exposed mechanical gauging surfaces with approved preservative.

3.2.9.4 All items replaced through during Pre-Calibration Inspection and Preventative Maintenance must be recorded on the Work Order and entered in the Contractor Management Information System.

### **3.2.10 Adjustments**

3.2.10.1 Adjustments, including opening, removing access panels or dismantling of the TMDE in order to complete adjustments, must be considered as part of the calibration process.

3.2.10.2 Adjustments must be performed to only those parameters that are not within the range of tolerances specified in the Governing Calibration Procedure. However, adjustments may be made if a parameter is within tolerance but on the borderline (within 10 percent of the tolerance limit) of an out of tolerance condition and the Contractor considers that it is beneficial to perform the adjustment for optimum performance of the TMDE.

3.2.10.3 Adjustments must be performed in accordance with the instructions contained in the maintenance and service manual for the applicable TMDE.

### **3.3 Repairs**

3.3.1 The Contractor must send a repair request for any repair that is incidental to a calibration.

3.3.2 The Contractor must provide Repair and/or Overhaul for all TMDE listed in Appendix 4.

3.3.3 The Contractor must repair and overhaul only those items for which it has received authorisation in accordance with the Selection Notice and Priority Summary (SNAPS) list (Appendix 10) or Task Authorization Form, known as a DND 626.

## **Annex A – Statement of Work**

3.3.4 The Contractor must conform to such supply procedures as specified in this SOW and the Logistics SOW at Appendix 7 related to the management of DND equipment and stores in his possession.

3.3.5 DND reserves the right to exercise surveillance over all aspects of the Contractor's supply operation.

3.3.6 R&O priorities will be maintained as advised in the SNAPS list (Appendix 10).

3.3.7 Repair priority for repairs must be "Routine" unless otherwise stipulated.

3.3.8 The complete overhaul of an item (except shelf life items that are past expiry date) is not permitted under the terms of this Statement of Work. Repair work will be done on a free-flow basis in accordance with the SNAPS list. The complete overhaul of an item must only to be done when and where it is economically and technically justifiable and approved by the PA.

3.3.9 The following definitions will apply to this Contract:

- a. Repair: The identification and correction of those specific defects which degrade the performance of an item causing it to function below the specification.
- b. Overhaul: The restorations of an item to its original condition/near life expectancy. Overhaul includes the replacement of worn, damaged or life expired parts; the incorporation of approved modifications; and the rework of components as necessary.
- c. Interchangeability: Following repair, the article must remain fully interchangeable (fit, form and function) with articles catalogued under the same reference number, part number and of the same modification status. This concept of interchangeability must be extended to include internal characteristics in order to ensure full compatibility with automatic test equipment, probing and software.

3.3.10 The Contractor must conduct the R&O program in accordance with this SOW and the Logistics SOW at Appendix 7.

3.3.11 Upon receiving the TMDE or its sub-component, if the fault is unknown, the Contractor must inspect and test the TMDE or its sub-component(s) to determine the fault and the type of repair required.

3.3.12 Any TMDE repaired or overhauled must meet the standards of performance described in the governing specification.

3.3.13 When standards of performance described in the governing specification are not described or when the standards described are considered by the Contractor to be inadequate or excessive, the Contractor must promptly submit, through the National

## **Annex A – Statement of Work**

Defence Quality Assurance Region (NDQAR) for DND approval, the standards of performance and reliability to which the Contractor proposes to repair/overhaul any repairable. These proposed standards must not be used until approved by the PA.

3.3.14 Every repairable must be repaired in accordance with the appropriate product specification.

3.3.15 All completed repairs must be returned to DND in a serviceable condition.

3.3.16 All completed repairs must be returned to DND in the same part number configuration, unless otherwise specified by the PA.

3.3.17 On completion of repair and/or overhaul, the Contractor must prepare and transmit a Stock Holding Code (SHC) change notification in accordance with Appendix 7.

3.3.18 All parts supplied by the Contractor in performing any repair service must be new, unless otherwise approved by the PA.

3.3.19 All parts supplied by the Contractor in performing any repair service must meet the current product baseline and manufacturer's specification.

3.3.20 The Contractor must not include equipment and parts that are re-manufactured or refurbished without the written approval of the PA.

3.3.21 Shelf life of materials embodied in TMDE repaired, overhauled or modified are subject to the terms, conditions and specifications contained in the specific documents applicable to the TMDE being repaired, overhauled or modified.

3.3.22 Replacement parts, when required, must be provided by Contractor furnished materiel (CFM) in accordance with Section 3.6.

3.3.23 When replacement parts are held in existing CFM, they must be used before obtaining new CFM.

3.3.24 The Contractor must provide technical investigation and engineering support (TIES) for repairs when authorized by the PA via a DND 626 Task Authorisation.

