

Statement of Work (SOW)

for

Calibration Programme In-Service Support (ISS) Contract

for

The Department of National Defence

Appendix 7

Logistics Statement of Work (SOW)

LOGISTICS STATEMENT OF WORK

For

Repair and Overhaul Contracts

Including

In and Out of Country Repair
Major Equipment
Accountable Advance Spares

Issued on authority of the Assistant Deputy Minister (Material) (ADM (Mat))

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FOREWORD

The purpose of this Statement of Work (SOW) is to provide special instructions and procedures required for all in and out of country Contractors engaged in the Repair and Overhaul (including refit) on behalf of the Department of National Defence (DND). This LOG SOW is to be read in conjunction with the A-LM-184-001/JS-001 for detailed information. There is mandatory information in this LOG SOW and must not be removed. The information is important to assist the contractor when managing government owned materiel.

This LOG SOW is to be used primarily as a guide for R&O contracts. It is important that this LOG SOW be utilised with minimal changes for reasons of procurement standardization and departmental accountability. Changes are permissible where there is a need to clarify specific requirements that would apply to equipment/weapon systems undergoing procurement and contract action.

This Logistic Statement of Work (LOG SOW) is distributed on the authority of the Assistant Deputy Minister (Material) (ADM (Mat)). It will be distributed, as required, internally to ADM (Mat) staff engaged in creating Repair and Overhaul (R&O) Contracts and Procurement Instruments (PI) and those who manage Repair and Overhaul Contracts.

This is a common LOG SOW which will entail contract conditions for Repair and Overhaul contracts for:

- In and out of country: For step by step instruction on in and out of country repair process refer to Annex B in the A-LM-184-001/JS-001¹. This model will describe the roles and responsibilities in the end to end repair process.
- Major Equipment: For complete instructions on receipt of Major Equipment, refer to Chapter 2 in the A-LM-184-001/JS-001.
- Accountable Advance Spares For complete instruction on AAS, refer to Chapter 8.2.7 in the A-LM-184-001/JS-001.
- Major Equipment: For complete instructions on receipt of Major Equipment, refer to Chapter 2 in the A-LM-184-001/JS-001.
- Accountable Advance Spares For complete instruction on AAS, refer to Chapter 8.2.7 in the A-LM-184-001/JS-001.

¹ Special Instructions For: Repair and Overhaul Contractors

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It is important to understand the system of record DRMIS² being used in DND and the various account structures in place. All of this information is located in Chapter 1.1 of the A-LM-184-001/JS-001.

List of Acronyms and Abbreviations

Abbreviation	Description
CA	Contracting Authority
CAF	Canadian Armed Forces
CFB	Canadian Forces Base
DND	Department of National Defence
DRMIS	Defence Resource Management Information System
NDQAR	National Defence Quality Assurance Representative
GOCC	Government Owned Materiel in Contractor Custody
GOM	Government Owned Materiel
OCRS	Out of Country Repair Section
PA	Procurement Authority
R&O	Repair & Overhaul
SOW	Statement of Work
TA	Technical Authority

Figure A-1 List of Acronyms and Abbreviations

² Defence Resource Management Information System

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1 OVERVIEW OF PUBLICATION

1.1 SYSTEM OF RECORD

DRMIS: Defence Resource Management Information System (DRMIS) provides total asset visibility of all Canadian Forces (CF) materiel, whether it is in use, in stock, or on a repair line. The contractors' responsibilities related to management of the accounts in DRMIS are explained and outlined below. Contractors having access to DRMIS must process required transactions as instructed in this publication.

Contractors requiring access to DRMIS must obtain a PKI (Public Key Infrastructure) card in accordance with the recently implemented Two-Factor Authentication.

Refer to Chapter 1.1 of A-LM-184-001/JS-001 for further information on the System of Record.

1.2 SUPPLY ACCOUNTS

RMA (Repairable Material Account): is an account that must be allocated to the contractor to hold the authorized material for repair that is approved on the contract.

CRPA (Contractor Repair Parts Account): DRMIS provisioning account (_P) with a Serviceable and an Unserviceable storage location.

SLOC (Storage Locations): are used to manage and warehouse National Spares.

Refer to Chapter 1.2 of A-LM-184-001/JS-001 for further information on Supply Accounts.

1.3 SPARES

CIS (Contract Issue Spares): CIS are government owned materiel issued to R&O contractor facilities for incorporation into DND equipment undergoing repair, overhaul and modification.

GFOS (Government Furnished Overhaul Spares): GFOS are non-catalogued spare parts that are salvaged by the Contractor, on PA/NDQAR authority, from DND materiel undergoing repair, overhaul, re-life or modification.

AAS (Accountable Advance Spares): are purchased by the contractor using DND funds, in order to support DND equipment on the repair line.

