Statement of Work (SOW)

for

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

for

The Department of National Defence

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NOTICE

This documentation has been reviewed by the Project Authority and does not contain controlled goods.

AVIS

Cette documentation a été révisée par le Chargé de projet et ne contient pas de marchandises contrôlées.

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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 DND/CAF locations.

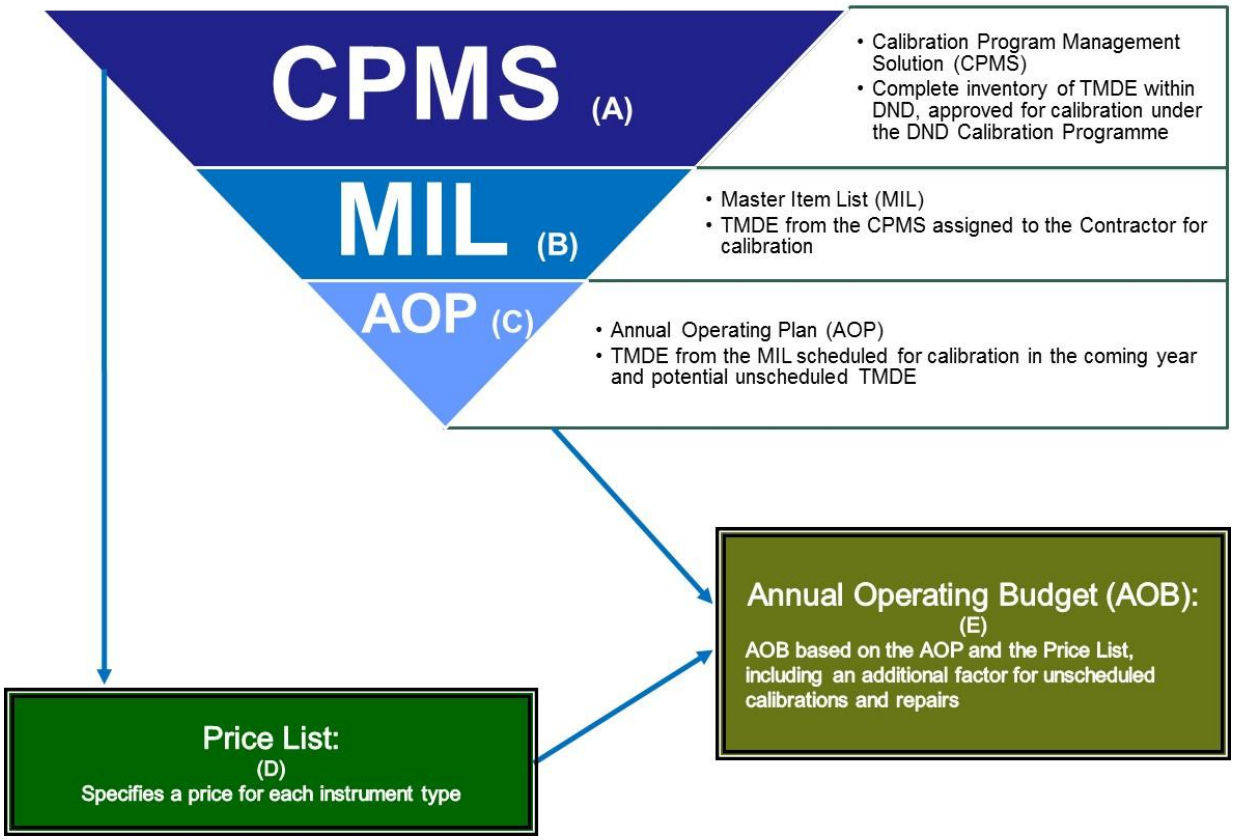
1.1.2 It is the intention of this SOW that the Contractor will process, for calibration and R&O, all TMDE identified at the time of contract award plus any new TMDE added during the term of the contract. TMDE inventories are constantly updated or revised and, as a result, there will be changes to the 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.

1.1.3 The TMDE calibration and R&O capability support being requested requires the Contractor to establish an understanding of the entire DND/CAF 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 and the work required to calibrate and repair the TMDE outlined in Annex K, Master Item List. While the requested calibration work is based on items identified in the Master Item List, the scope of work requested from the Contractor is more expansive and represented by Sections 2 to 6 of this SOW and the requirements outlined in the appendices. Further, the elements of the DND/CAF Calibration Programme Sustainment Solution outlined in Appendix 3 are continuously evolving as new TMDE are introduced into DND/CAF. Consequently, it is expected that the items in the Master Item List and the requirements in this SOW will be adjusted throughout the life of the Contract.

1.2.2 Figure 1 illustrates the hierarchy of the Master Item List within the scope of the DND/CAF Calibration Programme.



(A) – Calibration Program Management Solution (CPMS): The CPMS is the module within DRMIS that lists all TMDE instruments currently in inventory within DND/CAF that are managed under the DND/CAF Calibration Programme. The CPMS includes TMDE that have the same manufacturer, same model and same options but each with its own individual serial number.

(B) – Master Item List (MIL): The MIL is a list of TMDE assigned to the Contractor for calibration. Within CPMS, this list will be managed at the serial number level.

(C) – Annual Operating Plan (AOP): TMDE from the MIL that have been scheduled for calibration in the coming year and potential unscheduled TMDE calibrations.

(D) – Price List: The Contract will specify a unique price for each instrument type (NSN, manufacturer, model and options) described in the CPMS.

(E) – Annual Operating Budget (AOB): Based on the AOP and the Price List, including an additional factor for unscheduled calibrations and repairs.

Figure 1 – CPMS-MIL-AOP Hierarchy

1.2.3 The principal role of the DND/CAF Calibration Programme ISS Contract is to provide:

a. Calibration and Repair Services;

b. Program Management Services;

c. Ancillary Services; and

d. Contract Transition Services.

1.2.4 The Contractor must provide a calibration and R&O capability that can achieve the Calibration and Repair work, Calibration Program Management work, and Ancillary work outlined in Sections 3 to 5.

1.2.5 The DND/CAF Calibration Programme is an essential part of the DND/CAF Material Acquisition and Support (MA&S) function 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.

1.2.6 The DND/CAF 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 DND/CAF 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, the Quality Engineering Test Establishment (QETE) will manage sustainment of the DND/CAF Calibration Programme through a multi-layered Governance Model comprised of internal Government of Canada committees as detailed in Section 2 of Annex J Performance Management Framework.

1.4 Applicable Documents

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

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

1.4.3 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.

1.4.4 The DND Supply Administration Manual (SAM) provides policy, process and procedures that guide the DND/CAF Supply community of practice. As such, the SAM is an important reference for both Canada and the Contractor and includes a number of directives and policies that may impact the implementation of specific procedures and supporting documentation for work performed under the Contract.

1.5 SOW Structure

1.5.1 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: Program Management Work

e. Section 5: Task Based Services

f. Section 6: Contract Transition In / Transition Out

1.5.2 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 – DND/CAF Calibration Programme Description

d. Appendix 4 – Not Used

e. Appendix 5 – Contract Data Requirements Lists (CDRLs) and Data Item Descriptions (DIDs)

f. Appendix 6 – Calibration Process Flowchart

g. Appendix 7 – Not Used

h. Appendix 8 – Not Used

i. Appendix 9 – Contractor Management Information System

j. Appendix 10 – Not Used

k. Appendix 11 – Professional Services Classifications

l. Appendix 12 – Calibration Seals, Labels, Forms and Bar Codes

m. Appendix 13 – Calibration Certificate and Test Data Sheets

1.6 Roles, Authorities and Responsibilities

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

1.6.2 Technical Office of Primary Interest: The Technical Office of Primary Interest (Tech OPI) is a DND representative delegated by the Project Authority 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 issued 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.

1.6.3 Unit Users: Unit users are DND/CAF bases, stations, units, ships and contractors performing a function for DND. The unit users are listed by their Storage Location (SLOC) in the Master Item List.

1.6.4 Integrated Services Team (IST) Concept: The Government of Canada manages the DND/CAF Calibration Programme within an IST environment. Therefore, Canada anticipates that calibration services will be conducted in an environment, consisting of Canada, the Contractor and other support contractors, when required. The Contractor must provide resources for the IST who will work in a collaborative and cooperative manner in order to achieve DND/CAF Calibration Programme Objectives and DND/CAF System High Level Operational Requirements. The roles and responsibilities of all parties are 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.

1.6.5 The Contractor must also explain as part of their Program Management Plan 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.

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

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

1.6.8 Contractor Service Manager: The Contractor must designate an individual with the requisite skills and experience outlined in Appendix 11 as the Contractor Service Manager to advise on the calibration and repair work.

1.6.9 The Contractor Service Manager will be the Contractor's technical lead for the IST. The Contractor Service Manager must have the authority within the Contractor's organization for all calibration and R&O work of the SOW.

2 GENERAL REQUIREMENTS

2.1 Calibration, Repair and Program Management Work

2.1.1 The Calibration, Repair and Program Management work is comprised of the activities described in Section 3 and 4 of this SOW that occur on a regular ongoing basis over the duration of the contract period.

2.1.2 The Contractor must be capable of communicating with the user representative in both official languages (English/French).

2.2 Ancillary Work

2.2.1 Ancillary work is comprised of the activities described in Section 5 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 are put in place to deliver the services detailed in Sections 3 to 5, as well as the work required to move these services over to another contract or within DND before the end of this contract. These activities are detailed in Section 6.

2.4 Environmental Management

2.4.1 In support of the Government of Canada's strategic environmental objectives, the Contractor must implement an Environmental Management System by the end of the Transition Period that complies with the requirements of ISO/IEC 14001:2015 Environmental management systems - Requirements with guidance for use.

2.5 DRMIS Interface

2.5.1 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.

2.6 Electronic Document Format

2.6.1 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 Project Authority 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.

2.6.2 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.

2.7 Turnaround Times

2.7.1 Turnaround time (TAT) forms the basis of some of the key performance indicators used in the Performance Management Framework (Annex J).

2.7.2 The principle of first-in/first-out (FIFO) must be observed whenever possible, unless an urgent requirement is identified by the Project Authority for priority service ahead of all other calibrations. Typically, DND experiences the need for urgent calibrations less than one percent of calibrations per year.

2.7.3 TAT for calibration services is defined as the period of time:

a. from the date that the Contractor receives the item at the DND-designated delivery location where responsibility for the item is handed over to the Contractor;

b. to the date that the Contractor returns the calibrated item to the DND-designated delivery location where responsibility for the item is handed back to DND;

c. including any transport time from the DND-designated delivery location to the Contractor-designated calibration location, if required (not required for on site calibrations); and

d. including any transport time from the Contractor-designated calibration location back to the DND-designated delivery location, if required (not required for on site calibrations); and

e. not including any time for incidental repairs.

2.7.4 TAT for repair services is defined as the period of time:

a. from the date that the Contractor determines that the item cannot be calibrated and is in need of repair;

b. to the date that the Contractor completes the repair; and

c. not including any time for DND to approve a repair request, if required (not required if the cost of the repair is below the maximum repair cost).

2.7.5 Equipment turnaround time to a serviceable state must be achieved:

a. within 10 working days for the Average TAT for calibration services, measured annually;

b. in no more than 15 working days for the TAT for calibration services for any single item, unless otherwise approved by the Project Authority; and

c. in no more than 30 working days for the TAT for repair services, unless otherwise approved by the Project Authority.

2.7.6 Turnaround times for calibration and repair, as defined in paragraphs 2.7.3 and 2.7.4 above are illustrated in Figure 2 and Figure 3.

2.8 Location of Work

2.8.1 For all calibration and/or repair, if the work cannot be performed in Canada, the equipment may only be sent to one of the countries listed as a current and active member of the North Atlantic Treaty Organization (NATO) as listed at: https://www.nato.int/cps/en/natohq/nato_countries.htm.

2.8.2 Prior to shipment of the equipment outside of Canada, the Contractor must receive approval from the Procurement Authority.

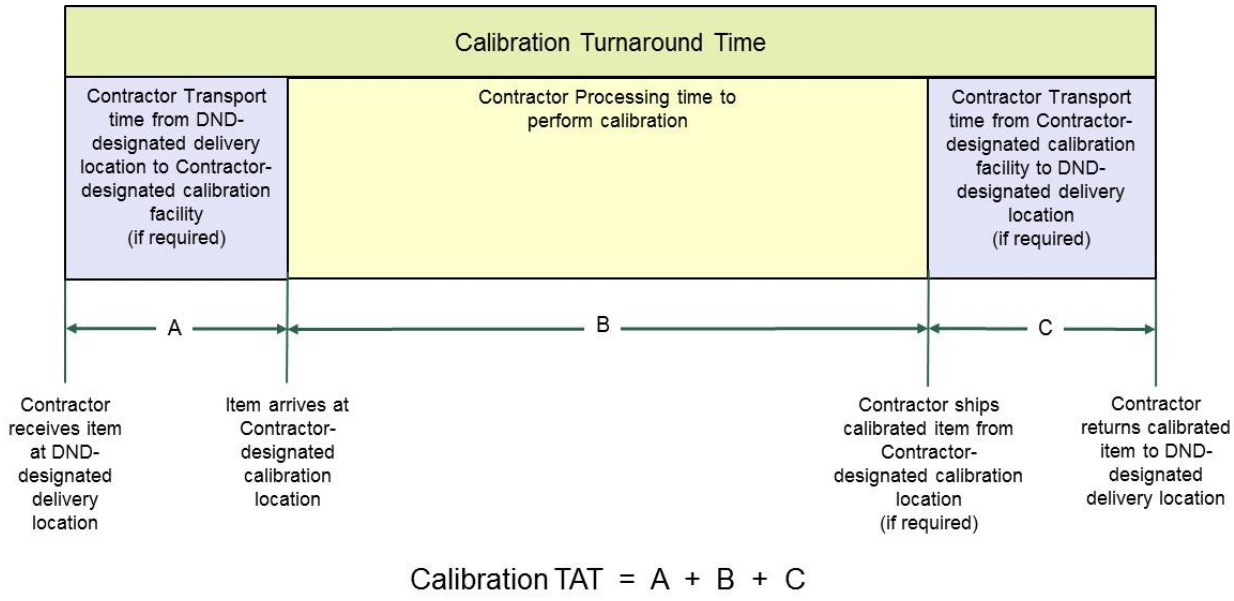


Figure 2 – Calibration Turnaround Time (without incidental repairs)

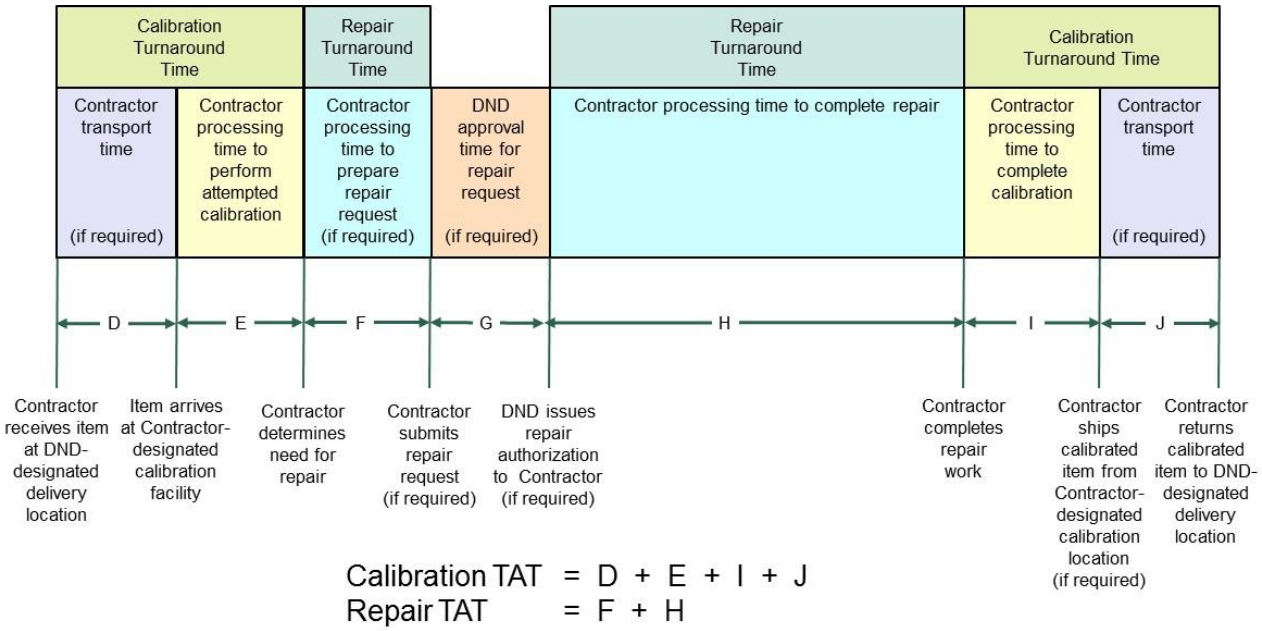


Figure 3 – Calibration Turnaround Time (with incidental repairs)

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 items in the Master Item List.

3.1.2 In some instances, calibrations may require repairs, which must be performed in accordance with Section 3.3.

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

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

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

3.1.6 Calibration and repair work includes 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), unless otherwise approved by the Project Authority.

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 Project Authority and wait for instructions.

b. Repair and overhaul: The Contractor must repair and overhaul only those items for which they receive authorization.

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 Calibrations of TMDE outlined in the approved Contractor’s Annual Operating Plan (AOP) as per CDRL/DID 200.001 include:

a. TMDE to be processed at the Contractor’s designated facility; and

b. TMDE to be processed on site 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 When TMDE are not on the current AOP, then the Contractor must receive authorization to perform the calibration through the DND 626 Task Authorization process specified in the Contract.

3.2 Calibration Services

3.2.1 Calibration services for TMDE consist of cleaning, pre-calibration inspection, preventive maintenance, adjustments (when required), and calibration (as defined in DAOD 3036-0, Calibration).