3.3.25 The Contractor must provide Field Service Representative (FSR) services when authorized by the PA via a DND 626 Task Authorisation.

3.3.26 FSR tasks must be initiated by the PA on an as required basis when problems occur with the TMDE and where the Contractor's assistance is necessary On-Site.

3.3.27 The Contractor must provide a Mobile Repair Party (MRP) when authorized by the PA, via a DND 626 Task Authorisation, in accordance with C-02-005-011/AM-000.



## **Annex A – Statement of Work**

3.3.28 The Contractor must supply all components and test equipment required by the MRP.

3.3.29 All equipment assemblies and components, after repair and overhaul or reconditioning, must have the original marking information restored and have following information added immediately adjacent to the original identification markings or previous reconditioning marking, in accordance with D-02-002-001/SG-001 Canadian Forces Standard Identification Marking of Canadian Military Property:

- a. Reconditioner's Identification;
- b. Date of Recondition; and
- c. Inspector's Stamp.

3.3.30 If the item is too small to mark, or additional marking cannot be added for some other reasons, marking must be affixed with an Identification and Condition Tag, marked with the above information.

3.3.31 All equipment assemblies and components, after repair and overhaul or reconditioning, must have a CF942 tag/label completed and attached as detailed in C-02-005-009/AM-000 Maintenance Policy Inspection.

3.3.32 The CF942 tag/label must be affixed as well to the external packing. Form CF942 is available both as tag or label from the DND QA Representative.

3.3.33 The Contractor must ensure that the repair of all DND equipment is controlled by a serial numbered work order in accordance with A-LM-184-001/JS-001, Chapter 3, with the additional requirement that upon completion of work, the work order must include; the NATO Stock Number (NSN) and/or Part Number (PN), description, quantity and serial number, if any, of the item repaired.

3.3.34 The Contractor must prepare forms and maintain records in accordance with A-LM-184-001/JS-001, Chapter 6.

3.3.35 The Contractor must prepare additional forms and records that provide:

- a. A cost listing, by serial number if applicable, of each item or job lot going through the repair line;
- b. The details of the extent of work carried out, in-process inspections completed and materiel embodied at any stage of the repair process;
- c. The average cost of the repair and/or overhaul by NSN; and
- d. The total repair cost for an item (NSN) by work order.

## **Annex A – Statement of Work**

### **3.4 Special Tools and Test Equipment (STTE)**

3.4.1 Calibration and repair work must include the fabrication of STTE, as may be needed to perform the work.

3.4.2 Fabrication of STTE when authorized by the PA via a DND 626 Task Authorisation Contract must become the sole property of Canada and will be recorded and accounted for as Government Furnished Equipment (GFE).

3.4.3 Fabrication of STTE that is not authorized by the PA via a DND 626 Task Authorisation Contract will be the property of the Contractor and will not be paid for by Canada.

### **3.5 Preservation and Packaging**

3.5.1 The Contractor must be responsible for the preservation and packaging of TMDE that are picked-up and delivered by its transportation.

3.5.2 The Contractor must ensure that TMDE are packaged at the Unit User's pick-up point.

3.5.3 The Contractor must provide all materials and equipment necessary to ensure that TMDE are not damaged during transit, dependent upon the mode of transportation used.

3.5.4 The Contractor must be responsible for the preservation and packaging of TMDE shipped to Subcontractors or other DND Calibration Centres.

3.5.5 The Contractor must be responsible for the inspection, painting, repair, redesign or construction of reusable packing material or containers when required to replace inferior or inadequate packaging.

### **3.6 TMDE Transportation**

3.6.1 The Contractor must be responsible and accountable for the movement of TMDE between its Calibration Facility and User Locations listed in Appendix 8 by location, regardless of the means of transportation.

3.6.2 The Contractor must acknowledge receipt of each TMDE in DRMIS.

3.6.3 The Contractor must package each TMDE at the User's Pick-up/Delivery Location before transportation in accordance with Section 3.5.

3.6.4 The Contractor must deliver each TMDE at the User's Pick-Up/Delivery Location during the User's normal working hours.

3.6.5 The User representative will acknowledge receipt of the TMDE in DRMIS.

## **Annex A – Statement of Work**

3.6.6 The Contractor must be liable for any loss or damage to TMDE while they are in its possession.

### **3.7 Contractor Furnished Material (CFM)**

3.7.1 The Contractor must provide Contractor Furnished Material (CFM), when authorized by the PA.

3.7.2 CFM, as defined in A-LM-184-001/JS-001, also includes but is not limited to additional items such as: technical manuals; equipment accessories; probes; power cords; special cables; adapters; extender boards; and special calibration jigs or fixtures.

3.7.3 The Contractor must ensure that the materiel provided is either embodied with the equipment and reported on the Work Order, added to the Technical Library in the case of technical manuals, or added to the Calibration MIS list of Jigs and Fixtures in the case of special cables, extender boards, etc.