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GFE/GFI:

- **Government Furnished Equipment (GFE)** is government owned equipment provided by DND to a contractor, on a loan agreement, to be used during the contract period and returned in essentially the same condition (subject to fair wear & tear) at the end of the contract.
- **Government Furnished Information (GFI)** is any information that DND will provide, on a loan agreement, to the contractor to enable contract fulfillment.

Refer to Chapter 1.3 of A-LM-184-001/JS-001 for further information on Spares.

1.4 EXTENT OF WORK/TYPES OF EQUIPMENT

The Contractor must repair or overhaul only those items for which they have received authorization. This authority is in accordance with the Selection Notice and Priority Summary (SNAPS). Stores Removal Request (SRR), an approved Repairable Materiel Request (RMR) for a Repairable Materiel Account or Task Authorization/DND 626.

Different types of DND equipment to be repaired are categorized as either:

- a) Selected Equipment
- b) Non Selected Equipment
- c) Major Equipment
- d) Repair of sub-components and accessories

Refer to Chapter 1.4 of A-LM-184-001/JS-001 for further information on the different types of DND Equipment that are authorized for repair and the category types.

1.5 REPAIR & OVERHAUL (IN AND OUT OF COUNTRY) PROCESS

Refer to Chapter 1.5 of A-LM-184-001/JS-001 for the process flowchart.

2 RECEIPTS

The Contractor is responsible for the receipt, identification, inspection and distribution of all incoming materiel, as well as the processing of receipt documentation.

Refer to Ch. 2.0 of A-LM 184 for complete instruction on how to process receipts.

2.1 SELECTION NOTICE OBSERVATION MESSAGE (SNOM)

Contractors must use a SNOM to report any or all observations to the Supply Manager or the DND Contract Manager for in and out of country contracts.

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Refer to Chapter 2.1 of A-LM-184-001/JS-001 for further information on SNOMs.

2.2 DISCREPANCIES IN SHIPMENTS

The Contractor must contact their supporting NDQAR/OCRS to report and action discrepancies in shipments.

The Contractor must act in accordance with Chapter 2.1 of A-LM-184-001/JS-001.

2.3 INITIAL INSPECTION OF REPAIRABLE MATERIAL

The Contractor may be granted authority to strip the equipment to assess its repair or overhaul potential and to estimate costs.

Refer to Chapter 2.3 of A-LM-184-001/JS-001 for further instruction on inspection of repairable material.

2.4 HAZARDOUS MATERIEL AND CONTROLLED GOODS

Due diligence must be exercised when carrying out duties and responsibilities associated with hazardous materiel and controlled goods.

Refer to Chapter 2.4 of A-LM-184-001/JS-001 for further information on HAZMAT and controlled goods.

3 WORK CONTROL

The Contractor must ensure that the repair of all DND equipment is controlled by an internal serial numbered work order in accordance with Chapter 3.0 of A-LM-184-001/JS-001.

3.1 COMPLETION OF WORK

On completion of Repair or Overhaul, the Contractor must transfer the material from unserviceable Storage Location or Work Order to the serviceable Storage Location.

Refer to Chapter 3.1 of A-LM-184-001/JS-001 for further information on completion of work.

3.2 STOP REPAIR ACTION

Upon receipt of an updated SNAPS indicating Stop Repair Action, the Contractor must action the Repairable as per the Instructions supplied.

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The Contractor must comply immediately with all stop repair instructions.

Refer to Chapter 3.2 of A-LM-184-001/JS-001 for detailed procedures.

4 SELECTION NOTICE AND PRIORITY SUMMARY (SNAPS)

The SNAPS is a report found in the DRMIS BI Portal application and is designed to show all MMRs which are selected for repair to that RMA/SLOC, the Maximum Repair Cost (MRC) and the 24-month forecast. The information on the SNAPS plus the R&O contract provides the Contractor with the authority to repair.

Refer to Chapter 4 of A-LM-184-001/JS-001 for further information on Annual Repair Forecasts.

5 COST CONTROL

The Contractor must monitor the cost of each repair to ensure that total repair costs remain within approved limits. While undergoing repair, total cost must be monitored to determine whether or not to continue the repair.

Refer to Chapter 5.0 of A-LM-184-001/JS-001 for more information on cost control.

5.1 DEFINITIONS

Refer to Chapter 5.1 of A-LM-184-001/JS-001 for definitions pertaining to cost control.

6 COSTING RECORDS

The Contractor must prepare forms and maintain records in accordance with Chapter 6.0 of A-LM-184-001/JS-001.