3.2.2 Calibration services must be performed in accordance with C-02-005-009/AM-000.

3.2.3 A TMDE will be considered calibrated if it successfully passes all parameters of the associated calibration procedure identified in the Master Item List 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 12, 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.

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 includes but is not limited to actions such as:

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

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.

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

3.2.11 Adjustments

3.2.11.1 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.

3.2.11.2 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.

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

3.3 Repair Services

3.3.1 The need for the repair of TMDE will normally be identified by the Contractor during the performance of a calibration and is incidental to the calibration.

3.3.2 The Contractor must provide repair and/or overhaul services for all TMDE listed in the Master Item List, when required.

3.3.3 The Contractor is authorized to perform repair and/or overhaul for all items listed in the Master Item List up to the maximum repair cost (MRC). When the MRC is projected to be exceeded the Contractor must seek authorization before proceeding.

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

3.3.5 When standards of performance are not provided in the governing specification or when the standards described are considered by the Contractor to be inadequate or excessive, the Contractor must promptly submit, the standards of performance and reliability to which the Contractor proposes to repair/overhaul any repairable item. These proposed standards must not be used until approved by the Project Authority.

3.3.6 A calibration must be performed following any repair or overhaul activity.

3.3.7 All TMDE repaired must be returned to DND in the same part number configuration, unless otherwise specified by the Project Authority.

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

3.3.9 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.

3.3.10 The Contractor must provide technical investigations and engineering support (TIES) for repairs when authorized via a DND 626 Task Authorization.

3.3.11 The Contractor must provide Field Service Representative (FSR) services when authorized via a DND 626 Task Authorization. FSR tasks will be initiated on an as required basis when problems occur with the TMDE and where the Contractor's assistance is necessary on site.

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

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

3.3.14 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.

3.3.15 If the item is too small to mark, or additional marking cannot be added for other reasons, marking must be affixed with an identification and condition tag, marked with the above information.

3.3.16 The Contractor must ensure that the repair of all DND equipment is controlled via the DRMIS-CPMS.

3.4 Special Tools and Test Equipment (STTE)

3.4.1 STTE may be needed to perform the work.

3.4.2 Fabrication of STTE when authorized via a DND 626 Task Authorization 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 via a DND 626 Task Authorization 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 will be responsible for the preservation and packaging of TMDE that are picked-up and delivered by its transportation.

3.5.2 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.

3.5.3 The Contractor will 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 will be responsible and accountable for the movement of TMDE between its Calibration Facility and user locations identified in the Master Item List.

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

3.6.3 The Contractor must pick up and deliver each TMDE at the user's pick-up and delivery location during the user's normal working hours.

3.6.4 The user representative will acknowledge receipt of the TMDE in DRMIS following the return of the TMDE to the user by the Contractor.

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

3.7 Contractor Furnished Materiel (CFM)

3.7.1 The Contractor must ensure that the materiel provided is either embodied within the equipment and reported on the Work Order, added to the Technical Library in the case of technical manuals, or added to the CMIS list of STTE in the case of special cables, extender boards, and STTE.

3.8 Calibration and Repair Work Authorization

3.8.1 Authorization for calibration services is provided through approved DND 626s that will include the AOP. The Contractor will initiate the recall notification

process through DRMIS-CPMS. Upon receipt of an item, work orders will be created in DRMIS-CPMS to manage the calibration services. Upon validation of the TMDE instrument description information as specified in Appendix 9, paragraph 2.4.2.1, the Contractor must then open a work order in the CMIS in order to proceed with any calibration.

3.8.2 Any requirement to repair TMDE discovered incidental to a calibration is pre-approved for repair by the Contractor up to the MRC specified in the Contract. Any repair exceeding the MRC must be approved through a DND 626 Task Authorization. To initiate a repair request, the Contractor must submit a Repair Request Form to the Project Authority in accordance with CDRL/DID 200.002.

3.8.3 When a DND Calibration Centre discovers the need for a repair, incidental to a calibration to be performed by the DND Calibration Centre, the item may be sent to Contractor by the DND Calibration Centre for the repair. A DND 626 Task Authorization will be required to authorize any related repair services. If the Contractor is not capable of performing the calibration following the repair using existing Contractor resources and facilities, then the TMDE must be returned to the DND Calibration Centre to complete the calibration.

3.8.4 Recall Types

3.8.4.1 Each TMDE will be assigned to a scheduled or unscheduled recall type by the Project Authority, 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 agreed upon by the IST after Contract Award.

c. Insitu[1]: On site calibrations as described at para 3.8.5 that generally have a fixed schedule.

[1] "Insitu" is a term used in DRMIS and has the same meaning as "on site", the official and preferred term used in DAOD 3036-1, Calibration Programme.

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.

b. No Calibration Required: 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 off site or would result in invalid calibration results if transported due to sensitivity of the TMDE.

3.8.5.2 The Contractor must comply with the procedures set forth in C-02-005-011/AM-000.

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

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

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

3.8.5.6 All matters pertaining to 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. Unit users are not permitted to authorize additional work.

3.8.5.7 The Contractor must perform the required on site services during the normal working hours of the DND/CAF location where the work is being performed.

3.8.5.8 In exceptional circumstances, such as urgently required calibrations or because of travel arrangements, the Base or Wing Commander or their appointed delegate may authorize access to the work site outside of normal working hours.

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.

The Contractor must plan the implementation of the bar code tracking system as part of the PMP. Additional requirements for bar code tracking are provided in Appendix 12.

3.9 Inability to Calibrate or Repair

3.9.1 In instances where TMDE cannot be calibrated or repaired, or are considered beyond economical repair (BER), the Contractor must contact the Project Authority for instructions.

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

3.10 Calibration Certificate and Test Data Sheets

3.10.1 The Contractor must maintain, and provide to the Project Authority when requested, Calibration Certificates and Data Sheet(s) for all calibration standards used to provide the calibration and adjustments specified herein in accordance with Appendix 13. This information should be readily available and accessible to DND through the CMIS.

3.10.2 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;

b. when TMDE are calibrated for another DND Calibration Centre; and

c. for each TMDE, when specifically requested by the Project Authority.

3.10.3 A copy of the DND Calibration Certificate and Test Data Sheet(s) must accompany each TMDE and uploaded to DRMIS as a Document Information Record (DIR).

3.10.4 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.

3.10.5 The Calibration Certificate must be printed directly from the CMIS.

3.11 Out of Tolerance

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

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

3.11.3 All TMDE requiring repair must be calibrated following repair.

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

3.11.5 A copy of the OTR must be entered into the CMIS, and the user unit notified in accordance with DRMIS CPMS procedures.

3.11.6 The Contractor must have an auditable notification of out-of-tolerance (OOT) process to deal with OOT standards. The Contractor's MIS must identify TMDE impacted by the OOT standard, a process to analyze the impact on each TMDE, and correction of the impacted TMDE as necessary.

4 PROGRAM MANAGEMENT WORK

4.1 Program Management Work - General

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

4.1.2 A DND 626 Task Authorization will be issued to the Contractor to cover the full scope of Program Management work on an annual basis.

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 Program Management work must be provided by Contractor resources that will support and form part of the IST. It is the Contractor’s responsibility to identify in the Program Management Plan (PMP) how this work is distributed among the Program Management resources being offered and ensure this is detailed in accordance with CDRL/DID 100.001.

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

4.2.4 The Contractor must maintain scheduling and management control for all activities carried out under the Contract.

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

4.2.6 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;

g. Security Management;

h. Safety Management;

i. Contractor Information Management, including provision of licences, training, and technical support for the CMIS;

j. Technical Library Management;

k. Maintenance of Calibration Equipment and Standards

l. Maintenance and Service Manuals Management;

m. Quality Assurance Program Management; and

n. Obsolescence Management.

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.

4.4 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 (MPRs) 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 100.001.

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 AOP will be reviewed quarterly as part of a PRM, or more frequently as may be required. Updates to the AOP can only be approved through a DND 626 Task Authorization.

4.4.8 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.

4.4.9 For all meetings the Contractor must prepare and submit an agenda for approval in accordance with CDRL/DID 100.003.

4.4.10 For all meetings, the Contractor must prepare minutes and submit for approval upon request in accordance with CDRL/DID 100.004.

4.4.11 The Contractor must submit an annual Fiscal Year End Report in accordance with CDRL/DID 100.008.

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 AOP and all Demanded Calibrations and Repair work.

4.6 Task Management

4.6.1 The IST may establish the priority of tasks. The Project Authority 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 the task to ensure that the task progress and financial expenditures are in line with approved tasking and report status as part of the monthly progress reports; and

c. Maintain task time scheduling and tracking.

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. Formally close out the task to ensure that there are no further charges accumulated against the task; and

b. Prepare a final report in accordance with CDRL/DID 100.006 as a deliverable when required by the task.

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 The Contractor must implement a program to manage Government Owned materiel in Contractor Custody (GOCC) when the Contractor holds Government Furnished Equipment (GFE)[2] and Government Furnished Information (GFI).

4.8.2 The Contractor must report to the supporting National Defence Quality Assurance Representative (NDQAR) all instances of loss or damage to GOCC materiel within two (2) working days of confirmation of its discovery. If the discrepant item is one classified as Controlled Goods/CTAT (Controlled Technology Access Transfer), then the supporting NDQAR must be contacted immediately. Controlled Goods/CTAT include:

a. weapons, ammunition, explosive ordinance, self-contained weapons systems and guided missiles;

b. classified equipment including crypto and accountable communications security (COMSEC) materiel;

c. deficient Controlled Goods as defined in DAOD 3003-0; and

d. night vision devices.

4.8.3 The Contractor must prepare a Contractor Held Inventory Report in accordance with CDRL/DID 100.005 to provide the status of all Government inventory held by the Contractor as well as work-in-progress for calibration and repair services on the specified date of the report.

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[2] Currently, the only GFE items expected to be provided to the Contractor under a loan account include the Air Data Calibrator (ADC), Model ADC-2555, NSN 6640-01-653-2520 and DRMIS terminals with associated accessories (quantities to be determined by the Contractor's service delivery model).

4.9 Performance Management and Continuous Improvement

4.9.1 The Contractor must implement a performance measurement system that supports the Calibration Performance Management Framework specified in Annex J.

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

4.9.3 Continuous Improvement Proposals must be submitted in accordance with CDRL/DID 300.005.

4.10 Security Management

4.10.1 The Contractor must as 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 In accordance with the terms and conditions of the Contract, the Contractor must ensure that all the databases containing any information related to the Work are located in Canada.

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

4.10.4 The Contractor must implement IM/IT security procedures and techniques to protect Government of Canada equipment, materiel, and data in their possession against cyber threats in accordance with their approved IM Plan (CDRL/DID 300.002) and QA Plan (CDRL/DID 300.003).

4.10.5 For on site calibration and repair work, the Contractor must arrange prior to departure, a Visit Clearance Request (VCR) with the destination CAF base, station, unit, ship or contractor and inform the Project Authority, via e-mail, with the trip details including the Visit Clearance Request, personnel names and security clearance of Contractor personnel assigned.

4.10.6 For some DND/CAF locations, a VCR will be required for Contractor personnel to come on site and pick up TMDE for transport to the Contractor’s designated calibration facility and for the return of the TMDE to the user’s unit.

4.11 Safety Management

4.11.1 The Contractor must ensure that all work considers safety as a principle concern in the calibration and maintenance of the DND/CAF Calibration Programme equipment.

4.11.2 Provision of safety advice and oversight must be delivered as part of the work.

4.12 Contractor Information Management

4.12.1 The Contractor must implement a management information system that meets the requirements listed in Appendix 9.

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

4.12.3 The Contractor must record calibration data provided by outside suppliers in the CMIS.

4.13 Technical Library Management

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

4.13.2 The Contractor must maintain, in the technical library, a calibration procedure document for each TMDE listed in the Master Item List.

4.13.3 The Contractor must maintain, in the technical library, all available maintenance and service manuals for each TMDE listed in the Master Item List that is calibrated or repaired.

4.13.4 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.

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

4.13.6 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.

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

4.13.8 The calibration procedure document must be the procedure listed in the CMIS for the applicable TMDE.

4.13.9 Calibration procedures must take precedence as follows:

a. a DND originated procedure that has been assigned a Canadian Forces Technical Order (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 Project Authority.

4.13.10 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.

4.13.11 The Contractor, when tasked by the Project Authority, 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.

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

4.14 **Maintenance of Calibration Equipment and Standards**

4.14.1 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.

4.14.2 The Contractor's reference standards must be certified traceable to national standards on a regular basis by a standards laboratory.

4.14.3 The working standards and test equipment must be calibrated and certified traceable to the reference standards or, when necessary, certified by a standards laboratory.

4.14.4 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.

4.15 Maintenance and Services Manuals Management

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

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

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

4.15.4 When a CFTO is not available, the Contractor must notify the Project Authority 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.

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

4.15.6 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 under a DND 626 Task Authorization. A draft copy of the document must be submitted to the Project Authority for acceptance and approval prior to finalization of the tasking.

4.15.7 All documents procured or prepared under the Contract must become the sole property of Canada.

4.16 Quality Assurance Program Management

4.16.1 The Contractor must establish and maintain a Quality Assurance (QA) Program as part of the Programme Management work.

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

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

4.16.4 QA Program effort in support of Calibration and Repair work is defined as Programme Management work. Where QA Program effort is required in support of Ancillary Services, the QA Program effort is to be part of a specific task.

4.17 Obsolescence Management

4.17.1 The Contractor must provide obsolescence management support. The intent is to assist the Project Authority with resolving DND/CAF Calibration Programme obsolescence issues in a proactive manner.

4.17.2 The Contractor must notify the Project Authority when TMDE are approaching their end of life.

4.17.3 The Contractor must prepare and submit an Obsolescence Report to the Project Authority in accordance with CDRL/DID 200.001, which identifies for current TMDE in the Master Item List, obsolescence related issues with recommended solutions to allow the Project Authority to make an informed decision.

4.18 Integrated Logistics Support Plan

4.18.1 The Contractor must prepare and submit an Integrated Logistics Support (ILS) Plan in accordance with CDRL/DID 300.001.

5 ANCILLARY SERVICES

5.1 Overview

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

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

5.2 Ancillary Support Services

5.2.1 The Contractor may be tasked to perform work in support of the DND/CAF Calibration Programme including:

a. business and stakeholder needs analysis;

b. calibration reliability;

c. technical investigations and engineering studies; and

d. training support.

5.2.2 Within the context of the DND/CAF Calibration Programme, the Contractor 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.

5.2.3 Within the context of the DND/CAF 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 DND/CAF Calibration Programme to maintain or improve equipment fitness, and DND/CAF Calibration Programme reliability.

5.2.4 Technical Investigations and Engineering Studies may include, but are not 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; and

f. investigations of actions disposal related to TMDE.

5.2.5 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/CAF representatives on the CMIS, additional training may be requested for calibration procedures and other areas related to the DND/CAF Calibration Programme. These services include but are not limited to:

a. conducting training needs analysis;

b. providing training material including courseware;

c. developing training plans and syllabuses; and

d. deliver developed training.

5.3 Beyond Economical Repair TMDE

5.3.1 The Contractor may be tasked to replace TMDE that have been assessed as beyond economical repair (BER).

5.3.2 The new TMDE must be delivered to the unit calibrated, with a calibration certificate valid for a minimum of ten months.

6 CONTRACT TRANSITION-IN / TRANSITION-OUT

6.1 Transition-In

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

6.1.2 The Contractor must organize a Contract Kick-Off Meeting within 10 working days of the effective Contract start date to be held at a Contractor-designated location in Canada. The Kick-Off Meeting will be an in-person meeting that will be attended by the Contracting Authority, the Procurement Authority, the Project Authority and other Government of Canada representatives. At a minimum, the Contractor must be represented by the Contractor Calibration Programme Manager, the Contractor Service Manager and a senior Officer or Director of the company (e.g. Chief Executive Officer, President). The Kick-Off Meeting must include a demonstration of the CMIS. Other representatives of Canada and the Contractor may attend through teleconferencing, and if supported, by video and web conferencing.

6.1.3 The Contractor must submit a revised PMP within 10 working days following the Contract Kick-Off Meeting.

6.1.4 The first monthly PRM will be an in-person meeting organized by Canada at a facility in the National Capital Region and will be held within 20 working days following the Kick-Off Meeting. At a minimum, the Contractor must be represented by the Contractor Calibration Programme Manager and the Contractor Service Manager.

6.1.5 The second monthly PRM will be an in-person meeting organized by the Contractor at a Contractor-designate location and must include a tour of one of the Contractor's ISO 17025 accredited calibration laboratories.

6.1.6 The third and fourth PRMs will be conducted through teleconferencing.

6.1.7 The sixth PRM will be designated for the first quarterly review and will be an in-person meeting hosted by Canada at a facility in the National Capital Region. Thereafter, the Contractor and Canada will alternate organizing in-person PRMs involving the quarterly reviews with the interim PRMs conducted through teleconferencing.

6.1.8 Canada reserves the right to attend any PRM in person as well as the right to change the format of any scheduled in-person meeting to a teleconference meeting.

6.1.9 The meeting organizer will be responsible for booking meeting space; providing access to visitors; and making arrangements for technical support as may be required by the approved agenda. Participants are responsible for making their own travel and living arrangements and the associated costs.

6.1.10 Within 90 calendar days of Contract Award, the Contractor must complete the transition for the provision of the Calibration and Repair work of all TMDE listed in the Master Item List included in the Contract. The Master Item List will evolve throughout the duration of the contract. For the Transition-In period the MIL will be determined as follows:

a. The Master Item List issued with the RFP will be used for the basis of bid evaluation.

b. The Master Item List issued at Contract Award will be the list agreed upon by the Contractor and Canada based on additions and deletions resulting from changes to the Calibration Programme that occur between the bid solicitation period and contract award.