3.7.4 The PA may provide the Contractor with prior authorization to provide CFM in such circumstances as deemed appropriate by the PA.

### **3.8 Calibration and Repair Work Authorization**

3.8.1 Assignment of a work order in DRMIS will be the authorization to proceed with the calibration. Concurrently, a work order must be opened in the Contractor Management Information System (CMIS) in order to proceed with any calibration.

3.8.2 Any repair incidental to a calibration must be approved the PA, including work that is not part of the approved Contractor Annual Operating Plan or part of the free-flow R&O process as per Section 3.3.

3.8.3 Upon authorization to commence work, the Contractor must process the TMDE for calibration, perform incidental and authorized repairs as required, make required adjustments, calibrate and return to the User Unit.

#### **3.8.4 Recall Types**

3.8.4.1 Each TMDE will be assigned to a scheduled or unscheduled recall type by the IST, based on design, operational environment and proven long-term stability.

3.8.4.2 Scheduled Recalls may be either of a fixed period or variable period as follows:

- a. Base Recall: assigned to TMDE that must be recalibrated at a fixed interval.
- b. Sliding Recall: adjusted calibration interval used for TMDE recall based on the TMDE historical reliability. The methodology for determining the increase or decrease in the calibration sliding scale interval will be developed by the IST after Contract Award.

## **Annex A – Statement of Work**

### **3.8.4.3      Unscheduled Recall Types:**

- a. Demand Recall Type: This recall type is utilised for TMDE that do not have a known recurring base period. The item will not be recalled for calibration, but is the responsibility of the user. Demand is typically assigned when:
  - i. TMDE are part of a user verification process and require calibration only when the item fails local verification; or
  - ii. When TMDE are only used sparingly and require calibration prior to use.

### **3.8.4.4      No Calibration Required:**

- a. This recall type is assigned to equipment that does not require periodic calibration.

### **3.8.5      On Site Calibration**

3.8.5.1      On Site calibrations are required to calibrate TMDE that cannot be transported to a DND Calibration Centre.

3.8.5.2      The Contractor must provide a Mobile Calibration and Repair Party to perform On Site calibration and authorized repair of TMDE designated as On Site.

3.8.5.3      For On Site calibration work, the Contractor must arrange a Visit Clearance Request with the destination CAF Base, Station, Unit, Ship or Contractor and inform the PA, via e-mail, with the trip details including the Visit Clearance Request, personnel names and security clearance of Contractor personnel assigned.

3.8.5.4      For On-Site work that is not part of the Contractor's Annual Operating Plan, the PA must only proceed with the work after authorization is received from the PA via a DND 626.

3.8.5.5      The Contractor must comply as far as practical with the procedures set forth in C-02-005-011/AM-000.

3.8.5.6      The Contractor, to accommodate local conditions, may approve deviations in the design and use of forms.

3.8.5.7      On Site calibrations must be performed using the Contractor's accredited standards and calibration test equipment.

3.8.5.8      The Contractor must ensure that the standards and calibration TMDE are transported to the site without jeopardizing their calibration status.

## **Annex A – Statement of Work**

3.8.5.9 It is permissible to use some of the Unit's TMDE for diagnosis and troubleshooting, but these TMDE must not be used as the standard in the calibration procedure.

3.8.5.10 All matters pertaining to the performance of On Site work will be referred to the Unit Users or their representative who will confirm that the Contractor performed the work on site and recorded by the Contractor in the CMIS.

3.8.5.11 The Contractor must perform the required on site services during the normal working hours of the CAF Base, Station, Unit, Ship or Contractor where the work is being performed.

3.8.5.12 In exceptional circumstances, such as urgently required calibrations or because of travel arrangements, the Base Commander or their appointed delegate may authorize overtime work.

3.8.6 Bar Code Tracking: DND will be adopting a 2-dimensional bar code tracking system for all serial number tracked equipment by end of Fiscal Year 2020/2021. DND 626 Task Authorizations will be issued to the Contractor related to the planning and implementation of the bar code tracking system.

### **3.9 Inability to Calibrate and/or Repair**

3.9.1 In instances where TMDE cannot be calibrated and/or repaired, the Contractor must contact the PA for instructions.

3.9.2 All TMDE forwarded to a DND Calibration Centre must receive prior approval of the PA.

3.9.3 In instances where a TMDE cannot be calibrated and/or repaired at a DND Calibration Centre, or where it is more cost-effective to have a subcontractor perform the work, the Contractor will engage in subcontracting in accordance with Section 3.10.

### **3.10 Subcontracting**

3.10.1 All subcontracting work must receive prior approval of the PA.

3.10.2 In all cases, prior to proceeding with the subcontracting process the Contractor must contact the User, by e-mail, to ensure that delays will not affect the operational role of the User.

