

**ANNEX BB**

**STATEMENT OF WORK**

**IN-SERVICE SUPPORT SERVICES (ISS)**

**FOR**

**PRIVATE BRANCH EXCHANGE (PBX)**

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## Acronyms

CAF	Canadian Armed Forces
CD	Compact Disk
CFB	Canadian Forces Base
CFJSR	Canadian Forces Joint Signals Regiment
CFS	Canadian Forces Station
CLASS	Custom Local Area Signaling Services
CLI	Command Line Interface
DISA	Defense Information Systems Agency
DND	Department of National Defence
DSN	Defence Switch Network (voice)
DVD	Digital Video Disk
FTP	File Transfer Protocol
GUI	Graphical User Interface
IP	Internet Protocol
ISDN	Integrated Services Digital Network
JITC	Joint Interoperability Test Command
MLPP	Multilevel Precedence and Pre-emption
NCR	National Capitol Region
PBX	Private Branch Exchange
PSTN	Public Service Telephone Network
RMA	Request Material Authorization
SOW	Statement of Work
SIP	Session Initiation Protocol
TA	Technical Authority
TDM	Time Division Multiplex
VoIP	Voice over Internet Protocol
WCS	Workplace Communication Service

## Definitions

Refer to Annex CC – Logistics Statement of Work for R&O related definitions.

## 1. BACKGROUND

- 1.1. The Canadian Armed Forces (CAF) have been engaged in multiple roles and must be ready to respond to an increasing spectrum of operations, such as domestic humanitarian assistance, disaster response, counter-terrorism, peace support operations, and high intensity combat operations. The uninterrupted service from the PBX equipment is critical to support these missions.
- 1.2. The current legacy PBXs consist of over thirty (30) Avaya CS1000E PBXs which will have replaced by the contractor's supplied PBX equipment by the time the In-Service Support contract will come into effect. The upgraded network will provide a means of extending national services for both data and voice to operational theaters.

## 2. OBJECTIVE

- 2.1 The Department of National Defence (DND) and Canadian Armed Forces (CAF) have a requirement to procure In-service Support Services for the PBX equipment acquired through the acquisition contract and subsequently installed and commissioned by the DND.

## 3. SCOPE

- 3.1 The Contractor must provide In-Service Support Services including Repair and Overhaul and Corrective Maintenance for all PBX equipment supplied and provided by the Contractor and as defined in this document.
- 3.2 The Contractor must perform all engineering, maintenance and support work in accordance with this document.

## 4. REQUIREMENTS

The Contractor must provide the following:

- 4.1 Repair and Overhaul (R&O) Services;
- 4.2 Maintenance Support;
- 4.3 Technical Support Services;
- 4.4 Software and Firmware Support;
- 4.5 Optional Training Courses.

## 5. SOFTWARE AND FIRMWARE SUPPORT

- 5.1 For the duration of the contract, the Contractor must:
  - 5.1.1 Support updates, patches, and corrective content. DND must not be obliged to perform any software or hardware upgrades for new releases.
  - 5.1.2 Support all software, firmware updates and patch releases for the supplied equipment and management systems;

- 5.1.3 Provide associated Release Notes, applicable to the software and hardware revisions, supported by the Feature, Patch, Maintenance and Firmware releases. These notes must include the procedural updates that impact the releases;
- 5.1.4 Provide software release (Feature, Patch or Maintenance), Firmware releases and any relevant Release notes via one or more of the following methods: Internet download, CD, DVD, USB device, or File Transfer Protocol (FTP); and
- 5.1.5 Provide instructions for installation of patch releases and maintenance releases to DND.
- 5.1.6 Provide all updates, patches, and corrective content which is Joint Interoperability Test Command (JITC) approved.

## 6. TECHNICAL SUPPORT SERVICES

- 6.1 The Contractor must provide customer support 24 hours a day for 365 days of the year to DND via phone, in order to open, track and obtain resolution of trouble tickets;
- 6.2 The Contractor must provide, as an alternate, web-based online customer support accessible 24 hours a day for 365 days of the year, for DND to open, track and obtain resolution of trouble tickets;
- 6.3 Trouble Tickets are defined as per the following classifications:
  - a. Severity Level – High/Critical: issues that cause an interruption to telecommunications;
  - b. Severity Level – Medium/Major: issues that cause a degradation of telecommunications; and
  - c. Severity Level – Low/Minor: any other issues not causing any interruptions or degradation of Telecommunications.
- 6.4 The Contractor must fulfil the following response times, resolution times and permanent fix times for all reported issues:

Severity	Definition	Response Time	Restore Time	Permanent Fix
HIGH/ CRITICAL	issues that cause an interruption to telecommunications	30 Minutes	6 hours	30 Calendar days
MEDIUM/ MAJOR	issues that cause a degradation of telecommunications	1 hours	12 hours	90 Calendar Days
LOW/MINOR	any other issues not causing any interruptions or degradation of Telecommunications	Next business day.	12 business days.	Next software release or as required with TA agreement