6.1 INVOICE/CLAIMS FOR PAYMENT (ACCOUNTABLE ADVANCE SPARES)

The Contractor must submit monthly invoices for AAS, but only after receipt and acceptance of the materiel and inspection in accordance with the CGCS quality assurance code (QAC) in the event that a certificate of conformance or test data is required.

Refer to Chapter 6.1 of A-LM-184-001/JS-001 for further information on invoices for AAS.

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7 ENGINEERING & MAINTENANCE SERVICES

Refer to Chapter 7.0 of A-LM-184-001/JS-001 for more information on engineering and maintenance services.

7.1 DND 626 TASK AUTHORIZATION

Refer to Chapter 7.1 of A-LM-184-001/JS-001 for further information on DND 626 Task Authorizations.

7.2 MOBILE REPAIR PARTY (MRP)

A Mobile Repair Party is an individual or group of individuals who perform repair work away from a Contractor's plant and regional area.

Refer to Chapter 7.2 of A-LM-184-001/JS-001 for more information on MRP.

7.3 EQUIPMENT TURN AROUND TIME (TAT)

Unless specifically identified within the contract, equipment turn-around-time (TAT) to a serviceable state must be achieved in 90 calendar days.

Refer to Chapter 7.3 of A-LM-184-001/JS-001 for more information on TAT.

7.4 PRIORITY REPAIR REQUEST (PRR)

On receipt of a PRR, the contractor is to determine whether DND's required delivery date (RDD) can be met. If not, the contractor is required to provide to the appropriate Supply Manager and the consignee designated on the PRR format with a realistic estimated delivery date (EDD).

Refer to Chapter 7.4 of A-LM-184-001/JS-001 for more information on PRR.

7.5 SPECIAL INVESTIGATIONS & TECHNICAL STUDIES (SITs)

When authorized by the Procurement Authority via a Task Authorization/DND 626, the Contractor must open a work order to undertake special investigation and technical studies and must provide relevant data to these investigations as and when required.

Refer to Chapter 7.5 of A-LM-184-001/JS-001 for more information.

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7.6 TECHNICAL INVESTIGATIONS & ENGINEERING STUDIES (TIES)

When authorized by the PA, via a Task Authorization/DND 626, the Contractor must undertake technical investigations and engineering studies.

Refer to Chapter 7.6 of A-LM-184-001/JS-001 for more information.

7.7 TERMINATION OF CONTRACT

When an R&O contract is not extended, or cancelled by mutual consent or terminated for convenience or by default, the Procurement Authority must form a Contract close-out planning team to provide the contractor with instruction for the completion of the work already on the repair line and to provide instruction and to coordinate the transfer of DND-owned equipment.

Refer to Chapter 7.7 of A-LM-184-001/JS-001.

8 SUPPLY SUPPORT/SUSTAINMENT SUPPORT

8.1 TRANSACTION DOCUMENTATION

The DND 2227 is the supply document used by all contractors when performing supply related transactions. Contractors can use their own templates, provided all of the same information appears on their templates.

Refer to Chapter 8.1 of A-LM-184-001/JS-001 for more information.

8.2 CONTRACTOR SUPPLY ACCOUNTING

Prime Contractors will be provided an RMA and CRPA for holding spare parts for repair and overhaul of DND materiel. Total National holdings of government owned materiel are not to be held on an RMA or CRPA.

Refer to Ch. 8.2 of A-LM-184-001/JS-001 for more information.

8.3 MANAGEMENT OF GOVERNMENT OWNED SPARES

All government owned materiel (CIS, AAS, GFOS) must be brought on charge to ensure total asset visibility.

Refer to Chapter 8.3 of A-LM-184-001/JS-001 for more information.

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8.4 SPARES REVIEW

In conjunction with the two year stocktaking schedule, the Contractor must carry out a review of CIS, AAS (must be done on a yearly basis), and GFOS. This will ensure all of the material is brought on charge on completion of the stocktaking.

Refer to Chapter 8.4 of A-LM-184-001/JS-001 for more information.

8.5 STOCKTAKING

The PA, working with the supporting NDQAR must initiate and have the contractor carry out a one hundred per cent (100%) manual stocktaking of in country RMAs, and CRPAs, as well as, CIS, GFOS, AAS and Loan Accounts must be counted at a minimum of once every two years or as indicated by Cycle Count Indicator.

Refer to Chapter 8.5 of the A-LM-184-001/JS-001 for more information and the processes for Stocktaking.

8.6 EMBODIMENT FEES

Embodiment fees must be negotiated by PSPC and must be charged against the specific R&O work.

Refer to Chapter 8.6 of A-LM-184-001/JS-001 for further explanation and detail.

8.7 WAREHOUSING

The Contractor must be responsible for the appropriate warehousing and storage of government owned materiel

Refer to Chapter 8.7 of A-LM-184-001/JS-001 for further information on Warehousing.