3.10.3 In instances where delay will affect the operational role of the User, the Contractor must contact the PA for direction.

3.10.4 When requesting the calibration of TMDE by a subcontractor not previously authorized, the Contractor must obtain and provide the following information by e-mail, to the PA:

## **Annex A – Statement of Work**

- a. Complete TMDE identification, including, as a minimum, PIN, serial number, name, and model;
- b. For calibration: reference calibration procedure or manufacturer's specification to be used;
- c. For Repair: Prime fault indication;
- d. For calibration: detailed reason for inability to calibrate that must include a list of test equipment, by model number, with unique specifications identified in the calibration procedure or manufacturers specification, that the Contractor is lacking. For repair: detailed description for inability to repair;
- e. Canadian commercial facility, must be Controlled Goods Registration Program (CGRP) certified for Controlled Goods, identification (if no Canadian commercial facility available state: NO CDN FAC), including a statement to the fact that it has traceability to National Standards, and a contact name and phone number;
- f. Other country commercial facility identification, including a statement to the effect that it has traceability to National Standards, and a contact name and phone number;
- g. Estimated cost for calibration and/or repair;
- h. Estimated cost for calibration certificate and data sheet(s), including Before/After Data; and
- i. Expected turnaround time.

3.10.5 The Contractor must validate and demonstrate that the subcontractor is accredited to perform the calibration.

3.10.6 The Contractor must ensure that the information supplied by the subcontractor meets ISO/IEC:17025.

3.10.7 Upon completion of a subcontracted calibration/repair, the Contractor must provide and enter all the data and costs incurred by the work order into DRMIS and the Contractor MIS.

## **4 CORE PROGRAM MANAGEMENT WORK**

### **4.1 Core Program Management Work - General**

4.1.1 The Contractor must provide program management support as detailed in this section of the SOW.

## **Annex A – Statement of Work**

4.1.2 Core Program Management Work is included in Core Work and does not require a separate DND 626 Task Authorization.

### **4.2 Program Management**

4.2.1 Program Management is defined as the functions necessary to ensure the program delivers on schedule, within budget, and that the work stays within scope.

4.2.2 Core Program Management Work must be provided by core resources that will support and form part of the IST, subsequently called Core Program Management Resources. It is the Contractor's responsibility to identify in the Program Management Plan (PMP) how this work is distributed among the full time and part-time Core Program Management Resources being offered and ensure this is detailed in accordance with CDRL/DID 100.001.

4.2.3 The Contractor must implement and maintain an approved PMP in accordance with Section 4.3.

4.2.4 The Contractor must plan, organize and control all work described in this SOW and any subsequent Tasks.

4.2.5 The Contractor must maintain scheduling and management control for all activities carried out under the Contract, including Task-based work.

4.2.6 The Contractor must be ready, using their Core Program Management Resources, to manage multiple concurrent Tasks.

4.2.7 The Contractor's overall Program Management activity must adhere to the provisions of the approved PMP.

4.2.8 Program Management activities include but are not limited to:

- a. Program Monitoring and Control;
- b. Calibration and Repair Work Management;
- c. Task Management;
- d. Risk Management;
- e. Canada Owned Resources Management;
- f. Performance Management and Continuous Improvement Process;
- g. Security Management; and
- h. Travel.

## **Annex A – Statement of Work**

4.2.9 The Contractor's overall Program Management activity will be assessed in the accordance with the PMF in Annex J.

### **4.3 Program Management Plan**

4.3.1 The Contractor must prepare, deliver, update and maintain a PMP in accordance with CDRL/DID 100.001. The PMP defines how the work and teams will be organized and the processes by which work will be executed.

4.3.2 Management plans created under the Calibration Programme bid solicitation and approved by Canada, must be the source for scope definition documents and must be maintained and used for the duration of this support Contract.

### **4.4 Program Monitoring and Control**

4.4.1 The Contractor must implement monitoring and control in accordance with the approved Contractor PMP.

4.4.2 Monthly Progress Reports: The Contractor must prepare and submit Monthly Progress Reports in accordance with CDRL/DID 100.002.

4.4.3 Progress Review Meetings: Progress Review Meetings (PRMs) must be conducted monthly as per CDRL/DID 100.002.

4.4.4 PRMs must encompass the total program status as of the review date, and must present, for resolution, all known problems as of that date.

4.4.5 In addition, the Contractor must present a summary of overall program progress, including the status of tasks and all ongoing Calibrations and Repairs.

4.4.6 This review must also serve to prioritize all outstanding tasks and problem reports.

4.4.7 The Contractor's Annual Operating Plan will be reviewed quarterly as part of a PRM, or more frequently as may be required.

4.4.8 The Contractor must prepare, submit for approval and update the agenda for Progress Review Meetings in accordance with CDRL/DID 100.003.