6.1.11 Priority for the transition of calibration services will be by region, from east coast to west coast as follows:

a. Atlantic Canada Provinces

b. Québec/Ontario

c. Prairie Provinces and the Territories

d. British Columbia

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

6.2 Transition-Out

6.2.1 Twelve months before the end of the Contract, the Procurement Authority will coordinate a close-out plan to transfer all DND-owned materiel. The Contractor must support this close-out plan. The Procurement Authority will provide the Contractor with instructions for the completion of the work in progress and to coordinate the transfer of GOCC, GFE and GFI. The following considerations will be taken into account for the close-out plan:

a. Materiel and equipment in the custody of the Contractor;

b. Publications and other documents;

c. Perform 100% stocktaking;

d. Clear all pending DRMIS transactions; and

e. Support NDQAR to provide all stock on hand and pending transaction reports.

Statement of Work (SOW)

for

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

for
The Department of National Defence

Appendix 1

Glossary of Terms, Acronyms, and Abbreviations

Requisition Number: W8486-184754
DND Document # RDIMS # 5177606
Date: 04 November 2019

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NOTICE

This documentation has been reviewed by the Project Authority and does not contain controlled goods.

AVIS

Cette documentation a été révisée par le Chargé de projet et ne contient pas de marchandises contrôlées.

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Annex A to W8486-184754 – Statement of Work
Appendix 1 – Glossary of Terms, Acronyms, and Abbreviations

1 INTRODUCTION

1.1 This document provides a glossary of terms and a list of all abbreviations used in the Calibration Programme In-Service Support (ISS) Contract Statement of Work (SOW) and its associated Appendices. Appendix 5 - Contract Data Requirements Lists (CDRLs) and Data Item Descriptions (DIDs) provides lists of additional acronyms that are specific to the CDRLs and DIDs.

2 GLOSSARY

Term	Definition
beyond economical repair (réparation non rentable)	Materiel has: no repair potential; excessive repair cost estimates or extensive damage or deterioration Source : C-02-005-009/AM-000
calibration (étalonnage)	A process of comparing an instrument to a standard to determine the accuracy of the instrument and correlate the instrument to the standard by adjustment or producing a corrected scale or both. Source: DAOD 3036-1, Calibration Programme
calibration authority (autorité de l'étalonnage)	The person who has the authority to set calibration specifications, intervals and standards, provide technical advice and monitor compliance with the Calibration Programme. Source: DAOD 3036-1, Calibration Programme
calibration centre (centre d'étalonnage)	A static calibration facility assigned the responsibility of calibrating Department of National Defence / Canadian Forces test equipment in a designated geographical area.
calibration hierarchy (hiérarchie d'étalonnage)	A sequence of calibration from a reference to the final measuring system in which the outcome of each calibration depends on the outcome of the previous calibration. Source: DAOD 3036-1, Calibration Programme
calibration interval (intervalle d'étalonnage)	The frequency of calibrations for an instrument expressed as the period of time during which the metrological properties of the instrument are expected to remain constant and produce measurements within specified tolerances. Source: DAOD 3036-1, Calibration Programme
certification (attestation)	The act of designating that an instrument has been calibrated, meets the specifications of the governing calibration procedure and has traceability to National Standards.

Term	Definition
government furnished equipment (équipement fourni par le gouvernement)	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. Source: A-LM-184-001/JS-001 Special Instructions for: Repair and Overhaul Contractors
government furnished information (information fournie par le gouvernement)	Any information that DND will provide, on a loan agreement, to the Contractor to enable contract fulfillment. This normally includes items such as DND specifications, NATO (North Atlantic Treaty Organization) codification requirements, and Technical Data Packages (TDP) Source: A-LM-184-001/JS-001 Special Instructions for: Repair and Overhaul Contractors
government owned contractor custody materiel (matériel appartenant au gouvernement et sous la garde d'un entrepreneur)	Materiel owned by DND in the Contractor's custody. Source: A-LM-184-001/JS-001 Special Instructions for: Repair and Overhaul Contractors
inspection (inspection)	Activities such as measuring, examining, testing, gauging one or more characteristics of a product or service and comparing these with specified requirements to determine conformity.
instrument (instrument)	An electrical, electronic, electro-mechanical or mechanical device that produces, converts or measures a value and requires periodic calibration, adjustment or verification to perform to a distinct specification. Note – Examples of instruments are oscilloscopes, gauges and torque wrenches. Source: DAOD 3036-0, Calibration
interchangeability (interchangeabilité)	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.
materiel (matériel)	All movable assets, excluding money and records, acquired by Her Majesty in right of Canada. Source: A-LM-007-100/AG-001, Supply Administration Manual

Term	Definition
materiel acquisition and support (acquisition et soutien du matériel)	The acquisition, support and disposal of the materiel component of a defence capability. Source: DAOD 3000-0, Materiel Acquisition and Support and Defence Terminology Bank record number 43135
maintenance (entretien)	Maintenance encompasses all action taken to retain materiel in a serviceable condition or to restore it to serviceability. It includes inspection, testing, servicing, calibration, classification as to serviceability, repair, rebuilding and reclamation. Source: A-LM-007-100/AG-001, Supply Administration Manual.
national standard (étalon national)	Measurement standard recognized by national authority to serve in a state or economy as the basis for assigning quantity values to other measurement standards for the kind of quantity concerned. Source: JCGM 200:2012 International vocabulary of metrology – Basic and general concepts and associated terms, 3rd edition, 2008 version
Overhaul (révision)	The complete restoration of an item of equipment entailing replacement of both worn and damaged parts or parts whose service life has expired. Overhaul is normally carried out after the expiry of the service life. Source: A-LM-184-001/JS-001 Special Instructions for: Repair and Overhaul Contractors
performance check (vérification de performance)	To correlate the functional capabilities of equipment that does not make a measurement. There is no requirement for traceability or for certification.
primary measurement standard (étalon de mesure primaire)	A standard established using a primary reference measurement procedure or created as an artifact chosen by convention. Source: DAOD 3036-0, Calibration
primary standards laboratory (laboratoire des étalons primaires)	A facility that holds primary measurement standards and oversees the calibration hierarchy. Source: DAOD 3036-0, Calibration
reference standard (étalon de référence)	Measurement standard designated for the calibration of other measurement standards for quantities of a given kind in a given organization or at a given location. Source: JCGM 200:2012 International vocabulary of metrology – Basic and general concepts and associated terms, 3rd edition, 2008 version

Term	Definition
repair	The maintenance of an item of equipment in order to return it to a serviceable condition. In general, repair normally involves the correction of specific defects. Source: A-LM-184-001/JS-001 Special Instructions for: Repair and Overhaul Contractors
standard (étalon)	In respect of calibration, a measurement system, instrument, natural physical constant or material with known characteristics and accuracy that is used as a reference to establish and maintain the accuracy of a measurement system, test system or device. Source: DAOD 3036-0, Calibration
special tools and test equipment (outils et matériel d'essai spécialisés)	Includes special jigs, tools, patterns, moulds, dies, manufacturing gauges and test equipment, together with any associated fixtures, fittings and software, necessary for the manufacture of the articles or for the performance of any other work, which are not tools of the trade, as used by the Contractor in the performance of the work.
storage location (magasin)	For inventory purposes, a storage location (SLOC) identifies where parts or other inventory are stored for each unit (physically or virtually). Source: A-LM-184-001/JS-001 Special Instructions for: Repair and Overhaul Contractors
technical authority (autorité technique)	The person who has the authority to set technical specifications and standards, manage configurations, provide technical advice and monitor compliance within their area of responsibility. Source: DAOD 3036-0, Calibration Note: The Project Authority (as defined in the Contract under Project Authority (2007-05-25) A1022C) is responsible for all matters concerning the technical content of the Work under the Contract. The term Technical Authority is used in the context of the Contract to refer to the individual responsible for technical matters for specific TMDE items listed in the Contract, such as defining technical specifications for TMDE and required supporting documentation.
test, measurement and diagnostic equipment (équipement de test, mesure et diagnostic)	Equipment used to measure, calibrate, gauge, test, inspect, diagnose or examine other equipment, material or supplies to determine their compliance with established specifications. Source: DAOD 3036-0, Calibration

Term	Definition
tool (outil)	An electrical, electronic, electro-mechanical or mechanical device that does not produce, convert or measure a value, or require periodic adjustment or calibration. Note – Examples of tools are hammers and drills. Source: DAOD 3036-0, Calibration
traceability (traçabilité)	A property of a measurement result by which the result can be related to the International System of Units through a documented unbroken chain of calibration measurements, including individual measurement uncertainty, each contributing to the total measurement uncertainty. Source: DAOD 3036-1, Calibration Programme
user standard instruments (instruments d'étalonnages utilisés)	The test equipment used by Canadian Forces ships, bases, units, or formations primarily to make quality assurance verifications of other test equipment.
verification (vérification)	A process of ensuring that equipment or a process is operating in accordance with established specifications. Source: DAOD 3036-0, Calibration
working standard (étalon de travail)	Measurement standard that is used routinely to calibrate or verify measuring instruments or measuring systems. NOTE 1 A working measurement standard is usually calibrated with respect to a reference measurement standard. NOTE 2 In relation to verification, the terms "check standard" or "control standard" are also sometimes used. Source: JCGM 200:2012 International vocabulary of metrology – Basic and general concepts and associated terms, 3rd edition, 2008 version

3 ACRONYMS AND ABBREVIATIONS

Acronym / Abbreviation	Definition
ADC	Air Data Calibrator
ADM(Mat)	Assistant Deputy Minister (Materiel)
AI	Action Item
AOB	Annual Operating Budget
AOP	Annual Operating Plan
BER	Beyond Economical Repair
BPP	Business Process Procedures
CAF	Canadian Armed Forces
CAFMAP	Canadian Forces Measurement Assurance Program
CAL CTR	Calibration Centre
CCSI	Calibration Centre Special Instruction
CD/DVD/USB	Compact Disc / Digital Versatile Disc / Universal Serial Bus
CDRL	Contract Data Requirements List
CFM	Contractor Furnished Materiel
CFTO	Canadian Forces Technical Order
CGRP	Controlled Goods Registration Program
CHI	Contractor Held Inventory
CI	Configuration Item
CISD	Canadian Industrial Security Directorate
CM-DM	Configuration Management and Data Management
COMSEC	Communications Security
COTS	Commercial Off-The-Shelf
CMIS	Contractor Management Information System
CPMS	Calibration Program Management Solution (DRMIS module)
CRA	Change Request and Authorization
CTAT	Controlled Technology Access Transfer
DAOD	Defence Administrative Order and Directive
DAR	Decision Analysis and Resolution
DGC	Director Governance Committee

Acronym / Abbreviation	Definition
DID	Data Item Description
DIR	Document Information Record
DND	Department of National Defence
DRMIS	Defence Resource Management Information System
EMR	Equipment Master Record
ERP	Enterprise Resource Planning
ESD	Electrostatic Discharge
FIFO	First In First Out
FSR	Field Service Representative
GBA+	Gender Based Analysis Plus
GFE	Government Furnished Equipment
GFI	Government Furnished Information
GOCC	Government Owned materiel in Contractor Custody
GOGO	Government-Owned, Government-Operated
GOTS	Government Off-The-Shelf
GSM	Government Supplied Material
IAW	in accordance with
ID	Identification
IEC	International Electrotechnical Commission
IEEE	Institute of Electrical and Electronics Engineers
ILS	Integrated Logistics Support
ILSP	Integrated Logistics Support Plan
IM	Information Management
IMP	Information Management Plan
ISO	International Organization for Standards
ISS	In-Service Support
IST	Integrated Services Team
ITIL	Information Technology Infrastructure Library
JMT	Joint Management Team
MA&S	Materiel Acquisition and Support
MCS	Management Control System

Acronym / Abbreviation	Definition
MIL	Master Item List
MIL STD	Military Standard
MOTS	Military Off-The-Shelf
MPR	Monthly Progress Report
MRC	Maximum Repair Cost
MRP	Mobile Repair Party
MS	Microsoft
N/A	Not Applicable
NATO	North Atlantic Treaty Organization
NAVAIR	Naval Air Systems Command (United States Navy)
NAVELEX	Naval Electronic Systems Command (United States Navy)
NAVSEA	Naval Sea Systems Command (United States Navy)
NCR	No Calibration Required
NDHQ	National Defence Headquarters
NDQAR	National Defence Quality Assurance Representative
NO CDN FAC	No Canadian commercial Facility available
NSN	NATO Stock Number
OEM	Original Equipment Manufacturer
OGD	Other Government Departments
OOT	Out of Tolerance
OPI	Office of Primary Interest
OTR	Out of Tolerance Report
OWSS	Optimized Weapons System Support
PDF	Portable Document Format
PIN	Permanent Identification Number
PMF	Performance Management Framework
PMP	Program Management Plan
PRM	Progress Review Meeting
PSPC	Pubic Services and Procurement Canada
QA	Quality Assurance
QAP	Quality Assurance Plan

Acronym / Abbreviation	Definition
QETE	Quality Engineering Test Establishment
R&O	Repair and Overhaul
RFP	Request for Proposal
ROD	Record of Decision
RT	Return Time
SAM	Supply Administration Manual
SBCA	Sustainment Business Case Analysis
SHC	Stock Holding Code
SI	Système International
SLOC	Storage Location
SOW	Statement of Work
STO	Stock Transport Order
SPR	System Problem Reports
SRCL	Security Requirements Checklist
STANAG	Standardized Agreement (NATO)
STTE	Special Tools and Test Equipment
SUBSAFE	Submarine Safety
TAA	Technical Airworthiness Authority
TAT	Turnaround Time
TDP	Technical Data Package
Tech OPI	Technical Office of Primary Interest
TEMMIS	Test Equipment Maintenance Management Information System
TETAR	Test Equipment Transit and Receipt (Form DND 2036)
TFR	Technical Failure Report
TIES	Technical Investigations and Engineering Support
TMDE	Test, Maintenance and Diagnostic Equipment
TSA	Technical Specialty Area
UCR	Unsatisfactory Condition Report
UIC	Unit Identification Code
UID	Unit Identification

Acronym / Abbreviation	Definition
US	United States
USAF	United States Air Force
USER CAL	User Calibration
USN	United States Navy
VCR (RFV)	Visit Clearance Request (also referred to as a Request for Visit)

Statement of Work (SOW)

for

Calibration Programme
In-Service Support (ISS) Contract

for
The Department of National Defence

Appendix 2

Standards and Reference Documents

Requisition Number: W8486-184754
DND Document # RDIMS # 5183658
Date: 04 November 2019

Prepared by:
Quality Engineering Test Establishment
National Defence Headquarters
Major General George R. Pearkes Building
Ottawa, Ontario, K1A 0K2

NOTICE

This documentation has been reviewed by the Project Authority and does not contain controlled goods.

AVIS

Cette documentation a été révisée par le Chargé de projet et ne contient pas de marchandises contrôlées.

The following specifications, standards and publications are applicable to the extent specified within the Contract. The latest version of the cited reference document will apply at the time of application throughout the Contract period.

	Reference	Title
a)	ISO/IEC:17025	General requirements for the competence of testing and calibration laboratories
b)	Canada's Defence Policy [1]	Strong, Secure, Engaged – Canada's Defence Policy
c)	DAOD 3003-0 [1]	Defence Administrative Order and Directive – Controlled Goods
d)	DAOD 3003-1 [1]	Defence Administrative Order and Directive – Management, Security and Access Requirements Relating to Controlled Goods
e)	DAOD 3005-0 [1]	Defence Administrative Order and Directive – Materiel Sustainment
f)	DAOD 3036-0 [1]	Defence Administrative Order and Directive – Calibration
g)	DAOD 3036-1 [1]	Defence Administrative Order and Directive – Calibration Programme
h)	A-LM-007-100/AG-001 Attachment 1	Supply Administration Manual
i)	C-01-100-100/AG-006 Attachment 2	Writing, Format and Production of Technical Publications

[1] Available at: https://www.canada.ca/en/department-national-defence/corporate/policies-standards.html

	Reference	Title
j)	C-01-100-100/AG-005 Attachment 3	Acceptance of Commercial and Foreign Government Publications as Adopted Publications
k)	C-02-005-009/AM-000 Attachment 4	Material Management Policy – Inspection and Conditioning of Materiel Returned to and Held in Supply System
l)	C-02-005-011/AM-000 Attachment 5	Procedures and Guidelines for Mobile Repair Parties Manned by Contractor Personnel
m)	C-02-015-001/AG-000 Attachment 6	Policy Procedures and Guidelines Unsatisfactory Condition Reporting
n)	C-04-015-002/AG-001 Attachment 7	Technical Failure Reporting
o)	C-06-010-029/TP-002 Attachment 8	Procedures and Guidelines Electrical/Electronics Maintenance Facilities: Electrostatic Discharge (ESD)
p)	D-01-100-230/SF-001 Attachment 9	Specification for Preparation of Test Equipment Calibration Procedures
q)	D-02-002-001/SG-001 Attachment 10	Canadian Forces Standard Identification Marking of Canadian Military Property
r)	DRMIS CPMS Job Aids Attachment 11	Defence Resource Management Information System (DRMIS), Calibration Program Management Solution (CPMS), Job Aids

List of Job Aids included in Attachment 11:

CPMSJA002 - List and Find CPMS EMRs
CPMSJA005 - Start CPMS Maintenance Plan
CPMSJA007 - Stock Transport Order Process
CPMSJA008 - Create CPMS Work Order
CPMSJA009 - Re-schedule CPMS Maintenance Plan
CPMSJA010 - List CPMS Notifications
CPMSJA011 - Change CPMS Notification
CPMSJA012 - Process Calibration
CPMSJA025 - CPMS Calibration Center MM Processes
CPMSJA026 - Cancel CPMS Notification
CPMSJA028 - Find CPMS Maintenance Plan
CPMSJA030 - Validate CPMS EMR

Statement of Work (SOW)

for

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

for
The Department of National Defence

Appendix 3

DND/CAF Calibration Programme Description

Requisition Number: W8486-184754
DND Document # RDIMS # 5183665
Date: 04 November 2019

Prepared by:
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TABLE OF CONTENTS

LIST OF ATTACHMENTS

Annex A to W8486-184754 – Statement of Work
Appendix 3 – Calibration Programme Description

1. INTRODUCTION

1.1.1 The information provided in this Appendix is provided as background information and context. The specific requirements and work for the Contractor will be identified elsewhere in this SOW as appropriate.