8.8 LOSS OR DAMAGE TO DND MATERIEL

The Contractor must report to the supporting NDQAR/OCRS all instances of loss or damage to government owned materiel in his custody within two (2) working days of confirmation of its discovery.

Refer to Chapter 8.8 of A-LM-184-001/JS-001 for further explanation and detail.

8.9 SCRAP - CUSTODY & DISPOSAL

The Contractor must safeguard, control and dispose of scrap material.

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Refer to Chapter 8.9 of A-LM-184-001/JS-001 for further explanation and detail on scrap materiel.

8.10 PACKAGING

Specific packaging instructions must be adhered to by the Contractor in order to assure maximum life, utility and performance of materiel.

Refer to Chapter 8.10 of A-LM-184-001/JS-001 for further explanation and detail on packaging.

8.11 REUSABLE CONTAINERS

Individual reusable containers must be used and provided as directed in the contract.

Refer to Chapter 8.11 of the A-LM-184-001/JS-001 for more information on reusable containers.

8.12 TRANSPORTATION

If Contractors are required to return equipment back to DND, they must follow the terms and conditions of the contract in place.

Refer to Chapter 8.12 of the A-LM-184-001/JS-001 for more information pertaining to transportation.

9 WARRANTY CONSIDERATION

Upon receipt of equipment or materiel returned by DND for warranty consideration, the Contractor must follow the procedures as outlined in Chapter 9.0 of A-LM-184-001/JS-001.

9.1 WARRANTY REVIEW BOARD

Each time an item is received by the Contractor for warranty consideration and there is a dispute as to responsibility, a WRB must be established.

Refer to Chapter 9.1 of A-LM-184-001/JS-001 for more detail on the Warranty Review Board.

10 CONTRACTOR USE OF DND EQUIPMENT AND PUBLICATIONS

Written consent must be provided by DND for contractor use of DND publications, tools, test-equipment or jigs and fixtures for commercial work.

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Refer to Chapter 10.0 of A-LM-184-001/JS-001 for more information.

11 PUBLICATIONS

The Contractor must document requirements for publications and submit to the PA. The Contractor must develop procedures to control all DND publications in their possession and be responsible for amending all DND publications in his custody. The record of amendments must be maintained as indicated in the applicable area of each publication.

Refer to Chapter 11.0 of A-LM-184-001/JS-001 for more information.

11.1 AVAILABILITY OF PUBLICATIONS

The Contractor must provide the PA with a list of all DND publications obtained from the Contract Authority prior to signing the contract.

Refer to Chapter 11.1 of A-LM-184-001/JS-001 for more information.

11.2 DISPOSAL OF PUBLICATIONS

When a publication is no longer needed, the Contractor must request disposal instructions and take action as directed.

Refer to Chapter 11.2 of A-LM-184-001/JS-001 for more information.

12 OFFICE SERVICES

The Contractor must perform the secretarial and clerical work necessary to carry out the terms of this contract with respect to the preparation, filing and transmission of all forms, reports and correspondence, relating to the movement, accounting, storage, repair, overhaul, quality control and investigation of materiel covered by this contract.

Refer to Chapter 12.0 of A-LM-184-001/JS-001 for further explanation.

13 MINUTES OF MEETINGS

When meeting minutes are required, the Contractor is responsible for taking them and preparing them in the approved format.

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Refer to Chapter 13.0 of A-LM-184-001/JS-001 for further explanation.

14 PLANT SHUTDOWN/VACATION PERIOD

During plant shutdown and/or vacation periods, the Contractor must ensure that adequate facilities/personnel are available to ensure the satisfaction of High Priority Requirements (HPRs).

Refer to Chapter 14.0 of A-LM-184-001/JS-001 for further explanation.

15 REPORTS

15.1 MATERIEL MANAGEMENT REPORTS

Reports are available to the Contractor in DRMIS or from their supporting NDQAR.

Refer to Chapter 15.1 of A-LM-184-001/JS-001 for a complete list of reports available to contractors.

15.2 MRP PROGRESS REPORTS

This report must be submitted on a monthly basis, as per Chapter 15.2 of A-LM-184-001/JS-001.

15.3 TECHNICAL INVESTIGATION AND ENGINEERING STUDIES (TIES) REPORTS

TIES may only be authorized by the Procurement Authority. The Contractor must complete the report as stipulated under a DND 626.

Refer to Chapter 15.3 of A-LM-184-001/JS-001 for more information.

15.4 ANNUAL GOVERNMENT OWNED INVENTORY REPORT

The Contractor must submit a report annually to the PA on the value of all government owned materiel.

Refer to Chapter 15.4 of A-LM-184-001/JS-001 for further information.