4.4.9 The Contractor must prepare, submit for approval and update minutes of Progress Review Meetings in accordance with CDRL/DID 100.004.

4.4.10 Working level meetings can be held to review the status of individual tasks, their progress, and relative priorities. No action affecting task cost or task duration limits may be taken as a result of these meetings.

4.4.11 For all meetings (including reviews) the Contractor must prepare and submit an agenda for approval.



## **Annex A – Statement of Work**

4.4.12 For all meetings (including Reviews), the Contractor must prepare minutes and submit for approval upon request.

4.4.13 Minutes must include a record of decisions (ROD) and action items (AIs).

### **4.5 Calibration and Repair Work Management**

4.5.1 All Calibration and Repair work outlined in Section 3 will be part of the Monitoring and Control process and will be overseen and reported on as part of Program Management.

4.5.2 The IST will discuss and determine any issues associated with the overall delivery of Calibration and Repair work based on the Planned Demands in the Annual Operating Plan and all Demanded Calibrations and Repair work.

4.5.3 Adjustments to the Contractor Annual Operating Plan Planned Calibrations will form part of the Calibration and Repair Work Management. These adjustments must be in accordance with CDRL/DID 200.001.

### **4.6 Task Management**

4.6.1 The IST will establish the priority of Tasks. The PA may adjust these priorities if required. Should a change be made to the priority of an existing Task, the Contractor must inform the IST of the impact that this change will have on other current Tasks. Impacts may involve the adjustment of priority, cost, schedule and scope of current Tasks.

4.6.2 The Contractor must manage all pertinent information related to the Task, including the original DND 626 Task Authorization and subsequent amendments and any relevant data or documents. On an ongoing basis during the execution of the task, the Contractor must:

- a. Track and report tasks based on the serial numbers on the DND 626 Task Authorization;
- b. Monitor tasks to ensure that the task progress and financial expenditures are in line with approved tasking and report status to the CA and PA on a regular basis;
- c. Maintain project time scheduling and tracking; and
- d. Implement a performance monitoring and continuous improvement process.

4.6.3 Task Closure: When the Work identified in the DND 626 Task Authorization and associated Statement of Work has been completed, the Contractor must:

- a. Prepare a final report in accordance with CDRL/DID 100.006 as a deliverable for every task;

## **Annex A – Statement of Work**

- b. Formally close out the Task to ensure that there are no further charges accumulated against the Task in accordance with the Project Management Plan; and
- c. Update final Task performance metrics and present them in the monthly progress report.

### **4.7 Risk Management**

4.7.1 The Contractor must implement a risk management program to conduct the Work, in accordance with the PMP.

### **4.8 Canada Owned Resources Management**

4.8.1 In the event of that the Contractor needs to hold CFM or STTE, the Contractor must implement a Canada Owned Resource Management program in accordance with Appendix 7 Logistics SOW.

4.8.2 The Contractor must prepare a Canada Owned Resources Management Report in accordance with CDRL/DID 100.005.

### **4.9 Performance Management and Continuous Improvement Process**

4.9.1 The Contractor must prepare and implement a continuous improvement process, in accordance with the objectives and strategies for continuous improvement specified in the Contract, Annex J - Calibration Performance Management Framework.

4.9.2 The Contractor continuous improvement process must be documented in the Programme Management Plan CDRL/DID 100.001.

### **4.10 Security**

4.10.1 The Contractor must as Core Program Management Work establish and implement a Security Program to conduct the work and maintain the Security Program for the duration of the Contract, in accordance with the contract Security Requirements Checklist (SRCL).

4.10.2 The Contractor must implement their information management (IM) security policies, procedures and tools in accordance with their approved IM Plan (CDRL/DID 300.002).

### **4.11 Travel**

4.11.1 It is anticipated that Contractor personnel will be required in some instances to travel to PA specified locations in support of the Core Program Management Work.

4.11.2 The Contractor must manage all travel for their personnel.

## **Annex A – Statement of Work**

4.11.3 The Contractor must obtain approval from DND for travel associated with Core Program Management Work.

### **5 CORE CALIBRATION SUPPORT WORK**

#### **5.1 Core Calibration Support Work – General**

5.1.1 Core Calibration Support is defined as the work necessary to ensure the safety, quality, and efficiency of the Calibration Programme.

5.1.2 Core Calibration Support Work activities include but are not limited to:

- a. Maintenance of Calibration Procedures;
- b. Maintenance Calibration Equipment and Standards;
- c. Provision of Calibration Certificates and Test Data Sheets;
- d. Out of Tolerance Report;
- e. Subcontractor Report;
- f. Provision of Maintenance and Service Manuals;
- g. Data Management;
- h. Decision Analysis and Resolution;
- i. Safety;
- j. Problem Resolution Support;
- k. Quality Assurance; and,
- l. Obsolescence Management.