1.1.2 The DND/CAF Calibration Programme underwent a detailed Calibration Programme Review and Sustainment Business Case Analysis between 2017 and 2019 as part of the Government's Sustainment Initiative. The resulting solution mapped out the work between the two major components (i.e. in-house and commercial) for the overall management and delivery of services for DND/CAF.

1.1.3 The analysis has reconfirmed the continued need for a central Calibration Programme, consolidated the DND/CAF requirements and helped to focus efforts to update, realign and improve the overall solution, specifically in terms of:

a. Programme governance and oversight;

b. Stakeholder engagement;

c. Existing and new programme elements; and

d. Programme management.

2 PROGRAM DESCRIPTION

2.1.1 Calibration is a fundamental aspect of maintenance, which also includes inspection, troubleshooting and fault isolation, repair, overhaul, testing, conditioning, modification incorporation, parts recertification, restoration, storage and reactivation, recovery or salvage of technical equipment, servicing and elementary work as specified in approved maintenance procedures for each platform, weapon system or equipment.

2.1.2 DND/CAF currently manages a centralized Calibration Programme. The Assistant Deputy Minister (Materiel) (ADM(Mat)) is the Functional Authority for the DND/CAF Materiel Acquisition and Support (MA&S). The Quality Engineering Test Establishment (QETE) Superintendent is the Programme Authority and is responsible to maintain an efficient, cost-effective programme that meets the needs of a broad spectrum of stakeholders throughout DND/CAF and ensures compliance to national and departmental policies and best practices for metrology.

3 SUSTAINMENT OBJECTIVES

3.1.1 The DND/CAF Calibration Programme is an enterprise-level sustainment solution for DND/CAF. The sustainment objectives for the DND/CAF Calibration Programme overall are:

a. Establish and maintain an efficient and cost-effective, centrally-managed enterprise sustainment solution for the DND/CAF Calibration Programme

responsible to the MA&S Functional Authority (i.e. Assistant Deputy Minister (Materiel)) and responsive to the environmental services.

b. Ensure DND/CAF platforms, weapons systems and equipment are maintained using calibrated Test, Measurement and Diagnostic Equipment (TMDE) to ensure materiel assurance. TDME includes equipment used to measure, calibrate, gauge, test, inspect, diagnose or examine other equipment, material or supplies to determine their compliance with established specifications.

c. Develop an optimized, integrated solution to provide calibration services such that equipment, instruments, systems and subsystems are calibrated on a recurring basis using commonly accepted metrology principles.

d. Identify and adapt to evolving requirements for a large variety of key internal stakeholders that includes new capital projects, weapons systems managers, equipment management teams and other DND equipment and sustainment projects undergoing their own revisions of traditional In-Service Support (ISS) solutions that will impact overall calibration needs.

e. Conduct periodic engagements with all key stakeholders with a view to providing metrology advice, managing existing TMDE, and forecasting future requirements that may impact the nature or scope of the DND/CAF Calibration Programme, including its commercial contract(s) and departmental capabilities.

f. Holistically assess the sustainment solution using the Sustainment Initiative Principles (Performance, Value for Money, Flexibility and Economic Benefits).

4 DND/CAF SYSTEM LEVEL OPERATIONAL REQUIREMENTS

4.1.1 The DND/CAF system-level operational requirements for the DND/CAF Calibration Programme overall are:

a. Comply with MA&S Function. Ensure that calibrated equipment and instruments comply with the requirements of the MA&S Functional Authority, Airworthiness, Land Materiel Assurance and Naval Materiel Assurance programmes.

b. Operational Effectiveness. DND/CAF TMDE require periodic calibration to ensure the operational effectiveness of platforms, weapons, equipment and supporting systems.

c. Metrology Principles. The DND/CAF Calibration Programme and metrology Technical Specialty Area (TSA) seeks to ensure that metrology principles are applied throughout the DND/CAF MA&S Function (i.e. uncertainty of measurements, confidence in measurements, calibration, traceability, etc.).

d. Metrological Traceability. All TMDE shall be calibrated at regular intervals through authorized facilities with full metrological traceability. [1, 2, 3]

e. Traceable to Système International (SI). Ultimately, all calibrations conducted must be traceable to the Système International (SI) through one of the following:[4]

   1) Calibrations provided by a competent laboratory;

   2) Certified values of certified reference materials provided by a competent producer with stated metrological traceability to the SI; or

   3) Direct realization of the SI units ensuring by comparison, directly or indirectly, with national or international standards.

f. Safety. Safety policies must be aligned in accordance with Airworthiness, Land Materiel Assurance, Naval Material Assurance and Submarine Safety (SUBSAFE Programme). Equipment must receive certified calibrations in accordance with AF 9000 and appropriate CFTOs/maintenance policies. Specifics include, but are not limited to:

   1) Minimum of an annual calibration or as prescribed for each equipment or instrument.

   2) Retain (or maintain access to) test reports, calibration certificates, calibration data and other records for audit or investigation purposes.[5]

   3) Calibrations are to be performed by trained, competent personnel.[6]

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[1] *International Vocabulary of Metrology – Basic Concepts and Associated Terms (VIM)*, Bureau international des pois et mesures, 3rd Edition, 2008, paragraph 2.41.
[2] The property of the result of a measurement or the value of a standard whereby it can be related to stated references, usually national or international standards, through an unbroken chain of comparisons all having stated uncertainties. Traceability … applies to measurements / calibrations made from the prime system or subsystem through an unbroken chain of comparisons to the national reference standards. [MIL-HDBK-1839A, 27 Nov 2000].
[3] Calibration is "a process of comparing an instrument to a standard to determine the accuracy of the instrument and correlate the instrument to the standard by adjustment or producing a corrected scale." DAOD 3036-0.
[4] ISO 17025:2017 para 6.5.
[5] ISO 17025:2017 para 7.8.
[6] ISO 17025:2017 para 6.2.

g. Technical Airworthiness. Any support equipment, measuring device, test equipment and test apparatus used in the performance of maintenance shall: [7, 8]

1) Meet the specifications in the applicable maintenance manual of the approved maintenance program with respect to accuracy, considering the intended use;

2) Be calibrated in accordance with the calibration requirements published by the manufacturer of the measuring device, test equipment and test apparatus, and accompanied by an acceptable calibration certificate or record;

3) Be calibrated by an organization who has a quality management system acceptable to the Technical Airworthiness Authority (TAA) and whose calibration procedures are traceable to a national standard; and

4) Be assessed, when the calibration certificate, record or report identifies that the measuring device, test equipment and/or test apparatus was found to be in an 'Out-of-Tolerance' condition. In such case, the organization shall determine if any aeronautical products are affected and take appropriate action.

h. Turnaround Time. Routine turnaround time for equipment calibrations within current limits. Turnaround times for prioritized calibrations for operational requirements or surges (e.g. increased operational readiness).

i. Responsiveness. Capable of responding to urgent operational requirements on a case-by-case basis.

j. Deployment Support. Provide continuous support for mission essential functions for deployed operations.

k. On-site calibrations. Perform on-site calibrations for TMDE or instruments that cannot be moved or where is does not make economic sense to do so for a large variety of users throughout DND/CAF. This requirement implies the employment of trained, vetted and equipped local personnel or mobile calibration teams/services.

l. Affordability. The programme must stay within budget allocation and be flexible to account for budgetary constraints that may be applied on a periodic

[7] DND, C-05-005-001/AG-001, Technical Airworthiness Manual (TAM), [Master Copy Available online: http://www.forces.gc.ca/en/business-regulations-technical-airworthiness/technical-airworthiness-manual.page], para 3.1.2.S2 Performance of Maintenance.
[8] It is expected that the Land and Naval materiel assurance programmes will also evolve to having similar policies / requirements governing the calibration of TMDE and, in particular, mechanisms in place to address Out-of-Tolerance reporting as a matter of operational priority.

basis (e.g. budget pressures or changes in priorities during the fiscal year or from year to year).

m. DAOD 3036-0 Calibration and DAOD 3036-1 Calibration Programme. Ensure compliance with DAOD 3036 to plan, develop and implement the DND/CAF Calibration Programme within a materiel acquisition and support framework, consistent with applicable practices and standards to the extent practicable in a military context and to ensure calibration of TMDE used by the DND and the CAF.

n. Management Information System. Manage an enterprise-level management information system to coordinate and assist in the management of the Calibration Programme across DND/CAF.

o. Information Management. Defence Resource Management Information System (DRMIS). Ensure compliance with DND Enterprise Information Systems requirements. All authorized instruments that require calibration will need to be registered in the Calibration Program Management Solution (CPMS) module in DRMIS, where the process to manage the calibration of these instruments will be managed.

5 SUSTAINMENT CONCEPT

5.1 DND/CAF Calibration Programme Sustainment Concept Overview

5.1.1 An overview of the DND/CAF Calibration Programme Sustainment Concept is shown at Figure 1.

5.1.2 The following themes are being developed and will be applied to the DND/CAF Calibration Programme overall and to the DND/CAF system-level operational requirements and programme goals identified above:

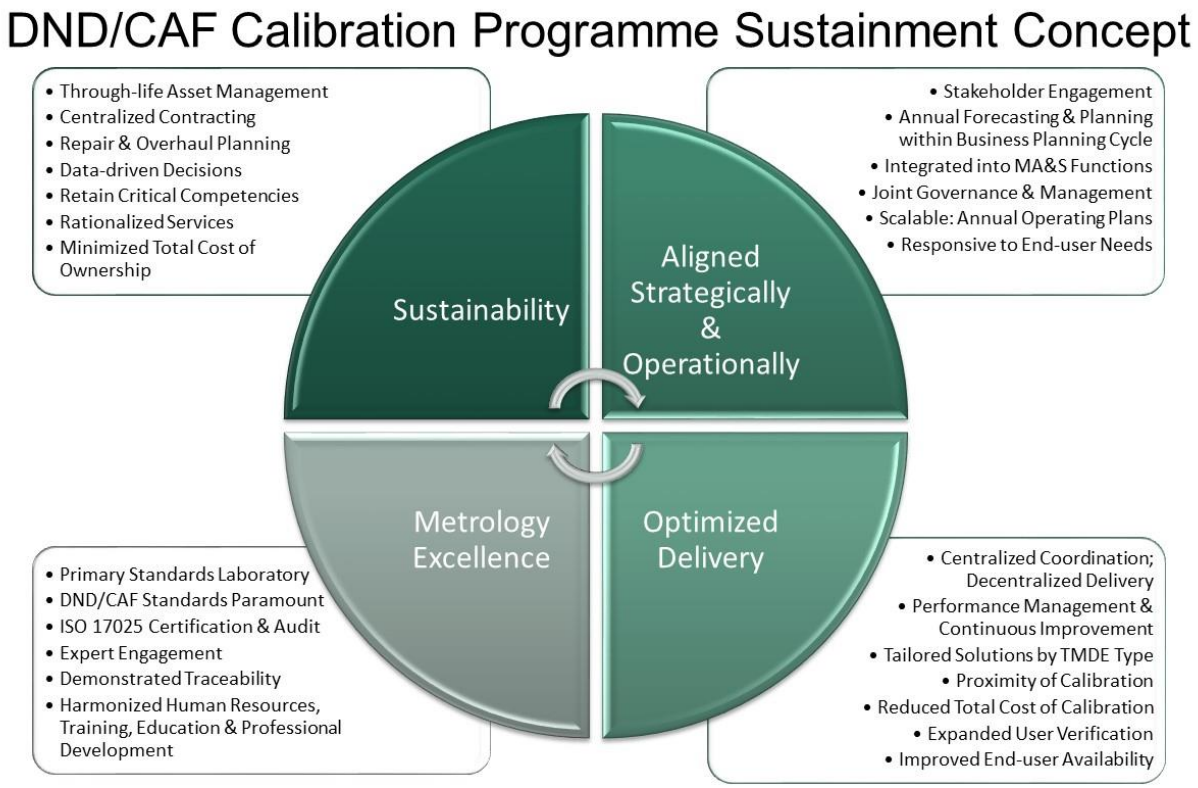
a. Theme 1 – Aligned Strategically and Operationally;

b. Theme 2 – Optimized Delivery;

c. Theme 3 – Metrology Excellence; and

d. Theme 4 – Sustainability.

Figure 1 – DND/CAF Calibration Programme Sustainment Concept



5.2 Division of Enterprise Scope

5.2.1 The division of enterprise scope and programme delivery are expected to be adjusted as needed and evolve as each equipment type, classification or function is optimized and continuously improved over time.

5.2.2 In-house Elements. The programme elements that are intended to remain in-house are:

a. Calibration Programme Office (QETE).

1) Continue formalizing: programme governance, stakeholder engagement and support, and a robust programme management function for all aspects of the DND/CAF Calibration Programme.

2) Controls the asset management function for TMDE that includes the major roles of acting as the Life Cycle Materiel Manager (LCMM) for common TMDE and Standards used by DND/CAF, and the lead Technical Authority for TMDE.

3) Retain the Primary Standards Laboratory to manage DND/CAF Standards.

4) Maintain metrology / measurement science expertise and engagement with external agencies including National Research Council of Canada, North Atlantic Treaty Organization and metrology bodies.

b. Government-Owned, Government Operated (GOGO) Calibration Centres. While the GOGO calibration centres are expected to remain for the foreseeable future, the nature of their calibration work and throughput at each centre will continue to evolve as the needs of DND/CAF evolve and as the business model for the DND/CAF Calibration Programme adjusts.

1) Unless otherwise identified on the Master Item List (MIL), calibrations for Esquimalt, Cold Lake and Halifax calibration centres will be conducted locally by DND.

2) Instruments not on the MIL will be calibrated by DND.

5.2.3 Commercial Elements. The Contractor will be responsible for the items on the MIL.

5.3 Calibration Programme Objectives

5.3.1 The broader programme objectives and framework for performance management can be found at Attachment 1 to Appendix 3, Calibration Programme Objectives.

Attachment 1 – DND/CAF Calibration Programme Objectives

See following pages.

DND/CAF Calibration Programme Objectives

Programme Governance and Management Related to Performance Management

Governance Committee	Frequency	Outline Composition, Roles and Responsibilities	
Executive Steering Committee (ESC)	Annually	**Calibration Programme Executive Steering Committee:** - QETE Superintendent - Director Land Procurement (DLP) - PSPC (Director) - Senior Contractor Representative	- Calibration Services Annual Progress Reviews - review overall performance - decide on the award of option years - approve / manage performance against annual targets - review and authorize Continuous Improvement Proposals (Business Cases) - support the JMT
Joint Management Team (JMT)	Quarterly	**Calibration Programme Joint Management Team:** - Appropriate DND Project and Procurement Representatives - Appropriate Contract Representatives PSPC - Contractor Calibration Programme Manager	- Calibration Services Quarterly Progress Reviews - Calibration Programme services integration - monitor performance for each group of metrics - manage issues affecting the Contract - review and approve, or recommend Continuous Improvement Proposals (Business Cases) - forecast, prioritise and coordinate stakeholder strategic requirements - escalate issues to the ESC when required - support the IST
Integrated Services Team (IST)		**Calibration Programme Integrated Services Team:** - Appropriate DND Project and Procurement Representatives - Appropriate Contract Representatives PSPC - Contractor Service Manager	- Calibration Services Monthly Reviews - Calibration Programme Services Integration - review the deliverables including a Monthly Progress Report and performance metrics / measurements - monitor contract performance - manage contract issues - coordinate services in support of the Calibration Programme - escalate issues to the JMT when required
Contract Review	Monthly	Contracting Authority: Contract Progress Reviews	
Technical Review	Monthly	Project Authority: Technical Services Reviews	

Full Name	Key Results Areas (KRA's)	Key Performance Indicators (KPI)	System Health Indicators (SHI)	Description	Metric (Average, Ratio, Rate, %)	Notes	Measurement	Targets / Standard
KRA 1 Availability - Maximize Availability of TMDE for Users	**KRA 1 Availability**			**Maximize Availability of TMDE for Users**	**(Response Time, Turnaround Time, Time to Calibrate, Time to Repair)**			
KPI 1.1 - Calibration Turnaround Time		**KPI 1.1**		Calibration Turnaround Time	Average Turnaround Time for Calibration	Nil	Measured in accordance with (IAW) Annex A, Paragraph 2.7	Maintain or improve established standard (Annex A, Paragraph 2.8)
SHI 1.1.1 - Calibration Turnaround Time - Non Urgent - Outsourced			**SHI 1.1.1**	Calibration Turnaround Time - Non Urgent - Outsourced	Average Turnaround Time for Calibration - Non Urgent - Outsourced	Monitor the Turnaround Time for non-urgent, outsourced calibrations	Measured in accordance with (IAW) Annex A, Paragraph 2.7	Subset of KPI - monitor and adjust as necessary
SHI 1.1.2 - Calibration Turnaround Time - Urgent			**SHI 1.1.2**	Calibration Turnaround Time - Urgent	Average Turnaround Time for Calibration - Urgent	Monitor the Turnaround Time for urgent calibrations	Measured in accordance with (IAW) Annex A, Paragraph 2.7	Subset of KPI - monitor and adjust as necessary
SHI 1.1.3 - Calibration Turnaround Time - Urgent - Outsourced			**SHI 1.1.3**	Calibration Turnaround Time - Urgent - Outsourced	Average Turnaround Time for Calibration - Urgent - Outsourced	Monitor the Turnaround Time for urgent, outsourced calibrations	Measured in accordance with (IAW) Annex A, Paragraph 2.7	Subset of KPI - monitor and adjust as necessary