- 6.5 Closed tickets must include issue resolution details and must be included in the monthly logs report;
- 6.6 The Contractor must maintain a log of all support calls. Logs must detail the severity, the resolution etc. DND must be notified of all Support Calls on a monthly basis.
- 6.7 The Contractor must provide report of logs on a monthly basis. At a minimum, the monthly logs report must include:

- 6.7.1 Severity of each support call;
- 6.7.2 List of closed tickets;
- 6.7.3 Resolution details of each closed tickets;
- 6.7.4 Response and restore time of each support call; and
- 6.7.5 List of open tickets.

## 7. REPAIR AND OVERHAUL SERVICES

- 7.1 The Contractor must conduct the R&O activities in accordance with Annex CC – Logistics Statement of Work, unless otherwise stated herein
- 7.2 One business day following the receipt and acceptance of a Request Material Authorization (RMA), the Contractor must provide a RMA Number and instructions on where DND is to ship their defective Parts;
- 7.3 The Contractor must repair only those items that are listed in the Selection Notice and Priority Summary (SNAPS). Whenever the cost to repair exceeds the Maximum Repair Cost (MRC), the Contractor must cease repair and report details to NDQAR. The Contractor must also apprise the TA of the situation.
- 7.4 The Selection Notice and Priority Summary (SNAPS) will be provided to the Contractor after the Contract Award. The SNAPS will be based on the Manufacture's Recommended Spare Part List (RSPL).
- 7.5 Upon receiving the equipment or its sub-component at the Contractor's facility, if the fault is unknown, the Contractor must inspect and test the equipment or its subcomponent to determine the fault and the type of repair to perform.
- 7.6 The Contractor must provide a quote to DND for each repairable item, if the part is not covered under the SNAPS.
- 7.7 The contractor must meet the following requirements:
  - 7.7.1 When hardware has been identified as unserviceable, the Contractor must expedite replacement hardware to the site within 90 calendar days or less;
  - 7.7.2 Repaired parts may contain components that are used, remanufactured or refurbished but must maintain the same form, fit and be functionally compatible;
  - 7.7.3 The Contractor must receive a written approval from the TA when repaired or exchanged parts contain components that are used, remanufactured or refurbished
- 7.8 The Contractor must repair and test equipment in accordance with best commercial practices and must follow Original Equipment Manufacturer (OEM) recommendations for repairs.
- 7.9 The Contractor must keep track of the received repairable items in-plant, make recommendations, and alert the TA concerning those items, which should be reclassified as having no repair potential, or which deviate from the standard configuration.
- 7.10 Repaired or exchanged parts must be delivered to the designated site by the applicable delivery deadline.
- 7.11 All repaired equipment must be returned to DND in a serviceable condition and must be returned in the same configuration unless otherwise specified by the TA.

## 8. CORRECTIVE MAINTENANCE (CM)

- 8.1 Some CM service requests may require that the Contractor's personnel travel to a site to effect repairs on short notice. The approval to dispatch a mobile repair party (MRP) must be granted by the Procurement Authority (PA) or the delegated financial authority when the PA is not available prior to departure, by issuing DND Form Number 626 – Task Authorization.
- 8.2 The Contractor must include all travel costs in the work order estimates described above.
- 8.3 Once written authorization is provided, the MRP must then proceed to the respective site to effect necessary repairs as quickly as possible.
- 8.4 The Contractor must provide a detailed itinerary for all such site travel. CM work must only be conducted during normal business hours.
- 8.5 The Contractor must provide MRP progress report as per Annex CC – Logistics Statement of Work.

## 9. MAINTENANCE SUPPORT

- 9.1 The Contractor must designate a point of contact to act as a liaison with DND TA.
- 9.2 The TA or its delegate will outline in detail the required resources, deliverables, activities, timelines, locations and required Contractor's experience and/or skill sets for each task in the Task Authorization form (DND 626).
- 9.3 The Contractor must submit completed work order for DND approval upon completion of each task.
- 9.4 The Contractor must provide the following services on an "as-and-when requested" basis.
- 9.5 The services must include but are not limited to the following:

### 9.5.1 Site Survey

The Contractor must:

- a. Conduct on-site survey within NCR prior to installation;
- b. Provide verification of equipment location and layout, peripheral equipment termination assignments, power type and termination assignments, cable running routes and other site requirements required to properly configure and install the equipment; and
- c. Ensure equipment connections are in place and power requirements are noted.

### 9.5.2 Equipment Engineering

The Contractor must:

- a. Compile and provide a list of material required for installation as per site surveys requirements;
- b. Configure equipment as per approved network connectivity;
- c. Prepare manual procedures and documentations for DND's internal use; and
- d. Ensure equipment installation instructions are in accordance with DND Task Authorization requirements.