#### **5.2 Contractor Management Information**

5.2.1 The Contractor must implement a Contractor Management Information System (CMIS) that meets the requirements listed in Appendix 9.

5.2.2 The Contractor must prepare and implement an Information Management Plan in accordance with CDRL/DID 300.002.

#### **5.3 Technical Library**

5.3.1 The Contractor must establish and maintain an electronic technical library.

## **Annex A – Statement of Work**

5.3.2 The Contractor must maintain, in the technical library, a calibration procedure document for each TMDE listed in Appendix 4.

5.3.3 The Contractor must maintain, in the technical library, all available maintenance and service manuals for each TMDE listed in Appendix 4 that is calibrated and/or repaired.

5.3.4 The Contractor must update and add calibration procedure documents and maintenance and service manuals to the technical library for all TMDE added to the Master Item List through the Contractor Annual Operating Plan.

5.3.5 Canada must have read access rights to all documents in the technical library through a secure access portal.

5.3.6 Canada must have the right to download, reproduce and further distribute documents in the technical library, subject to the rights and permissions granted by the owners of applicable intellectual property.

5.3.7 Maintenance and service manuals are generally not provided or required for simple measuring instruments.

5.3.8 The calibration procedure document must be the procedure listed in the Contractor MIS for the applicable TMDE.

5.3.9 When a calibration procedure is not listed in the Contractor MIS, one must be selected, as applicable to the specific TMDE, from the available items listed in Appendix 4.

5.3.10 Calibration Procedures must take precedence as follows:

- a. a DND originated procedure that has been assigned a CFTO number;
- b. a USAF originated procedure in the TO33K Series;
- c. a USN originated procedure in the NAVAIR, NAVSEA or NAVELEX Series;
- d. a US Army originated procedure in the TB9 or TB11 Series;
- e. a calibration/performance testing procedure in the equipment manufacturer's maintenance and servicing manual;
- f. a local procedure, with known Manufacturer Specifications, that has been originated and approved by the Contractor's calibration laboratory manager; and
- g. a local procedure, with unknown Manufacturer Specifications, that has been approved by the PA.

## **Annex A – Statement of Work**

5.3.11 The Contractor may use its own automated calibration procedures in lieu of hardcopy procedures provided they duplicate the specifications and test sequence of the governing calibration procedure. The procedure must contain a DND Calibration Test Data Sheet in accordance with Appendix 13.

5.3.12 The Contractor must retain a printout of the calibration procedure and Test Data Sheet and submit to the PA when requested.

5.3.13 The Contractor, when tasked by the PA, must prepare calibration procedures in CFTO format in accordance with D-01-100-230/SF-001 Specification for Preparation of Test Equipment Calibration Procedures. All documents produced in accordance with this paragraph will become the sole property of Canada.

5.3.14 A draft copy of the procedure must be submitted to the PA for acceptance, assignment of CFTO number and approval prior to finalization of the tasking.

### **5.4 Maintenance of Calibration Equipment and Standards**

5.4.1 The Contractor must maintain calibration equipment consisting of: electrical/electronic and physical properties reference standards, working standards and test and measuring equipment of sufficient range and accuracy to provide the required calibration services.

5.4.2 The calibration equipment must be maintained in accordance with the requirements of ISO/IEC:17025.

5.4.3 The Contractor's Reference Standards must be certified traceable to National Standards on a regular basis by a standards laboratory.

5.4.4 The Working Standards and test equipment must be calibrated and certified traceable to the Reference Standards or, when necessary, certified by a Standards Laboratory.

5.4.5 The calibration equipment must be of sufficient higher order accuracy, usually 4:1, to ensure that it is capable of making measurements within the accuracies required by the DND test equipment workload.

### **5.5 Calibration Certificate and Test Data Sheets**

5.5.1 The Contractor must maintain, and provide to the PA when requested, Calibration Certificates and Data Sheet(s) for all calibration equipment used to provide the calibration and adjustments specified herein in accordance with Appendix 13. This information should be readily available and accessible to the Contractor MIS.

5.5.2 The Contractor must produce a DND Calibration Certificate and Test Data Sheet(s) under the following conditions:

- a. when Reference and Working Standards are calibrated;

## **Annex A – Statement of Work**

- b. when TMDE are calibrated for another DND Calibration Centre; and
- c. for each TMDE unit, regardless of the quantity, when specifically requested by the User and authorized by the PA.

5.5.3 A copy of the DND Calibration Certificate and Test Data Sheet(s) must accompany each TMDE.

5.5.4 The Contractor may provide the Test Data Sheets in print form in lieu of electronic Test Data Sheets when TMDE is calibrated in accordance with an automated procedure.

5.5.5 The Calibration Certificate must be printed directly from the Contractor MIS. An example of Certificate and Data Sheet is shown in Appendix 13.