Full Name	Key Results Areas (KRA's)	Key Performance Indicators (KPI)	System Health Indicators (SHI)	Description	Metric (Average, Ratio, Rate, %)	Notes	Measurement	Targets / Standard
SHI 1.1.4 - Response Time for Calibration Requests			**SHI 1.1.4**	Response Time for Calibration Requests	Average Response Time for Calibration Requests	This metric addresses the potential gaps in the process flow that are not within calibration Turnaround Time as defined but will impact the time TMDE is away from the end user for urgent or demand requests	Measured from date of request until date of pickup (i.e. when Turnaround Time starts).	Monitor and adjust as necessary
SHI 1.1.5 - Mean Time to Calibrate			**SHI 1.1.5**	Mean Time to Calibrate	Mean Time to Calibrate TMDE	Monitor and manage the mean time to calibrate TMDE by Instrument/Instrument Parameter. This will show the calibration effort within the total Turnaround Time.	Actual Calibration Time	Monitor and adjust as necessary
KPI 1.2 - Repair Turnaround Time		**KPI 1.2**		Repair Turnaround Time	Average Turnaround Time for Repairs	Nil	Measured in accordance with (IAW) Annex A, Paragraph 2.7	Maintain or improve established standard (Annex A, Paragraph 2.8)
SHI 1.2.1 - Repair Turnaround Time - Outsourced			**SHI 1.2.1**	Repair Turnaround Time - Outsourced	Average Turnaround Time for Repairs - Outsourced	Monitor the Turnaround Time for outsourced repairs	Repair services measured IAW Annex A, Paragraph 2.7	Subset of KPI - monitor and adjust as necessary
SHI 1.2.2 - Time Estimate for Repairs Respected			**SHI 1.2.2**	Time Estimate for Repairs Respected	The Sum of the Differences Between Actual and Estimated Return Date of Repaired Items Divided by the Total Number of Items Repaired	Monitors the accuracy of time estimates for repairs	Difference Between Actual and Estimated Return Date of Repaired Items	Monitor and adjust as necessary
SHI 1.2.3 - Mean Time to Repair			**SHI 1.2.3**	Mean Time to Repair	Mean Time to Repair TMDE	Monitor and manage the mean time to repair TMDE by Instrument/Instrument Parameter	Actual Repair Time	Monitor and adjust as necessary
SHI 1.2.4 - Response Time - Repair Requests			**SHI 1.2.4**	Response Time - Repair Requests	Average Response Time to Receive Repair Quotes	This metric addresses the potential gaps in the flow that are implicitly not within Repair Turnaround Time as defined but will impact the time TMDE is away from the end user	Time to Receive Repair Quote from the date of the Repair Request	Monitor and adjust as necessary
SHI 1.2.5 - Response Time - Repair Approvals			**SHI 1.2.5**	Response Time - Repair Approvals	Average Response Time to Receive Approvals	This metric addresses the potential gaps in the flow that are implicitly not within Repair Turnaround Time as defined but will impact the time TMDE is away from the end user	Time to Receive Repair Approval from the date of the Repair Request	Monitor and adjust as necessary

Full Name	Key Results Areas (KRA's)	Key Performance Indicators (KPI)	System Health Indicators (SHI)	Description	Metric (Average, Ratio, Rate, %)	Notes	Measurement	Targets / Standard
KRA 2 Affordability - Manage Total Cost of	**KRA 2 Affordability**			**Manage Total Cost of Ownership**	**(Forecasting, Planning, Annual Operating Plan, Asset Management)**			
KPI 2.1. - Interval Optimization		**KPI 2.1.**		Interval Optimization	Percentage of Cost Savings due to Optimized Calibration Interval.	Nil	Fluctuation of the percentage of costs saved from one year to the next due to an optimized schedule and extended calibration intervals.	Maintain or reduce average cost of calibration
SHI 2.1.1 - Calibration Interval Optimization			**SHI 2.1.1**	Calibration Interval Optimization	Average Number of Calibrations per year per instrument	Monitors the calibration schedule with a view to preventing unnecessary calibrations, monitor by instrument type, or model	Average number of calibrations per year per instrument	Monitor and adjust as necessary
SHI 2.1.2 - Adherence to Calibration Due Date			**SHI 2.1.2**	Adherence to Calibration Due Date	Average Number of Days between Actual Calibration Date and Calibration Due Date	Monitors the adherence to the calibration due dates with a view to preventing unnecessary calibrations or delays	Average number of days between the actual calibration date and the date the calibration was due	Monitor and adjust as necessary
SHI 2.1.3 - Recall Optimization			**SHI 2.1.3**	Recall Optimization	Average Number of Days between Recall Notification Date and Actual Pickup Date	Monitors the delay between recall notifications and the pickup date in order to optimize the time TMDE is away from the end user and ensure appropriate recall lead time is provided	Average number of days between the recall notification date and the actual pickup date	Monitor and adjust as necessary
KPI 2.2 - Cost Savings/Cost Avoidance		**KPI 2.2**		Cost Savings/Cost Avoidance	Cost Savings/Avoidance - Costs saved from current spending or avoided from future costs	For example: - Re-engineering scope - Productivity and process enhancements - Quality improvements - Technology improvements - Streamlining logistics - Management information system improvements - Repair avoidance - Other initiatives	Calculated cost savings as detailed in Continuous Improvement Proposals	Real cost savings/avoidance
SHI 2.2.1 - Continuous Improvement Proposals			**SHI 2.2.1**	Continuous Improvement Proposals	Ratio of accepted to submitted Continuous Improvement Proposals annually	This metric addresses the joint behaviours with respect to the health of the Continuous Improvement Program based on the quality of submissions, attractiveness and ease of implementing, and proposals accepted. Any costs saved/avoided will be calculated separately.	Ratio of how many proposals were accepted by Joint Governance and Management versus how many complete submissions were submitted for consideration	100 percent
SHI 2.3.1 - Affordability - maintaining cost effective calibrations through changing requirements			**SHI 2.3.1**	Affordability - maintaining cost effective calibrations through changing requirements	Average Cost per Calibration	Direct costs include cost factors such as the price for calibrations under the Contractor Annual Operating Plan and the sum of prices for DND 626 Task Authorizations for additional calibrations. Indirect costs include cost factors such as the cost for Program Management Work and the sum of costs for DND 626 Task Authorizations for Ancillary Services (or for specified Ancillary Services such as training support and preparation of manuals). Average Cost of Calibration = (Direct Costs + Indirect Costs) ÷ number of calibrations performed.	Total costs of calibration divided by the number of calibrations performed. Costs include direct and indirect costs associated with calibration	Maintain or reduce average cost of calibration

Full Name	Key Results Areas (KRA's)	Key Performance Indicators (KPI)	System Health Indicators (SHI)	Description	Metric (Average, Ratio, Rate, %)	Notes	Measurement	Targets / Standard
SHI 2.3.2 - Affordabiity - Calibrations (Outsourced)			**SHI 2.3.2**	Affordabiity - Calibrations (Outsourced)	Average Cost per Calibration (Outsourced)	Monitors the overall affordability of calibrations in order to manage costs, which should be considered in conjunction with overall costs and the percentage of outsourced calibrations	Total costs of calibration divided by the number of calibrations performed for outsourced calibrations. Costs include direct and indirect costs associated with calibration	Subset of KPI - monitor and adjust as necessary
SHI 2.3.3 - Calibrations (Outsourced)			**SHI 2.3.3**	Calibrations (Outsourced)	Percentage of Calibrations (Outsourced)	Monitors the overall affordability of calibrations in order to manage costs, which should be considered in conjunction with overall and outsourced costs	Number of Calibrations Outsourced divided by Total Number of Calibrations (percentage)	Monitor and adjust as necessary
SHI 2.4.1 - Affordability - Repairs			**SHI 2.4.1**	Affordability - Repairs	Average Cost per Repair	Direct costs include cost factors such as the price for DND 626 Task Authorization for repairs. Indirect costs include cost factors such as the sum of prices for DND 626 Task Authorizations for specified Ancillary Services associated with repairs or the sum of additional costs incurred by DND due to the Contractor`s approach to the work. Average Cost of Repairs = (Direct Costs + Indirect Costs) ÷ number of repairs performed.	Total costs of repairs divided by number of repairs. Costs include direct and indirect costs associated with repair	Maintain or reduce average cost of repair through changes in scope
SHI 2.4.2 - Affordability - Repairs (Outsourced)			**SHI 2.4.2**	Affordability - Repairs (Outsourced)	Average Cost per Repair (Outsourced)	Monitors the overall affordability of repairs in order to manage costs, which should be considered in conjunction with overall costs and the percentage of outsourced repairs.	Total costs of repairs divided by number of repairs performed for outsourced repairs. Costs include direct and indirect costs associated with repair.	Subset of KPI - monitor and adjust as necessary
SHI 2.4.3 - Repairs (Outsourced)			**SHI 2.4.3**	Repairs (Outsourced)	Percentage of Repairs Outsourced	Monitors the overall affordability of repairs in order to manage costs, which should be considered in conjunction with overall and outsourced costs	Number of Repairs Outsourced divided by Total Number of Repairs	Monitor and adjust as necessary
SHI 2.4.4 - Cost Estimate for Repairs Respected			**SHI 2.4.4**	Cost Estimate for Repairs Respected	The Sum of the Differences Between Actual and Estimated Costs of Repaired Items Divided by the Total Number of Items Repaired	Monitors the accuracy of cost estimates for repairs	Difference Between Actual and Estimated Costs of Repaired Items	Monitor and adjust as necessary

Full Name	Key Results Areas (KRA's)	Key Performance Indicators (KPI)	System Health Indicators (SHI)	Description	Metric (Average, Ratio, Rate, %)	Notes	Measurement	Targets / Standard
KRA 3 Collaboration - Maintain a Collaborative Relationship	**KRA 3 Collaboration**			**Maintain a Collaborative Relationship**	**(Behaviours, Interaction with Stakeholders, Relational Charter)**			
SHI 3.1.1 - Accuracy of Billing/Invoicing			**SHI 3.1.1**	Accuracy of Billing/Invoicing	Accuracy of Contract Billing/Invoicing (Number of Amendments)	Monitors the accuracy of billings, invoices and number of major amendments	Per metric	Monitor and adjust as necessary
SHI 3.1.2 - Security Clearances			**SHI 3.1.2**	Security Clearances	Status of Security Clearances, Security Clearances submitted on time, Lapsed Security Clearances	Monitors and seeks to address any issues related to any delays with respect to security clearances necessary to conduct work	Per metric	Monitor and adjust as necessary
SHI 3.1.3 - Visit Clearance Requests			**SHI 3.1.3**	Visit Clearance Requests	Status of Visit Clearances Requests, Visit Clearances Requests submitted on time, Lapsed Visit Clearance Requests	Monitors and seeks to address any issues related to any delays with respect to visit clearances necessary to conduct work	Per metric	Monitor and adjust as necessary
SHI 3.1.4 - Complaints and Problem Resolution			**SHI 3.1.4**	Complaints and Problem Resolution	Number and significance of issues; Time lag to resolve issues; Number of unresolved complaints	Monitors client satisfaction, issues management and problem resolution within the Calibration Programme	Per metric	Monitor and adjust as necessary
SHI 3.1.5 - Gender Based Analysis Plus (GBA+)			**SHI 3.1.5**	Gender Based Analysis Plus (GBA+)	Status of Personnel that have Completed / Maintained GBA+ Certification.	Monitors compliance with GBA+ training and certification	Per metric	Monitor and adjust as necessary
KRA 4 Quality - Ensure Continued Certification and Accreditation	**KRA 4 Quality**			**Ensure Continued Certification and Accreditation**	**(ISO 17025, Traceability, Metrology Expertise)**			
SHI 4.1.1 - Traceability			**SHI 4.1.1**	Traceability	Percentage of Standards within Calibration	Must be 100%. If not 100%, Remedy	Measured / demonstrated and verified IAW ISO 17025 and periodic ISO Audits	Must be 100%. If not 100%, Remedy Immediately
SHI 4.1.2 - Out-of-Tolerance Reporting and Follow up			**SHI 4.1.2**	Out-of-Tolerance Reporting and Follow up	Number of Out-of-Tolerance notifications; average response time; and follow-up	Monitors the support of the programme in terms of out-of-tolerance reporting to the end users	Per metric	Monitor and adjust as necessary
SHI 4.1.3 - Certifications and Accreditations			**SHI 4.1.3**	Certifications and Accreditations	Percentage of Accredited Calibrations	Monitor the number of accredited calibrations; take action to ensure gaps addressed	Measured / demonstrated and verified IAW ISO 17025 and periodic ISO Audits	Monitor and adjust as necessary
SHI 4.1.4 - ISO Audits			**SHI 4.1.4**	ISO Audits	ISO Audits/Accreditations within required timeframe; Status of observations; No major instances of non-compliance	Monitor status of ISO Audits and accreditations in accordance with ISO 17025 for required parameters	Measured / demonstrated and verified IAW ISO 17025 and periodic ISO Audits	Monitor and action in accordance with ISO 17025
SHI 4.1.5 - Training Levels			**SHI 4.1.5**	Training Levels	Percentage Direct workforce with valid and up-to-date certification	Monitor level of technical expertise. Address gaps in a timely manner	Measured / demonstrated and verified IAW ISO 17025 and periodic ISO Audits	Monitor and action in accordance with ISO 17025

Full Name	Key Results Areas (KRA's)	Key Performance Indicators (KPI)	System Health Indicators (SHI)	Description	Metric (Average, Ratio, Rate, %)	Notes	Measurement	Targets / Standard
KRA 5 Reliability (Service) - Ensure Reliability of Calibration and Repair Services	**KRA 5 Reliability (Service)**			**Ensure Reliability of Calibration and Repair Services**	**(Service Delivery, Service Quality, Reliability of Work, Management Information System)**			
SHI 5.1.1 - Work Orders Completed			**SHI 5.1.1**	Work Orders Completed	Percentage Work Orders Completed	Percentage of the number of work orders successfully completed divided by the number of work orders opened.	Per metric	Target (98-100%)
SHI 5.1.2 - Work Orders Completed (scheduled calibrations)			**SHI 5.1.2**	Work Orders Completed (scheduled calibrations)	Number and status of scheduled calibrations by instrument parameter	Monitors work orders by instrument parameter for scheduled calibrations with a view to tracking incomplete, partial calibrations and issues	Per metric	Monitor and adjust as necessary
SHI 5.1.3 - Work Orders Completed (unscheduled calibrations)			**SHI 5.1.3**	Work Orders Completed (unscheduled calibrations)	Number and status of scheduled calibrations by instrument parameter	Monitors work orders by instrument parameter for unscheduled calibrations with a view to tracking incomplete, partial calibrations and issues	Per metric	Monitor and adjust as necessary
SHI 5.1.4 - Service Reliability			**SHI 5.1.4**	Service Reliability	Percentage of items returned for recalibration (Rework)	Percentage of the number of items returned for calibration divided by the total number of calibrations (based on user complaints and/or random ISO Audits of calibration certificates).	Per metric	Reduce to 0%; unacceptable greater than 5%.
SHI 5.1.5 - Non-Conformance Reports			**SHI 5.1.5**	Non-Conformance Reports	Number of non-conformance reports; Issues Management	Monitors non-conformance reports with a view to identifying, assessing and managing issues	Per metric	Minimize number of non-conformance reports. Address issues in a timely manner
SHI 5.1.6 - Defects			**SHI 5.1.6**	Defects	Number of defects; Number of items returned for Rework	Monitors calibration and repair related defects with a view to identifying, assessing and managing issues	Per metric	Minimize number of items returned for rework. Address issues in a timely manner
SHI 5.1.7 - Failures			**SHI 5.1.7**	Failures	Number of Failures (Repairs)	Monitors reported failures in repair work with a view to identifying, assessing and managing issues	Per metric	Minimize number of repaired items returned for rework. Address issues in a timely manner
SHI 5.1.8 - Accuracy of Information (Management Information System)			**SHI 5.1.8**	Accuracy of Information (Management Information System)	Accuracy of Information in MIS (Number of Amendments)	Monitor the accuracy of information within the MIS based on the number of amendments	Per metric	Ensure accuracy of information and minimize number of amendments required
SHI 5.1.9 - Availability and Reliability of Management Information System			**SHI 5.1.9**	Availability and Reliability of Management Information System	Average downtime of MIS; number of major issues	Monitor the availability and reliability of the MIS, and track major issues for timely resolution	Per metric	Minimize downtime and ensure any issues resolved in a timely manner

Full Name	Key Results Areas (KRA's)	Key Performance Indicators (KPI)	System Health Indicators (SHI)	Description	Metric (Average, Ratio, Rate, %)	Notes	Measurement	Targets / Standard
KRA 6 Flexibility - Ensure Flexible Calibration Programme	**KRA 6 Flexibility**			**Ensure Flexible Calibration Programme**	**(Scalability, Evolution, Risk Management, Other Policies)**			
SHI 6.1.1 - Scalability			SHI 6.1.1	Scalability	Ability to adapt to changes in budgets, operational tempo, fleet size, systems capabilities and fleet life - add new instruments or change quantities	Nil	n/a	Proactively engage stakeholders, conduct forecasts and adapt to change - successfully transfer work
SHI 6.1.2 - Transition			SHI 6.1.2	Transition	Ability to manage transfers and risks associated with transitioning calibrations and repair work to ensure effective services are in place for continuity of service	Nil	n/a	Effectively manage transfers within agreed to timelines, minimizing risks
SHI 6.1.3 - Evolution			SHI 6.1.3	Evolution	Ability to adapt to change resulting from continuous improvement and technology	Nil	n/a	Evolve programme and adapt to change

Statement of Work (SOW)

for

DND/CAF Calibration Programme In-Service Support (ISS) Contract for The Department of National Defence

Appendix 5

Contract Data Requirements Lists (CDRLs) and Data Item Descriptions (DIDs)

Requisition Number:	W8486-184754
DND Document #	RDIMS # 5217062
Date:	04 November 2019

Prepared by:
Quality Engineering Test Establishment
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NOTICE

This documentation has been reviewed by the Project Authority and does not contain controlled goods.

