

Statement of Work (SOW)

for

Calibration Programme In-Service Support (ISS) Contract

for

The Department of National Defence

Appendix 11

Professional Services Classifications

Annex A – Statement of Work
Appendix 11 – Professional Services Classification

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1 INTRODUCTION

1.1 Purpose

1.1.1 The Contractor is responsible for assembling a competent team of resources to complete the work defined in the Statement of Work. The Contractor must define, staff and manage this team in accordance with the Contractor's service delivery model and the Contractor's corporate policies and procedures.

1.1.2 The Contractor's team for the Calibration Programme In-Service Support (ISS) Contract must include the following Contractor roles:

- a. Contractor Calibration Programme Manager
- b. Contractor Service Manager
- c. DRMIS Technician – Goods Movement
- d. DRMIS Technician – Work Order Management

1.1.3 This document describes the general responsibilities for the specified Contractor roles and identifies the minimum qualifications.

1.1.4 The two DRMIS roles must be performed by different resources in accordance with the system accountability rules.

2 CONTRACTOR CALIBRATION PROGRAMME MANAGER

2.1 Role and Responsibilities

2.1.1 The Contractor Calibration Programme Manager manages the Contract on behalf of the Contractor.

2.1.2 The Contractor Calibration Programme Manager has the authority within the Contractor's organization for all matters related to the Contract.

2.1.3 The Contractor Calibration Programme Manager participates as a member of the Calibration Programme Joint Management Team (JMT) and advises the JMT on a range of challenges and strategies for meeting the Calibration Programme Sustainment Objectives and the DND/CAF System Level Operational Requirements.

2.2 Qualifications

2.2.1 The minimum qualifications for the Contractor Calibration Programme Manager include

- a. University degree in business, engineering or science.

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- b. Ten (10) years of experience as the Account Manager or Project Manager for multi-year technical services project(s) valued at \$5 million or greater.
- c. Five (5) years of experience within the past eight (8) years (as of RFP publication) as the Account Manager or Project Manager for multi-year technical services project(s) valued at \$5 million or greater.
- d. Two (2) years of experience as the Account Manager or Project Manager for calibration services project(s) valued at \$1 million or greater.

3 CONTRACTOR SERVICE MANAGER

3.1 Role and Responsibilities

3.1.1 The Contractor Service Manager is the Contractor's technical lead for the Contract.

3.1.2 The Contractor Service Manager has the authority within the Contractor's organization for all calibration, repair and overhaul matters related to the Core Calibration Support Work of the Statement of Work.

3.1.3 The Contractor Service Manager participates as a member of the Calibration Programme Integrated Service Team (IST) and advises the IST on the Core Calibration Support Work, the Annual Operating Plans for DND and the Contractor, and programme risks, issues and opportunities.

3.1.4 The Contractor Service Manager should participate in Defence Resource Management Information System (DRMIS) training. DRMIS training will be provided by DND under the Contract.

3.2 Qualifications

3.2.1 The minimum qualifications for the Contractor Service Manager include:

- a. University degree or College diploma in engineering technology or science.
- b. Ten (10) years of experience as the Technical Services Manager, Project Manager or Deputy Project Manager for multi-year technical services project(s) valued at \$2 million or greater.
- c. Five (5) years of experience within the past eight (8) years (as of RFP publication) as the Technical Services Manager, Project Manager or Deputy Project Manager for multi-year technical services project(s) valued at \$2 million or greater.
- d. Five (5) years of experience within the past ten (10) years (as of RFP publication) as the Manager or Deputy Manager of an ISO/IEC 17025 accredited calibration laboratory.

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4 DRMIS TECHNICIAN – GOODS MOVEMENT

4.1 Role and Responsibilities

4.1.1 The DRMIS Technician – Goods Movement will be the lead data entry clerk for goods movement and related data management with DRMIS. The main task is the entry of data from a material source and the transcription of the information to DRMIS for goods movement. Skills and abilities required include familiarity with general office procedures, the use of standard office equipment and software (Windows, Word, Excel, Access, etc.) and an attention to detail when entering data.

4.1.2 The DRMIS Technician – Goods Movement will coordinate the collection of data for goods movement; participate in the pre-processing of data to locate missing information and to make corrections as necessary; perform statistical reporting and data analysis to ascertain the accuracy of data entered; and implement procedures to ensure that information and files are managed in accordance with Government of Canada standards and directives.

4.1.3 The DRMIS Technician – Goods Movement will provide liaison between DRMIS and the Contractor MIS functionality and must therefore be familiar with applicable policies and procedures for both systems and capable of investigating and resolving data inconsistencies and errors.

4.1.4 The DRMIS Technician – Goods Movement must successfully complete all required training for the Goods Movement module in DRMIS. This training will be provided by DND under the Contract.

4.2 Qualifications

4.2.1 The minimum qualifications for the DRMIS Technician – Goods Movement include:

- a. Secondary school diploma or an acceptable combination of education, training and experience.
- b. Minimum of three (3) years of relevant experience in goods movement administration.
- c. Minimum of three (3) years of experience performing data entry and data verification analysis in an SAP-based Enterprise Resource Planning (ERP) system.

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5 DRMIS TECHNICIAN – WORK ORDER MANAGEMENT

5.1 Role and Responsibilities

5.1.1 The DRMIS Technician – Work Order Management will be the lead data entry clerk for work orders and related data management with DRMIS. The main task is the entry of data from a material source and the transcription of the information to DRMIS for work order management. Skills and abilities required include familiarity with general office procedures; the use of standard office equipment and software (Windows, Word, Excel, Access, etc.); and an attention to detail when entering data.

5.1.2 The DRMIS Technician – Work Order Management will coordinate the collection of data for work orders; participate in the pre-processing of data to locate missing information and to make corrections as necessary; perform statistical reporting and data analysis to ascertain the accuracy of data entered; and implement procedures to ensure that information and files are managed in accordance with Government of Canada standards and directives.

5.1.3 The DRMIS Technician – Work Order Management will provide liaison between DRMIS and the Contractor MIS functionality and must therefore be familiar with applicable policies and procedures for both systems and capable of investigating and resolving data inconsistencies and errors.

5.1.4 The DRMIS Technician – Work Order Management must successfully complete all required training for the Work Order Management module in DRMIS. This training will be provided by DND under the Contract.

5.2 Qualifications

5.2.1 The minimum qualifications for the DRMIS Technician – Work Order Management include:

- a. Secondary school diploma or an acceptable combination of education, training and experience.
- b. Minimum of three (3) years of relevant experience in work order administration.
- c. Minimum of three (3) years of experience performing data entry and data verification analysis in an SAP-based Enterprise Resource Planning (ERP) system.