### **5.6 Out of Tolerance**

5.6.1 If TMDE are calibrated but require adjustments or repairs, the Contractor must provide an Out of Tolerance Report (OTR) describing the problem.

5.6.2 The OTR must indicate which parameter(s) cannot be calibrated.

5.6.3 All TMDE requiring repair must be calibrated following repair.

5.6.4 TMDE must not be returned to service uncalibrated following a repair.

5.6.5 A copy of the Out of Tolerance Report (OTR) must be entered into the Contractor MIS, and the user unit notified in accordance with DRMIS CPMS procedures.

### **5.7 Subcontractor Work**

5.7.1 The Contractor must ensure subcontractors comply with ISO/IEC:17025 and ensure the calibration data is provided to satisfy the requirements in Appendix 13.

5.7.2 The Contractor must record calibration data provided by outside suppliers in the Contractor MIS.

### **5.8 Maintenance and Services Manuals**

5.8.1 The Contractor must maintain in the technical library a maintenance and service manual, where available, for each TMDE calibrated/repaired.

5.8.2 The maintenance and service manual must be the CFTO or the manufacturer's published manual for the applicable TMDE.

5.8.3 The Contractor must requisition CFTOs from DND when one is not held in the technical library.

## **Annex A – Statement of Work**

5.8.4 When a CFTO is not available, the Contractor must notify the PA by e-mail with the model, name of the Test Equipment Manufacturer, address, telephone number, e-mail address, web site and cost of two (2) maintenance and service manuals.

5.8.5 When authorization is received from the PA the Contractor must procure the manuals, place one (1) in the technical library and forward one (1) copy to the PA.

5.8.6 The Contractor must prepare a maintenance and service manual, in CFTO format in accordance with Specifications C-01-100-100/AG-006 Writing, Format and Production of Technical Publications and C-01-100-100/AG-005 Acceptance of Commercial and Foreign Government Publications as Adopted Publications, when tasked by the PA. A draft copy of the document must be submitted to the PA for acceptance and approval prior to finalization of the tasking.

5.8.7 All documents procured or prepared in accordance with this Clause must become the sole property of Canada.

### **5.9 Decision Analysis and Resolution**

5.9.1 The Contractor must establish a formal evaluation process for decision analysis and resolution for their continuous improvement process

5.9.2 This decision analysis and resolution process must be detailed in the Programme Management Plan in accordance with CDRL/DID 100.001.

### **5.10 Safety**

5.10.1 The Contractor must ensure that all work considers Safety as a principle concern in the calibration and maintenance of the Calibration Programme equipment.

5.10.2 Provision of safety advice and oversight must be delivered as Core Work.

### **5.11 Problem Resolution Support**

5.11.1 The Contractor must investigate Unsatisfactory Condition Reports (UCRs) and Technical Failure Reports (TFRs).

5.11.2 The Contractor must respond with a technical assessment and impact analysis of the UCRs (reference C-02-015-001/AG-000 Policy Procedures and Guidelines Unsatisfactory Condition Reporting) and TFRs (reference C-04-015-002/AG-001 Technical Failure Reporting) in accordance with the following priorities:

- a. Urgent Response (within 8 hours): Any Problem that prevents the accomplishment of an operational or mission essential capability, jeopardize safety, security, or any other requirement designated critical. This can be further defined as any problem that causes or has the potential to cause a failure that results in a complete denial of a capability (robustness and reliability).

## **Annex A – Statement of Work**

- b. Routine Response (within 5 days): Any problem that causes the loss of or denies the use of a particular function of a capability and there is a reasonable work around.

5.11.3 Once the technical assessment and impact analysis is complete, the decision to proceed with any remediation activities will be upon the purview of Canada.

### **5.12 Quality Assurance Program**

5.12.1 The Contractor must establish and maintain a Quality Assurance (QA) Program as part of Calibration Support.

5.12.2 The Contractor must prepare and submit a QA Plan in accordance with CDRL/DID 300.003.

5.12.3 The Contractor must perform QA in accordance with the QA Plan.

5.12.4 QA Program effort is Core Work where the effort is in support of work defined as Core Work. Where QA Program effort is executed in support of Task-based Work the QA Program effort is to be part of that task.

### **5.13 Obsolescence Management**

5.13.1 The Contractor must provide obsolescence management support. The intent is to assist the PA with resolving Calibration Programme Obsolescence issues in a proactive manner.

5.13.2 As Core Work, the Contractor must notify the PA when TMDE are approaching their end of life.

5.13.3 As Core Work, the Contractor must prepare and submit an Obsolescence Report to the PA, which identifies for current TMDE in Appendix 4 obsolescence related issues.

5.13.4 The Contractor must advise the PA of potential or actual obsolescence with recommended solutions to allow the PA to make an informed decision. Corrective work resulting from identified obsolescence management deficiencies will be task based.