AVIS

Cette documentation a été révisée par Chargé de projet et ne contient pas de marchandises contrôlées.

Table of Contents

1 Scope

This document identifies the requirements for each data item required by DND and provides an explanation of the forms used to define those requirements.

The main body of the document provides explanations of both the CDRL and DID forms and provides general submission instructions.

1.1 Introduction

Each data item is specified in two parts: an entry in the Contract Data Requirements List (CDRL) and a Data Item Description (DID).

The specific requirements detailed in each CDRL item, and its associated DID, are contractual requirements.

Because the CDRL and DIDs have been prepared using standard forms, some blocks on the form are not applicable to this contract or not included.

Additional data requirements pertinent to a specific task may be called up in the tasking and the requirements for that data stated in the tasking SOW, including CDRL information and DID information.

2 General Submission Requirements

2.1 Precedence

The requirements in Blocks 7 through 16 of the CDRL line items take precedence over any such requirements that may be specified in the associated DIDs.

2.2 Inspection and Data Acceptance

Receipt of data does not constitute acceptance.

2.3 Submission Schedule

a. Unless otherwise specified, all numbers of days expressed herein are calendar days; and

b. Date of submission means date of receipt of covering letter at PSPC.

2.4 Abbreviations

The following is a list of acronyms that may be found in the CDRL:

ANNLY	Once every year
ASGEN	As generated
ASREQ	As required
BI-MO	Once every two months
EOC	End of Contract
EOM	End of Month
EPAR	End-Product Acceptance Review
FAU	First Article Unit
MTHLY	Monthly

n DAC	Number of days after contract start
n MAC	Number of months after contract start
OTIME	One time only
R/ASR	Revised as required
SEMIA	Once every six months

2.5 Format

Where a data item specifies that the Contractor's own format is acceptable, Canada reserves the right to approve the format. Once the format has been approved, the Contractor must not change the format without Canada's approval. Format in this context applies to the format of the contents, rather than the file structure or media.

3 General Format Requirements

a. These general formatting and content instructions apply to all data items.

b. The format and contents instructions apply to all data items and are not repeated in the DIDs provided for specific CDRL items.

c. Cover Page. In Contractor's format, but must be consistent with every other CDRL Item delivered under the contract and must contain the following data elements:

1) Document identification number;

2) Title of document;

3) Version/revision number;

4) Date of Issue;

5) Identification of Addressee;

6) Identification of Contractor responsible for the delivery of the data item;

7) Contract number; and

8) CDRL Item number.

The cover page must contain Intellectual Property markings in accordance with the Terms and Conditions.

d. Page Header. Applies to every page in the data item, except the Cover Page, and must contain the following data elements:

1) document identification number;

2) page number;

3) volume number (if more than one volume in the data item); and

4) Security classification.

e. Page Footer. Applies to every page in the data item, except the Cover Page, and must contain the following data elements:

1) horizontal line delineating the boundary between the main body of the page and the footer;

2) the caveat "USE OR DISCLOSURE OF THIS DATA IS SUBJECT TO THE RESTRICTION OF THE TITLE PAGE OF THIS DOCUMENT";

3) document name;

4) security classification;

5) Task/Core program identification;

6) Version/Revision number; and

7) Date of issue.

f. Authorization and Approval Page. In Contractor's format, consistent with every other data item delivered under the contract and must contain the following data elements:

1) an entry for each authorizing Contractor signature including, name, project position (responsibility title), signature, and date signed; and

2) as a minimum the following personnel must sign on behalf of the Contractor: manager responsible for creation and maintenance of the document, quality assurance manager, project manager. Other Contractor personnel may also sign off on the document at the discretion of the Contractor.

g. Table of Contents. In Contractor's format, consistent with every other data item delivered under the contract and must contain the following data elements for each section and subsection in the document:

1) section/subsection number;

2) section/subsection title; and

3) page number.

h. List of Figures. In Contractor's format, consistent with every other data item delivered under the contract and must contain the following data elements for each figure in the document:

1) figure number;

2) figure title; and

3) page number.

i. List of Tables. In Contractor's format, consistent with every other data item delivered under the contract and must contain the following data elements for each table in the document:

1) table number;

2) table title; and

3) page number.

j. Body.

1) Each section and paragraph must be numbered using a standard convention (e.g. legal) for all data items to be delivered under the contract;

2) Pages must be sequentially numbered;

3) use of full colour when such use aids clarity and understanding of the information being presented, is desirable;

4) All attachments must be identified and referenced in the text and the table of contents;

5) Each section and paragraph must be numbered;

6) Classified data must be separated and cross-referenced to the applicable portion of the main CDRL item; and

7) In the event that a required section or subsection has been tailored out, a statement to that effect must be added directly following the heading of each such subsection. If a section and all of its subsections are tailored out, only the highest level section heading needs to be included.

k. Media. Unless otherwise specified by a specific CDRL or DID, all data items must be delivered electronically. Documents must be printable, on standard 8 1/2 by 11 inch paper, suitable for reproduction. As necessary, tables, graphs, figures etc. may be formatted for printing on larger (e.g. 11 by 17 inch) paper. If larger pages are required to clearly present the required material, they must be clearly identified with header and footer information consistent with their parent document and may use separate and applicable document formats (e.g. for large charts, diagrams, spreadsheets, etc.) provided the electronic delivery package clearly groups all related parts of any given document together and their place within the parent document remains clear. Documents must be delivered in a format free of Digital Rights Management systems and with full edit, search, select and clipboard functionality enabled. Documents must not contain embedded passwords.

l. Date Format. Where dates form a component of electronic metadata or filenames they must be in ISO 8601 format.

4 CDRL Items

The following section provides a description of each of the fields of the CDRL.

The DND/CAF Calibration Programme CDRL items have been prepared in accordance with the DND standard for the preparation of CDRL items. The specific CDRL item for each data item identifies the requirements for the data item. Each CDRL item contains the following information:

a. Identification of the CDRL item and reference to the SOW;
b. Responsible office in DND;
c. Location for submission and acceptance of data by DND;
d. Review Cycle for submission(s);
e. Identification of addressees and number of copies; and
f. DND preparation and acceptance block.

4.1 CDRL FORMAT

A description of each block of the CDRL as it is used on this contract is as follows

a) SYSTEM/ITEM

This block contains the program/contract name – DND/CAF Calibration Programme In-Service Support.

b) CONTRACT / RFP No.

W8486-XXXXXX

c) SOW IDENTIFIER

Not applicable for the DND/CAF Calibration Programme ISS Contract as there is only one SOW (note that the Logistics SOW is an appendix to the main SOW and is not a separate SOW).

d) DATA CATEGORY

This block defines the category of the data for which the CDRL item has been prepared. The following categories can be used: Management Data, Obsolescence Management, Data Management, and Quality Assurance.

e) CONTRACTOR

Identifies the Contractor responsible for the delivery of the CDRL. To be determined.

f) Block 1

ITEM NUMBER - A six-digit number uniquely identifying the Data Item.

g) Block 2

TITLE OR DESCRIPTION OF DATA - The title of the Data Item.

h) Block 3

SUBTITLE - A subtitle may be used if the title requires further identification.

i) Block 4

DATA ITEM NUMBER - The number used to identify the associated Data Item Description(s).

j) Block 5

CONTRACT REFERENCE - The specific paragraph number of the Contract Demand, Statement of Work, Request for Proposal, Specification, or other applicable document which will assist in identifying the effort associated with the data item.

k) Block 6

TECHNICAL OFFICE - The technical office of primary interest. This is the technical authority responsible for ensuring the adequacy of the data.

l) Block 7

INSPECTION AND ACCEPTANCE METHOD - This block indicates the requirement for inspection and acceptance of the data. Contains the appropriate code, if applicable:

Code	Inspection	Acceptance
SS	Source	Source
DD	Destination	Destination
SD	Source	Destination
DS	Destination	Source

m) Block 8

APPROVAL CODE - Data requiring approval are identified by placing an “A” in this field. When a preliminary draft is required, Block 16 must show length of time for Canada approval or disapproval and when the final document is to be delivered. Block 16 will also indicate the extent of the approval requirements, i.e., approval of technical content and format. If advanced approval is not required, this block states N/A.

Approval or Acceptance of CDRLs and Reviews by Canada means that the Contractual requirement for the particular deliverable has been fully satisfied. Approval of any deliverable does not relieve the Contractor of its responsibility to meet all of the other requirements of the Contract. However approval of “Test Description and Procedures” indicates that if the item to be tested successfully passes the test defined with the procedure and test equipment indicated then the item has achieved its Qualification baseline.

n) Block 9

INPUT FROM INTEGRATING ASSOCIATE CONTRACTOR – If data is the integrated results of specific inputs from associated contractors, an “X” is placed in this block. In all other cases, this block is blank.

o) Block 10

FREQUENCY - This block indicates the frequency of delivery of the data, using the appropriate frequency code from the following:

ANNLY	Annually
ASGEN	As generated
ASREQ	As required
BI-MO	Each 2 months
BI-WE	Each 2 weeks
DAILY	Daily
DFDEL	Deferred delivery
DFREQ	Deferred requisitioning
MNTHY	Monthly
ONE/R	One time with revisions
OTIME	One time
QRTLY	Quarterly
R/ASR	Revision as required
SEMIA	Every six months
WKLY	Weekly

p) Block 11

'AS OF' DATE - If the data are submitted only once on a date that may be specified, this block contains the "as of" date in ISO 8601 format (e.g., 2017-06-14). If submission is associated with a specific event or milestone, this constraint is stated. If there is insufficient space in Block 11, this block states "See Block 16" and Block 16 will state "11. [followed by description of the driving event]" (e.g. "11. 15 days before SDR"). If an "as of" date, or specified delivery constraint is not applicable, this block is left blank.

q) Block 12

DATE OF FIRST SUBMISSION - If the initial submission date may be specified, entered as follows: day/month/year (e.g. "14 June 07"). If submission is associated with a specific event or milestone, this constraint is stated using one of the following:

ATBID	At bid time
ASGEN	As generated
ASREQ	As required
DACA/MACA	Days/Months after Contract Award (Note that in this contract, in the context of tasked work, Contract Award means the date when the Contractor has been tasked to provide the data item.)
DFDEL	Deferred delivery
DFREQ	Deferred requisitioning
EOC	End of contract
EOM	End of Month
EOQ	End of quarter
nDPCC	number of Days Prior to Course Commencement
nDACC	number of Days After Course Completion

If there is insufficient space in Block 12 to enter the full text, this block will state "See Block 16" and Block 16 will state "12. [followed by the constraint]" (e.g. "12. 60 days after test").

r) Block 13

DATE OF SUBSEQUENT SUBMISSION/EVENT - If data are submitted more than once, the date(s) of subsequent submission(s) are stated. If submission is constrained by a specific event or milestone, this constraint is stated (e.g., “15 days after EOQ”).

Abbreviation after the identification of a re-submission will have the following meaning:

Pg: only change page(s) need be re-submitted along with a sign-off sheet.

Add: only addendum supplement need be re-submitted along with a sign-off sheet.

Rv: complete re-submission must be required.

s) Block 14

DISTRIBUTION AND ADDRESSEES - Indicates the addressees and the respective number of copies (hard copies and soft copies separately), for both the initial submission (Sub-Block “Initial”), and for the final submission (Sub-Block “Final”), for which the data item is required. Initial submission requirements are only identified if a Review Cycle is detailed in Block 16.

If reproducible copies are required, Block 16 is used to explain. If the data are not actually to be delivered to the government or associate Contractors, this is explained in Block 16.

t) Block 15

TOTAL - The total number of regular/reproducible copies required by Block 14 is entered here.

u) Block 16

REMARKS - This block is used to provide additional or clarifying information for Block 1 through 15. This block is also used to tailor the documents listed in Block 4. Tailoring may be accomplished by stating the deletions (e.g., “delete paragraph 10.4”) or by stating which requirements apply (e.g. “only paragraph 10.4 and 10.5 apply”), whichever is the more efficient. Block 16 may also be used to specify “Contractor format is acceptable”, or to indicate the desired medium for delivery of data.

v) Blocks 17 – 20

These blocks are not applicable.

4.2 List of CDRL Items

The following list identifies the CDRL Items to be provided in the DND/CAF Calibration Programme by its CDRL item number (Block 1), its Title (Block A), and it's DID number (Block 4):

#	CDRL Number	DID Number	Title	Delivery
1	100.001	100.001	Program Management Plan (PMP)	ATBID, ASREQ Rv, ANNLY Rv
2	100.002	100.002	Monthly Progress Report (MPR)	5 days after month end
3	100.003	100.003	Meeting Agenda	5 days before PRM 20 days before other meetings
4	100.004	100.004	Meeting Minutes	5 days after meeting
5	100.005	100.005	Contractor Held Inventory Report	6 MACA, ASREQ Rv, ANNLY
6	100.006	100.006	Task Closure Report	ASREQ
7	100.007	100.007	Fiscal Year End Report	ANNLY
8	200.001	200.001	Contractor Annual Operating Plan	ATBID ASREQ Rv, ANNLY Rv
9	200.002	200.002	Repair Request Form	ASREQ Rv
10	300.001	300.001	Integrated Logistics Support (ILS) Plan	ATBID, ASREQ Rv, ANNLY Rv
11	300.002	300.002	Information Management (IM) Plan	ATBID, ASREQ Rv, ANNLY Rv
12	300.003	300.003	Quality Assurance (QA) Plan	ATBID, ASREQ Rv, ANNLY Rv
13	300.004	300.004	Contractor Management Information System Backup	6 MACA, QRTLY Rv, EOC
14	300.005	300.005	Continuous Improvement Proposal	ASREQ

5 DIDs

5.1 DID Format

The DID associated with the CDRL item details the content and the format to be included in the submission of the data.

A description of each block of information follows:

a) Block 1 - Title

This is the title of the DID and usually corresponds to the associated CDRL item title, except where a DID is reference by more than one CDRL item.

b) Block 2 - Identification Number

This is the number assigned by the Office of Primary Interest (OPI) to the DID and identifies the area of activity to which the DID is applied. These areas include Program Management (100 series), Annual Operating Plan (200 series), and DND/CAF Calibration Programme Maintenance and Support (300 series).

c) Block 3 - Description

This provides general information on how the data detailed in the DID is to be used.

d) Block 4 - Approval Date

This is the date that the OPI has approved the content of the DID.

e) Block 5 - Office of Primary Interest

This identifies the DND responsibility center for review, acceptance and approval of the DID.

f) Block 6 – GIDEP Applicable

The GIDEP Applicable block will contain an X when copies of the data are required to be submitted by the Contractor to the Government/Industry Data Exchange Program. Otherwise it will be blank.

g) Block 7 - Application / Interrelationship

This block identifies the scope of the DID and where the DID requirement is defined (i.e.) the applicable portion of the Contract.

h) Block 8 - Originator

This identifies the originator of the DID on behalf of the OPI in Block 5.

i) Block 9 - Applicable Forms

This identifies a published form or template to be used in the completion of the DID if applicable.

j) Block 10 - Preparation Instructions

This provides the preparation details for the format and for the content in the completion of the DID. This item forms the contractual requirement for the Contractor.

5.2 List of DIDs

The list of DIDs sorted by DID number is shown in Table 1. The actual DIDs are attached at section 7 of this appendix.

6 Contract Data Requirements Lists

<table>
<tr><td colspan="8">CONTRACT DATA REQUIREMENTS LIST (1 DATA ITEM)</td></tr>
<tr><td colspan="5">A. SYSTEM / ITEM

DND/CAF Calibration Programme In-Service Support</td><td colspan="3">B. CONTRACT / RFP NUMBER</td></tr>
<tr><td colspan="2">C. SOW IDENTIFIER</td><td colspan="3">D. DATA CATEGORY

Management Data</td><td colspan="3">E. CONTRACTOR</td></tr>
<tr><td colspan="2">1. ITEM NUMBER

100.001</td><td colspan="3">2. TITLE OR DESCRIPTION OF DATA

Program Management Plan (PMP)</td><td colspan="3">3. SUBTITLE</td></tr>
<tr><td colspan="2">4. AUTHORITY (DID Number)

100.001</td><td colspan="3">5. CONTRACT REFERENCE</td><td colspan="3">6. REQUIRING OFFICE

QETE 5</td></tr>
<tr><td>7. INSPECTION

DD</td><td rowspan="2">9. INPUT</td><td>10. FREQUENCY

ONE/R</td><td colspan="2">12. DATE OF 1st SUBMISSION

ATBID</td><td colspan="3" rowspan="2">14. DISTRIBUTION and ADDRESSEES
a. ADDRESS | b. COPIES
INITIAL: Soft Copy | FINAL: Soft Copy</td></tr>
<tr><td>8. APP CODE

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See Block 16</td></tr>
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Block 13. Canada will approve or disapprove with comments a draft within 10 working days of receiving the draft document. The Contractor must update the PMP within 10 working days after receipt of comments.

Further updates (to reflect changes to the project) must be reviewed at each Progress Review Meeting (PRM); such proposed updates must be provided to Canada at least 10 working days before the PRM where they will be reviewed. Canada may at its sole discretion accept, reject or direct changes to the PMP.

The Contractor must submit a revised PMP within 10 working days following the Contract Kick-Off Meeting.

Significant updates to the PMP that impact the delivery of services must be approved by Canada through a revised PMP before the implementation of any changes to the service delivery approach.

The PMP must be refreshed and submitted for approval annually.

The final document must be delivered within five working days of receiving approval of the draft document.</td><td>PSPC</td><td>1</td><td>1</td></tr>
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Block 12: The Progress Report must be delivered no later than five working days after the end of each calendar month.