### 9.5.3 Equipment Installation

The Contractor must:

- a. Install and/or coordinate installation of network hardware, software, and wiring as per approved engineering design; and
- b. Provide a list of equipment serial numbers, warranties, as built wiring schematics and network topologies upon completion of equipment installation.

#### 9.5.4 Test Set Rentals

The Contractor must:

- a. Provide specialized test equipment as required to validate the network operational status.

#### 9.5.5 Engineering Support

The Contractor must:

- a. Provide network configuration, provisioning, operation administration and troubleshooting for on-site DND personnel who are responsible for day to day operations and network monitoring.
- b. Develop technical architectures, frameworks and strategies, for an organization or for a major application area, to meet the business and application requirements.
- c. Assist DND's personnel with GUI/CLI fault management, user custom setup and template creation if applicable.

#### 9.5.6 Network Design Consultation and Integration Support

The Contractor must:

- a. Provide consultation to DND's Personnel responsible for network's management on network requirements and architecture including new products;
- b. Evaluate hardware and software to support specified requirements by determining potential and actual bottlenecks;
- c. Improve system performance through recommended hardware changes; and
- d. Develop a proof of concept design for upgrades and service migration.

#### 9.5.7 Configuration and Management Platform Upgrades

The Contractor must:

- a. Upgrade Network Management to required software version;
- b. Gather specific requirements, retrieving DND Management database and the server's hardware information;
- c. Perform Network Management upgrade on DND testbed located within the NCR;
- d. Develop and provide documentation outlining the upgrade procedures;
- e. Review the with DND to verify that the upgrade meets DND's requirement for the operational network; and
- f. Be On site during the execution of the upgrade.

#### 9.5.8 Configuration and Management Platform Installation

The Contractor must:

- a. Provide installation of the Management Platform application;
- b. Provide recommendations on how to set-up and configure the Management Platform; and
- c. Perform test to ensure proper operation per design.

#### 9.5.9 Configuration and Management Platform Operations Consulting

The Contractor must:

- a. Provide best operational recommendations for the Management Platform in the following areas: Account creation, alarm management strategy; statistics collection strategy; service provisioning; and service test manager configuration;

- b. Provide on-site knowledge transfer (located within the National Capital region (NCR) of Canada, CFJSR Kingston, or CFB Trenton) for security procedures for individual user and restrict access to groups; and
- c. Perform a Management Platform custom setup.

## 10. OPTIONAL TRAINING REQUIREMENTS

### 10.1 Administrator and Maintainer Training Courses

- 10.1.1 The Contractor must provide up to five Optional Administrator and Maintainer training courses per year during the Contract Period on an “as and when requested” basis for DND personnel.
- 10.1.2 The Contractor must provide each course for up to ten (10) trainees at the DND’s facilities either within Canada’s National Capital Region, or CFJSR Kingston or CFB Trenton, as determined by the TA.
- 10.1.3 The Contractor must coordinate and finalize the delivery dates and locations for the courses with the TA or its delegate.
- 10.1.4 At a minimum, the Administrator and Maintainer Training Courses must instill the attendees with the requisite skill and technical knowledge to meet with the following objectives:
  - 10.1.4.1 System set-up
  - 10.1.4.2 Programming equipment features
  - 10.1.4.3 Software management
  - 10.1.4.4 Management of Graphical User Interface/CLI

### 10.2 Train the Trainer Training Courses

- 10.2.1 The Contractor must provide up to two Optional “Train the Trainer” training courses per year during the Contract Period on an “as and when requested” basis for DND’s personnel.
- 10.2.2 The Contractor must provide each course for up to five attendees at the DND’s facilities either within Canada’s National Capital Region, or CFJSR Kingston, or CFB Trenton or at the Contractor’s facility, as determined by the TA.
- 10.2.3 The Contractor must coordinate and finalize the delivery dates and locations for the courses with the TA or its delegate.
- 10.2.4 At a minimum, the “Train the Trainer” Training Courses must instill the attendees with the requisite skill and technical knowledge to meet with the following objectives:
  - 10.2.4.1 System set-up
  - 10.2.4.2 Programming equipment features
  - 10.2.4.3 Software management
  - 10.2.4.4 Management of Graphical User Interface/CLI

### 10.3 For each training course, the Contractor must provide:

- 10.3.1 Course outlines and training manuals (MS Word, MS PowerPoint, or PDF format) in English or French as requested by the TA; and

- 10.3.2 Each attendee with a copy of the training manuals (as required) in hard copy or in electronic format (MS Word, MS PowerPoint, or PDF format).
- 10.4 For training course to be held at DND facilities, the Contractor must provide the list of essential aid to the TA at least ten days in advance that DND must furnish at the training facility to help run the training course.