## **6 TASK-BASED SERVICES**

### **6.1 Overview**

6.1.1 This section describes the capabilities and services that the Contractor must be prepared to deliver on and as-and-when tasked basis.

6.1.2 The Contractor must preserve the capability to provide and/or generate capacity to execute tasks in these areas in an economic, efficient, scalable and responsive manner.



## **Annex A – Statement of Work**

### **6.2 Calibration Assessment Services**

6.2.1 The Contractor may be tasked to perform Calibration Assessment Work for any part or parts of the Calibration Programme including:

- a. business and stakeholder needs analysis;
- b. calibration programme reliability;
- c. technical investigation and engineering studies
- d. training support;

6.2.2 Within the context of the Calibration Programme, the Contract may be tasked to provide support to DND to facilitate the evaluation of the program's business or stakeholder needs analysis to ensure that the delivery of the program is continually aligned with the Objectives and CAF System Level Operational Requirements.

6.2.3 Within the context of the Calibration Programme, the Contractor may be tasked to provide support to DND to facilitate the effective evaluation, qualification and incorporation of changes, modifications and updates to equipment in the Calibration Programme to maintain or improve equipment fitness, and Calibration Programme reliability.

6.2.4 Technical Investigations and Engineering Studies may include but not be limited to:

- a. Design and/or development and assembly of modifications to TMDE.
- b. Design and/or development and assembly of special calibration jigs or fixtures.
- c. Investigation of calibration requirements of new test systems, equipment and instruments.
- d. Engineering assistance to DND Calibration Centre clients when special measurement techniques are required.
- e. Investigations for maintenance improvements.
- f. Investigations to actions disposal related to TMDE.

### **6.3 Training Support**

6.3.1 The Contractor may be tasked to provide training support services and training of personnel. In addition to the requirement for the delivery of training for DND representatives on the Contractor MIS, additional training may be requested for calibration procedures and other areas related to the DND Calibration Programme. These services include but are not limited to:

## **Annex A – Statement of Work**

- a. Conducting training needs analysis;
- b. Providing training material including courseware;
- c. Developing training plans and syllabuses; and
- d. Deliver developed training.

### **6.4 Process**

6.4.1 The Contractor must conduct Task-based Work only when authorized by the PA.

6.4.2 Tasking must be provided through a DND 626 issued by the PA that defines the work to be conducted and contains the number of hours to be expended.

6.4.3 The Work Assignment must be delivered, by e-mail, by the PA and acceptance returned by the Contractor.

6.4.4 The PA will manage task requirements.

6.4.5 The PA will issue requests to the Contractor to provide proposals for all tasks, even for Task-based work related to Continuous Process Improvement efforts.

6.4.6 When the Contractor is requested to provide a proposal, such a request will typically include a SOW and any other requirements necessary to define the task. The Contractor's proposal, unless otherwise specified in the request, must contain an Implementation Plan, a Work Breakdown Structure if not provided with the task definition; and a schedule

6.4.7 Quotations or Task definition assistance requested from the Contractor must not be construed as authority to proceed with any work.

6.4.8 Subject to internal DND approval of the proposal, Canada will issue an approved DND 626 Task Authorization.

6.4.9 Task Execution and Control: When a DND 626 task authorization is issued, the Contractor must:

- a. Assign a Task Lead responsible to oversee the Task and maintain status;
- b. Assign resources in accordance with Task requirements and budgetary estimates;
- c. Implement any special reporting or metric requirements;
- d. Initiate risk management for any identified risk elements; and
- e. Commence work on the Task in accordance with the approved schedule.

## **Annex A – Statement of Work**

### **6.5 Task Documentation and Data**

6.5.1 Each task will identify the life cycle information items and data the Contractor must produce and deliver as a result of performing the tasked system engineering activities.

## **7 CONTRACT TRANSITION-IN / TRANSITION-OUT**

### **7.1 Transition-In**

7.1.1 The Contractor must implement transition activities in accordance with its approved Programme Management Plan (CDRL/DID 100.001).

7.1.2 Within 90 days of Contract Award, the Contractor must complete the transition for the provision of the Calibration and Repair services of all TMDE listed in the Initial Master Item List in Appendix 4. The Initial Master Item List is the Master Item List at the time of Contract Award and is derived from the Master Item List attached to the Request for Proposal on the date of the close of the solicitation adjusted for any changes agreed upon by Canada and the Contractor as part of the contract negotiations.

7.1.3 Within 180 days of Contract Award, the Contractor must be fully capable of providing all services specified in the Contract.

### **7.2 Transition-Out**

7.2.1 In the event of non-renewal of the Contract, the Requisitioning Authority will coordinate a transfer plan to transfer all DND-owned materiel in accordance with A-LM-184-001/JS-001, Chapter 1 and Annex E. In such a case, the Contractor must support this transfer plan.