Remarks: All Progress Reports must cover the period from the last report up to the end of the month being reported.</td><td>PSPC</td><td></td><td>1</td></tr>
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Block 12. The Meeting Agenda must be submitted for review no later than five working days prior to monthly progress review meetings and 20 working days for other meetings.

Comments on the Meeting Agenda, including additions or deletions of discussion items, may be provided by Canada.

Block 13. The revised Meeting Agenda addressing Canada's comments must be submitted for acceptance within three working days of receipt of comments.</td><td>PSPC</td><td>1</td><td>1</td></tr>
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Block 12. Minutes must be submitted for review within five working days following each meeting.

Comments on the Meeting Minutes may be provided by Canada.

Block 13. Revised meeting minutes addressing Canada's comments must be submitted for approval within three working days of receipt of comments.

Canada will approve or disapprove a draft within 10 working days of receiving the draft document.

The final document must be delivered within 5 working days of receiving approval of the draft document.</td><td>PSPC</td><td>1</td><td>1</td></tr>
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Block 8: The Contractor’s format is subject to approval by Canada. The Contractor must submit the format to Canada for approval 15 working days before the first report is due. Canada may provide direction on the format for incorporation by the Contractor. Changes to the format must apply to all deliveries at least 15 working days after Canada provides such direction.</td><td>PSPC</td><td></td><td></td></tr>
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Block 8: The Contractor’s format is subject to approval by Canada. The Contractor must submit the format to Canada for approval 15 working days before the first report is due. Canada may provide direction on the format for incorporation by the Contractor. Changes to the format must apply to all deliveries at least 15 working days after Canada provides such direction.
Block 12. The initial report must be delivered at task closure unless otherwise specified in the tasking.
Canada's comments will typically be provided within 15 working days of receipt of the initial report.
Block 13. The Contractor must update the report within 10 working days of receipt of comments.
The final document must be delivered within five working days of receiving approval of the draft document.</td><td>PSPC</td><td>ASREQ</td><td>ASREQ</td></tr>
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Block 8: The Contractor’s format is subject to approval by Canada. The Contractor must submit the format to Canada for approval 15 working days before the first report is due. Canada may provide direction on the format for incorporation by the Contractor. Changes to the format must apply to all deliveries at least 15 working days after Canada provides such direction.
Block 12 and 13: Within 3 working days after the end of the fiscal year (31 March).</td><td>PSPC</td><td></td><td>1</td></tr>
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Block 12. The initial Annual Operating Plan must be the Annual Operating Plan delivered with the Contractor's proposal.
Block 13: Further updates (to reflect changes to the project) must be reviewed at selected PRMs (expected to occur quarterly); such proposed updates must be provided to DND at least 10 working days before the PRM where they will be reviewed.
Significant updates to the AOP that impact the delivery of services must be approved by Canada through a revised AOP before the implementation of any changes to the service delivery approach.
The AOP must be refreshed and submitted two months prior to the task expiry for approval annually. The AOP will align with the fiscal year (01 April to 31 March).
Canada will approve or disapprove a draft within 15 working days of receiving the draft document.
The final document must be delivered within 10 working days of receiving approval of the draft document.</td><td colspan="2">Soft Copy</td><td colspan="2">Soft Copy</td></tr>
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Block 8: The Contractor’s format is subject to approval by Canada. The Contractor must submit the format to Canada for approval within 30 working days after Contract Award, or earlier if there is a need for a repair request. Canada may provide direction on the format for incorporation by the Contractor. Changes to the format must apply to all deliveries at least 15 working days after Canada provides such direction.

Block 13. The Project Authority may request revisions to the first submission, taking into consideration additional relevant factors.

Canada will approve or disapprove the submission within five working days of receiving the document. This document acceptance does not represent an approval to proceed with the repair work identified in the Repair Request Form.

The final document must be delivered within three working days of receiving approval of the draft document.</td><td>Soft Copy</td><td>Soft Copy</td></tr>
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<tr><td colspan="2">4. AUTHORITY (DID Number)
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<tr><td colspan="5" rowspan="8">16. REMARKS
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Block 13. Canada may provide comments on the ILSP for update. The Contractor must update the ILSP within 10 working days after receipt of comments.
Further updates (to reflect changes to the project) must be reviewed at a PRM; such proposed updates must be provided to Canada at least 10 working days before the PRM where they will be reviewed. Canada may at its sole discretion accept, reject or direct changes to the ILSP.
Updates to the ILSP that impact the delivery of services must be approved by Canada before the implementation of any changes to the service delivery approach.
The ILSP must be refreshed and submitted for approval annually.
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Block 13
Canada will approve or disapprove a draft within 25 working days of receiving the draft document. This document approval is only for the purpose of acceptance of the content of the Continuous Improvement Proposal to facilitate submission to the Joint Management Team or the Executive Steering Committee for consideration and authorization of the recommendations made in the Continuous Improvement Proposal. Approval of the content does not represent an approval to proceed with the recommendations made in the Continuous Improvement Proposal.
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7 Data Item Descriptions

<table>
<tr><td colspan="3">DATA ITEM DESCRIPTION</td></tr>
<tr><td colspan="2">1. TITLE

Program Management Plan (PMP)</td><td>2. IDENTIFICATION NUMBER

100.001</td></tr>
<tr><td colspan="3">3. DESCRIPTION

3.1 The PMP describes how the Contractor will structure their organization, and implement and employ the integrated project management practices, processes, procedures and tools required to successfully manage the DND/CAF Calibration Programme In-Service Support Contract and meet contractual obligations. The PMP also supports the governance of the Contract.</td></tr>
<tr><td>4. APPROVAL DATE
18 September 2019</td><td>5. OFFICE OF PRIMARY INTEREST
QETE 5</td><td>6. GIDEP APPLICABLE</td></tr>
<tr><td colspan="3">7. APPLICATION / INTERRELATIONSHIP

7.1 The PMP is the highest level plan for the project. All other plans are subordinate to the PMP.

7.2 The PMP has interrelationships with all other plans.</td></tr>
<tr><td colspan="2">8. ORIGINATOR
QETE 5</td><td>9. APPLICABLE FORMS</td></tr>
<tr><td colspan="3">10. PREPARATION INSTRUCTIONS

10.1 Format.

10.1.1 The Contractor’s own format is acceptable.

10.2 General

10.2.1 The plan must be an all-encompassing plan for the contract scope. Where further detail for a section of the PMP is covered by a subordinate plan, the PMP will present an overview in the PMP section of the material specified in these preparation instructions and reference the subordinate plan.

10.3 Content

10.3.1 The plan must include the following information:

a. Introduction. Introduces the plan including scope, purpose, and maintenance of the plan.
b. Applicable Documents. Identifies all documents applicable to this plan including, as a minimum, other CDRL items, MIL-STDs, CFTO's, etc., including identifier, title, version number and date of issue.
c. Approach. Presents an overview of the project management organization, methodology and processes that integrates project planning, directing, monitoring and reporting. As a minimum, this plan must contain the following:</td></tr>
</table>

(1) Organizational structure and interfaces;

(2) Establishment and maintenance of program management monitoring and control;

(3) Establishment and maintenance of task management control;

(4) Establishment and maintenance of risk management control;

(5) Establishment and maintenance of a quality management system;

(6) Establishment and maintenance of Canada owned resources management control;

(7) Establishment of a resource, facilities and services activation plan;

(8) Establishment and maintenance of security management control;

(9) Establishment and maintenance of performance management control

(10) Establishment and maintenance of continuous improvement processes

(11) Gender Based Analysis Plus (GBA+) and Aboriginal Business Enhancement

(12) Environmental Management Program

10.4 Organizational Structure and Interfaces

10.4.1 The PMP must provide a hierarchical diagram of the Contractor's Calibration Programme In-Service Support organization to the cost account manager level.

10.4.2 The PMP must describe the Contractor's approach, processes and procedures to interface with Canada and the Contractor's subcontractors.

10.4.3 The PMP must describe the Contractor's commitment and approach to working with Canada to establish joint governance and routine engagement with all stakeholders under the DND/CAF Calibration Programme Governance and Management structure including how they will support the DND-led Integrated Services Team (IST) and manage its day-to-day activities with DND and other IST members. Background information and a description of Canada's strategic objectives for the DND/CAF Calibration Programme are provided in Appendix 3 to the Statement of Work.

10.4.4 The roles and responsibilities of all parties must be formalized in a Relational Charter that will be attached to the Contractor PMP as an appendix and will be signed by all stakeholders.

10.5 Program Management Monitoring and Control

10.5.1 General: This subsection refers to the description of the organization, management and procedures of the Contractor's Management Control System (MCS) that the Contractor has, or will have, in place to manage the Contract, in accordance with this DID. The Contractor must describe how their MCS is used to coordinate and integrate project data and information that relates to the planned performance of the work, the actual performance and the variances. The Contractor must explain how it spans issues of schedule, cost and performance and defines the mechanism, which will allow Canada visibility into approved DND/CAF Calibration Programme In-Service Support contract information. The MCS description must incorporate the following:

a. A narrative description of the management policies, processes and procedures used for project planning and control including organization, planning and budgeting, scheduling, cost accumulation, human resource management, baseline control, status of progress, variance analysis and reporting; and

b. A narrative description describing how the progress report data is developed, analyzed, updated, and approved for release including any associated selection criteria.

10.5.2 Subcontractor Flow-Down: This subsection describes the Contractor's plans for flow down of MCS reporting requirements to subcontractors, including the process for analyzing and incorporating subcontractor problem and risk management data.

10.5.3 Project Management Problem Reporting and Resolution: This subsection must describe the tools, processes and procedures proposed to identify, record, analyze and resolve problems both internal and external to the Contractor's project office. The proposed level of access to be provided to Canada, including entry of new problems or resolution to existing problems, must be addressed. The interface and interaction with the risk management processes, as defined hereunder must be described.

10.5.4 Directing, Monitoring, Controlling and Reporting: This sub section must discuss the Contractor's proposed approach for external and internal reviews. As a minimum, the following topics must be addressed:

a. Formal progress reporting; and

b. Progress review meetings (PRMs).

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

10.5.6 Participants in PRMs may attend in person or by teleconference, and when supported, by video and web conferencing. The agenda for PRMs must include at a minimum:

a. Introductions
b. Confirmation of agenda
c. Opening statement from DND
d. Opening statement from Contractor
e. Review of action items from last PRM
f. Review of key risks
g. Specific agenda items, as required
h. Annual Operating Plan review (quarterly, or as required)
i. Summary of new action items and changes to existing action items

10.6 Task Management Control

10.6.1 This subsection must present the Contractor's processes and procedures to support the initiation, planning, estimating, authorizing, executing, controlling, reviewing, evaluating and closing and delivering DND/CAF Calibration Programme calibration work, repair and overhaul work, Program Management as well as ancillary tasks in accordance with Canada's DND 626 task authorization procedure.

10.7 Risk Management Control

10.7.1 This subsection must: define the procedures and methods to be used in identifying, analyzing and evaluating risk, describe the processes to be used in the early prediction of potential problem areas, and describe the procedures and assigned responsibilities for risk mitigation and problem resolution.

10.7.2 Risks may be controllable or uncontrollable within the project work; however, it is essential that all risks, whether controllable or uncontrollable, be identified and tracked. Controllable risks must be managed. Contingency Plans must be made for dealing with uncontrollable risk.

10.7.3 A project risk assessment must be provided with the initial submission of the PMP and must be updated throughout the period of the contract. At a minimum, the assessment of each identified risk item must include:

a. Risk Item Title
b. Risk Item Description and timeline factors
c. Risk Triggers that indicate when the risk event is about to occur and/or has occurred
d. Probability of Occurrence Assessment
e. Assessment on the Impact to Canada for Cost, Schedule and Performance factors
f. Risk Mitigation Strategies that can or will be implemented to reduce the probability of the risk of occurring as well as the impact of the risk if it does occur
g. Risk Contingency Plans that describe what actions will be taken by the Contractor and what actions will need to be taken by Canada to manage the risk once it has occurred
h. Risk Owner
i. Current Risk Status

10.7.4 The Contractor must document the project risk assessment in a Project Risk Log or other appropriate communications tool and provide updates to Canada as part of the Monthly Progress Report.

10.8 Canada Owned Resources Management

10.8.1 This subsection must identify the procedures and methods employed by the Contractor to accept, track and manage internally and through their subcontractors, Government property made available to the Contractor.

10.8.2 The description must explain how the controlled goods aspect of the program will be managed and must include the following:

a. Identification of how the Contractor will ensure that all staff, including that of any Subcontractor, is qualified to carry out the work in compliance with all applicable international and federal controlled goods laws and regulations; and

b. Identification of how the Contractor will ensure that all work, including the work of any Subcontractor, is performed in compliance with all applicable international, and federal controlled goods laws and regulations.

10.9 Resource, Facility and Service Activation Plan

10.9.1 This subsection must identify the approach to establishing and certifying all elements of the required facilities and critical resources in order to ensure the timely execution of work at contract award and to support the timely certification and commissioning of proposed facilities.

10.9.2 This plan must include:

a. A detailed description of proposed facility/facilities including their ownership and availability at contract award and during the duration of the contract;

b. A detailed schedule identifying phases, milestones, and key activities to be performed during the Transition In period, including start and end dates referenced to an assumed Contract Award Date;

c. Transition In Risk Assessment (reference may be made to the Project Risk Log).

d. A description of onboarding of critical resources; and

e. The process and key performance indicators that will be used to report on and monitor progress of mobilization and availability of facilities and resources over time.

10.10 Bar Code Tracking System Plan

10.10.1 This subsection must describe how the Contractor will implement a bar code tracking system in accordance with the Unique Identification (UID) requirements specified in Appendix 12 to the Statement of Work - Calibration Seals, Labels, Forms and Bar Codes. Planning should include assumptions and constraints, key activities and resources needed to complete the implementation, milestone schedule and risk assessment.

10.11 Security Management

10.11.1 This subsection must define the procedures and methods employed by the Contractor to manage the security aspects of the contract including:

a. Gaining necessary security clearance for employees;
b. Physical security of the facilities under Contractor management; and
c. Electronic security of data, computers and networked resources.

10.12 Overview of Subordinate Plans

10.12.1 This section must provide an overview of the plans identified hereunder. The overview must highlight the major aspects of the plans and explain their interrelationships and dependencies with each other and this Project Management Plan. Subordinate Plans include:

a. Contractor Annual Operating Plan (AOP);
b. Information Management (IM) Plan;
c. Integrated Logistics Support (ILS) Plan; and
d. Quality Assurance (QA) Plan

10.13 Performance Management

10.13 This section must describe the performance measures and the associated measurement and analysis process that will be used in the conduct of the work of the SOW. Performance management encompasses the Contractor's performance measures to be used to monitor their own performance as well as the performance measures specified in the Contract, Annex J - Calibration Performance Management Framework.

10.14 Continuous Improvement

10.14.1 This section must describe the continuous improvement process, in accordance with the objectives and strategies for continuous improvement.

10.14.2 This section must describe the Contractor’s evaluation process for continuous improvement that involves the following actions:

a. establishing the criteria and methods for evaluating alternatives;
b. identifying alternative solutions;
c. evaluating the alternative solutions; and
d. selecting recommended solutions.

10.15 Gender Based Analysis Plus (GBA+) and Aboriginal Business Enhancement

10.15.1 This section must describe the Contractor's approach to supporting Canada's commitment to using GBA+ and Women In Defence initiatives in the ongoing development of the Calibration Programme. Guidance on GBA+ is available on the Government of Canada website at: https://cfc-swc.gc.ca/gba-acs/index-en.html.

10.15.2 This section must describe the Contractor's approach to supporting the development and enhancement of Aboriginal business in Canada, where applicable.

10.16 Environmental Management Program

10.16.1 This section must describe the Contractor's approach to environmental management. The Contractor should be ISO/IEC 14001:2015 certified or should have a corporate Environmental Management Plan that is compliant with the requirements of ISO/IEC 14001:2015.

DATA ITEM DESCRIPTION

1. TITLE	2. IDENTIFICATION NUMBER
Monthly Progress Report	100.002

3. DESCRIPTION

3.1 The purpose of the report is to:

a. Monitor overall Contract performance and task activities;

b. Provide the customer (Contract Authority, Procurement Authority, and Project Authority) with the information necessary to evaluate the progress of the activities; and

c. Communicate to the customer any contract or task related concerns and risks identified by the Contractor that might affect either meeting the contract requirements or the performance and system integrity of the DND/CAF Calibration Programme.

4. APPROVAL DATE	5. OFFICE OF PRIMARY INTEREST	6. GIDEP APPLICABLE
18 September 2019	QETE 5	

7. APPLICATION / INTERRELATIONSHIP

7.1 This DID integrates with Annex A - Statement of Work, Appendix 9 - Contractor Management Information System and Annex J - Performance Management Framework.

8. ORIGINATOR	9. APPLICABLE FORMS
QETE 5	

10. PREPARATION INSTRUCTIONS

10.1 Format

10.1.1 The Contractor's own format is acceptable.

10.2 Content

10.2.1 Progress Reports must include the following information:

a. An executive summary that describes significant elements of the report;

b. Progress Status. An update of progress status for Calibration Services, Repair and Overhaul Services and other tasks;

c. Program Invoice Status, which identifies for each element of core work and tasks:

1) Task Number;
2) Task Title;
3) Total Task Value;
4) Expenditures for this reporting period (by task and by total);
5) Total Billing to Date; and
6) Remaining planned expenditure amounts and percentages (by task and by total);

d. Program Management Status;

e. Planned Expenditure by Canada’s fiscal year (01 April to 31 March);

f. Risk Status; and

g. Metrics supporting information as defined at 10.2.2 and 10.2.3. All measurement must be in accordance with Annex A, Section 2. All data must be supported by CMIS and DRIMS reports when requested.

10.2.2 Availability:

a. Average Turnaround Time for Calibration: Monitor the overall turnaround time:

1) Average Turnaround Time for Calibration for all calibrations;
2) Average Turnaround Time for Calibration - Non Urgent – Outsourced: Monitor the Turnaround Time for non-urgent, outsourced calibrations;
3) Average Turnaround Time for Calibration – Urgent: Monitor the Turnaround Time for urgent calibrations;
4) Average Turnaround Time for Calibration - Urgent – Outsourced: Monitor the Turnaround Time for urgent, outsourced calibrations; and
5) Average Response Time for Calibration Requests: Measured from date of request until date of pickup (i.e. when Turnaround Time starts). This metric addresses the potential gaps in the process flow that are not within calibration Turnaround Time as defined but will impact the time TMDE is away from the end user for urgent or demand requests.

b. Repair Turnaround Time: Monitor the Turnaround Time for repairs:

1) Repair Turnaround Time – Monitor the Turnaround Time for all repairs
2) Repair Turnaround Time – Outsourced: Monitor the Turnaround Time for outsourced repairs
3) Time Estimate for Repairs Respected: The Sum of the Differences Between Actual and Estimated Return Date of Repaired Items Divided by the Total Number of Items Repaired

10.2.3 Affordability:

a. Affordability - Calibrations: Average cost of calibration:

1) Total costs of calibration divided by the number of calibrations performed for calibrations. Costs include direct and indirect costs associated with calibration.
2) Affordability - Calibrations (Outsourced): Average cost of calibration outsourced -Total costs of calibration divided by the number of calibrations performed for outsourced calibrations. Costs include direct and indirect costs associated with calibration.

b. Calibration Interval Optimization: Total Cost Savings due to Optimized Calibration Interval:

1) Total Cost Savings due to Optimized Calibration Interval
2) Adherence to Calibration Due Date: Average Number of Days between Actual Calibration Date and Calibration Due Date
3) Recall Optimization: Average Number of Days between Recall Notification Date and Actual Pickup Date

c. Affordability - Repairs: Total costs of repairs.

1) Average Cost of Repairs: Total costs of repairs divided by number of repairs performed. Costs include direct and indirect costs associated with repair.
2) Affordability - Repairs (Outsourced): Total costs of repairs divided by number of repairs performed for outsourced repairs. Costs include direct and indirect costs associated with repair.
3) Cost Estimate for Repairs Respected: Average Cost Difference Between Actual and Estimated Cost for Repairs.

DATA ITEM DESCRIPTION		
1. TITLE **Meeting Agenda**		2. IDENTIFICATION NUMBER 100.003
3. DESCRIPTION 3.1 Meeting Agendas set forth the venue and identify the discussion items to be covered at meetings		
4. APPROVAL DATE 18 September 2019	5. OFFICE OF PRIMARY INTEREST QETE 5	6. GIDEP APPLICABLE
7. APPLICATION / INTERRELATIONSHIP 7.1 This DID integrates with the DID - Meeting Minutes.		
8. ORIGINATOR QETE 5	9. APPLICABLE FORMS N/A	

10. PREPARATION INSTRUCTIONS

10.1 Format. The Contractor's own format is acceptable

10.2 The agenda must address the following:

a. The scope, purpose and objectives of the meeting;
b. Time, date and location;
c. Suggested attendees (Contractor, Canada and others);
d. Need for any Canada and Contractor documentation to be presented at the meeting; and
e. Security classification of the meeting.

10.3 The following must be standard agenda items with appropriate details relevant to the specific meeting:

a. Agenda review;
b. Review report items;
c. Review meeting action item status;
d. Other agenda items;
e. New subjects introduced by members of the meeting; and
f. Action item generation.

10.4 Special requirements. This section must detail the requirement for visit clearances, security arrangements, facilities, and any other pertinent information.

DATA ITEM DESCRIPTION		
1. TITLE **Meeting Minutes**		2. IDENTIFICATION NUMBER 100.004
3. DESCRIPTION 3.1 Meeting Minutes consist of the detailed records of proceedings, discussions, decisions and action items from a meeting.		
4. APPROVAL DATE 18 September 2019	5. OFFICE OF PRIMARY INTEREST QETE 5	6. GIDEP APPLICABLE
7. APPLICATION / INTERRELATIONSHIP 7.1 This DID integrates with DID 100.003 - Meeting Agenda.		
8. ORIGINATOR QETE 5	9. APPLICABLE FORMS N/A	

10. PREPARATION INSTRUCTIONS

10.1 Format

10.1.1 The Contractor's own format is acceptable.

10.2 Content

10.2.1 The minutes of meetings must be presented in the following sections:

a. General - including meeting identification number, purpose, date, time and location;
b. Attendees, including their title and responsibility;
c. Discussion Items - Including a summary record of proceedings, discussions, decisions, information addressees, action addressees and action completion date, for each item. All agenda items must be covered;
d. Next Venue (if applicable); and
e. Signatures of the Contractor Representative and Contracting Authority and/or Project Authority or their delegates as may be appropriate for the specific meeting.

DATA ITEM DESCRIPTION		
1. TITLE **Contractor Held Inventory Report**		2. IDENTIFICATION NUMBER 100.005
3. DESCRIPTION 3.1 The Contractor must manage Canada owned inventory and report annually to the Procurement Authority on the value of all material held at the Contractor's facilities at the end of each fiscal year. The fiscal year ends on March 31. This DID covers the material handling requirements applicable to all Contractor held inventory as well as requirements specific to Government Supplied Materiel (GSM). Stocktaking will take place as described in Attachment 3 and upon request at any time by Canada.		
4. APPROVAL DATE 18 September 2019	5. OFFICE OF PRIMARY INTEREST DLP	6. GIDEP APPLICABLE
7. APPLICATION / INTERRELATIONSHIP 7.1 The Contractor Held Inventory (CHI) Report includes all inventory, as defined herein, owned by Canada held at the Contractor's facilities, including subcontractors' facilities.		
8. ORIGINATOR DLP	9. APPLICABLE FORMS N/A	

10. PREPARATION INSTRUCTIONS

10.1 REFERENCES

a. Attachment 1 – Contractor Held Inventory Report Template

b. Attachment 2 – Management and Stocktaking Requirements

c. Attachment 3 – Physical Stocktaking Requirements

10.2. FORMAT

10.2.1 The Annual Contractor Held Inventory Report must be prepared in MS Excel as per the attached template (Attachment 1) to this DID. In the instance where no materiel meeting the criteria, applicable to inventory that is to be reported, is held at the Contractor's facilities, an email to the Procurement Authority stating that no inventory is held by Contractor and that no report will be submitted is sufficient.

10.2.1.1 Title Page: The Title page must contain the following information:

Title: Contractor Held Inventory Report – Calibration Programme;
Contract No: W8486-184754;
Prepared By: Contractor's name and address; and
Authenticated By: Contractor approval signature(s) and date.

10.2.1.2 Table of Contents: The Table of Contents should list the title and page number of each titled paragraph and subparagraph, figure, table and appendix.

10.2.1.3 Document Control Log: The Document Control Log should contain three columns: Revision, Date and reason for the change.

10.2.1.4 Revision Record: The Revision Record should contain a listing of paragraphs and corresponding pages which are affected by the change.

10.2.1.5 Subject Matter: The plan text that addresses the material that is to be included in the document.

10.2.1.6 Notes: This section must contain any general information that aids in the understanding of the document (e.g. Background information, glossary). This section should include an alphabetical listing of all acronyms, abbreviations and their meanings as used in the plan. This listing must be included with the final stocktaking plan.

10.2.1.7 Attachments: Attachments may be used to provide information published separately for convenience (e.g. charts, classified data). As applicable, each appendix must be referenced in the main body of the plan where the data would normally have been provided. Attachments may be bound as separate documents for ease of handling.

10.3 CONTENT

10.3.1 Template (Attachment 1) - DND Owned Inventory Holdings held by Contractors as at 31 Mar 20XX provides for the content required to meet reporting requirements.

10.3.2 The CHI Report must include all Government Owned materiel in Contractor Custody (GOCC) and any other materiel procured by the Contractor and paid for by Canada or provided by Canada to the Contractor. The Contractor is also to identify the Task Authorization under which the materiel was procured or provided, if applicable.

10.3.3 Reports in the Contractor format generated by the Contractor inventory system are acceptable for reporting purposes to DND, as long as such reports contain the essential information requested in the template attached as Attachment 1.

10.4 STOCKTAKING

10.4.1 Stocktaking is the activity of counting and reconciling actual holdings against the system of record.

10.4.2 Stocktaking is to be performed in accordance with Attachment 2.

10.4.3 Canada can request random stocktaking at any point.

10.5 MATERIAL HANDLING

10.5.1 Materiel Management general guidance is provided at Attachment 2 – Management and Stocktaking Requirements detailing Canada's stocktaking policy and inventory management requirements.

10.5.2 Stocktaking is to be performed in accordance with Attachment 3 - Physical Stocktaking Requirements and for the periods as specified in Attachment 3 – Physical Stocktaking Requirements to this DID.

10.5.3 The Discrepancy Reports must be prepared as per the attached Management and Stocktaking Guidelines document provided as Attachment 2 to this DID.

Attachment 1 to DID 100.005 Contractor Held Inventory Report – Contractor Held Inventory Report Template

COMPANY NAME
DND OWNED INVENTORY HOLDINGS
as at 31 march 20XX

COMPANY	CONTRACT NUMBER	ITEM / PART NUMBER (NOTE 1)	EQUIPMENT PLATFORM THE ITEM SUPPORTS (NOTE 2)	NATO STOCK NUMBER (NSN) (NOTE 3)	STOCK CODE (SC) (NOTE 3)	ITEM DESCRIPTION	QUANTITY	UNIT OF MEASURE	UNIT COST	EXTENDED VALUE	CURRENCY (NOTE 4)

Notes:

General Note: Inventory reported here should include all items that a contractor holds that belong to DND and that are not already accounted for in the Defence Resource Management Information System (DRMIS).

1. If you have an alternate part number or manufacture part number in addition to the part number listed, please provide that detail if possible. Also provide the Group Class if available. We would like any additional field information you have that may help to classify the data.

2. Please specify if possible the equipment platform the inventory item supports. For example, if your inventory pertains to three aircraft types, put the specific aircraft type beside each inventory item part number.

3. If the inventory item has a NSN or SC, please provide the number, if you have it readily available in your inventory.

4. Report in one currency only and specify the currency if it is not Canadian.

Attachment 2 to DID 100.005 Contractor Held Inventory Report – Management and Stocktaking Requirements

Aim

- The aim of this directive is to define the roles and responsibilities and detail Canada's stocktaking policy and reporting requirements for Contractors holding DND inventory outside of departmental systems of record.
- At all levels, the Contractor has accountability, stewardship, and complete materiel management responsibilities with respect to Crown owned materiel assets and inventory provided to the Contractor or funded by DND under this Contract within the scope of this directive.
- The Contractor is accountable for the management of DND owned materiel to support the delivery of work activities in accordance with contracts supporting the Calibration Program, including the sound stewardship of the materiel entrusted to them or used by their organization or subcontractors.

Materiel Management

- For these purposes, Contractor Held Inventory is defined as equipment, spares or materiel that are DND funded and government supplied materiel (equipment, spares and/or materiel) to support contracted activities.
- The Contractor will inspect and inventory all Government Supplied Materiel provided under this contract as necessary to ensure the materiel is useable for its intended purpose and provide acceptance to the Procurement Authority as necessary;
- All Crown-owned materiel will be physically segregated from the Contractor's business inventory.
- The Contractor will ensure that the materiel is being properly stored, safeguarded and accounted while ensuring warehousing effectiveness to minimise costs to the Crown.

Contractor Held Inventory (CHI)

- Exclusions to this Directive:
    a. The CHI report excludes the following materiel:
    b. Loaned equipment from DND and registered under a loan agreement. Reporting shall be as per the conditions of the loan agreement;
    c. Any materiel held in the departmental system of records;
    d. Any materiel installed in or on a higher assembly. In such cases, only the higher assembly must be reported on the CHI. The value of the higher assembly must be stated as the sum of all parts and related work (including VFI); and
    e. Other materiel acquired by the Contractor or provided by Canada that are subject to separate reporting requirements under this Contract or future Task Authorizations.

CHI Accounting

- The Contractor shall establish and maintain records to support the CHI Report which will provide:
    a. a listing, by serial number if applicable, of material owned by Canada;
    b. in the case of materiel procured by the Contractor and owned by Canada, details supporting the procurement, such as Supplier, date acquired, date received, warranty periods, quantity, cost, location of storage, etc.;
    c. all accounting records will be maintained in accordance with Generally Accepted Accounting Principles and Standards for reporting of financial information pertaining to inventory; and
    d. an audit trail acceptable to DND, including auditable transaction records and documentation supporting inventory acquired and/or disposed of.
- Contractor Held Inventory will be accounted for in either a manual or an automated system. Inventory and supporting accounting records for DND materiel shall be maintained separately from the Contractor's company records.

Stocktaking Requirements

- Stocktaking is the activity of counting and reconciling actual holdings against the system of record and is a practice that will enable Contractors to demonstrate and confirm they are meeting DND requirements.
- Physical stocktaking is necessary to confirm:

a. that materiel is actually available and useable for its intended purpose;
b. the identification, condition and location of materiel in storage;
c. that any discrepancies are resolved in accordance with DND requirements;
d. that the Contractor's internal controls are working properly and therefore provide reasonable assurance to the reliability of reporting of materiel; and
e. the Contractor's effectiveness of the materiel management process and supporting controls.

- All materiel is subject to physical stocktaking as per Attachment 3 – Physical Stocktaking Requirements. National Defence can request random stocktaking at any point for any purpose deemed appropriate by the Procurement Authority.
- The Contractor is responsible to develop and submit to the Procurement Authority for review and endorsement a Cyclical Stocktaking Plan to determine the essential details supporting the materiel subject to stocktaking as per Attachment 3. More than one plan may be required. Further details to be provided at a later date.
- Upon completion of the physical stocktaking activity, the Contractor will prepare a Stocktaking Performance Report and forward to the Procurement Authority no later than 15 days after having completed the physical stocktaking activity.

Discrepancies and Investigations

- For all Canada owned Inventory, a discrepancy is the difference between the physical count and the system of record balance (plus or minus), including materiel condition or identification.
- In addition, a discrepancy is considered to exist despite the physical count matching the system of record quantity, if the materiel's serial number does not match what's recorded in the system of record, as in stocktaking for Controlled Goods or for other conditions involving loss or misplacement of Crown owned materiel.
- Once a stock count is complete and discrepancies are confirmed, the Contractor shall report to the Procurement Authority all instances of loss or damage to Crown owned inventory in his custody within five (5) working days of the Contractor completing its own internal processes confirming the actual loss or damage to Canada owned inventory.
- Upon review of the discrepancy report, the Procurement Authority may request the Contractor of third party to undertake a special investigation as and when required. The level of investigation is dependent on the type of item, the suspected reason for the discrepancy and the line item value. The Procurement Authority is at liberty to direct the level of effort on any line item as deemed necessary.
- The investigation process shall be completed as soon as possible and shall not exceed 30 days. More complex investigations may take longer upon request.
- If, during an investigation, a deficiency is found that is attributable to theft, fraud, criminal activity or culpable negligence then the Contractor is to advise the Procurement Authority immediately upon discovery and undertake appropriate action.
- To ensure that DND meets its reporting obligations under the Treasury Board Controlled Goods Directive, discrepancies in the commodities listed below are to be reported to the Procurement Authority and Technical Authority as follows – further direction on reporting formats to be provided at a later date:
- Controlled Goods: deficiencies are to be reported within 24 hours

Authorities

The…	has authority or is accountable for...
Contractor	• procuring the required equipment or materiel as requested by Canada under the Contract; • managing Crown Owned Assets and Inventory or Government Supplied Materiel provided to the Contractor under the Contract; • providing financial oversight of inventory valuation submitted in the Contractor Held Inventory report; • developing and submitting a Stocktaking Plan to the Project Authority for review and concurrence no later than one (1) month after contract award; • implementing the stocktaking policies and procedures for DND owned assets and inventory; • implementing corrective action for those aspects of stores management identified as being unsatisfactory through the investigations of discrepancies revealed during stocktaking; • reporting immediately upon discovery of a discrepancy in Controlled Goods to the Contracting Authority and the Project Authority before undertaking an investigation; and • maintaining adequate records in relation to public property.
Procurement Authority	• providing oversight regarding the management of DND/CAF owned materiel held by the Contractor; • providing oversight on the Contractor's Stocktaking Plan as required; • reviewing the Stocktaking Performance Report and ensuring that appropriate action is undertaken to resolves Contractor's discrepancies; • ensuring DND requirements are reflected in all loan agreements; • setting the DND materiel management and stocktaking requirements under the Contract; • ensuring that all DND Contractor Held Inventory requirements are reflected in the Contract; • reviewing the Contractor Held Inventory Report submission and obtaining clarification through PSPC where required; and • reviewing all adjustment documentation and losses of materiel submissions for eventual write-off from DND inventory/holdings.

Attachment 3 to DID 100.005 Contractor Held Inventory Report

Materiel Type	High Risk	Warehouse and Customer Account	Stocktaking/Security Requirements
Government Furnished Equipment (GFE)	N	Contractors	Annually
DRMIS terminals	N	Contractors	Quarterly
Night Vision Devices	Y	Contractors	Monthly
Controlled Goods	N	Contractors	Every two (2) years
All materiel not listed above	N	Contractors	Every two (2) years

DATA ITEM DESCRIPTION		
1. TITLE **Task Closure Report**		2. IDENTIFICATION NUMBER 100.006
3. DESCRIPTION 3.1 This report is the final deliverable for all tasks and documents activity, results and lessons learned.		
4. APPROVAL DATE 18 September 2019	5. OFFICE OF PRIMARY INTEREST QETE 5	6. GIDEP APPLICABLE
7. APPLICATION / INTERRELATIONSHIP 7.1 The task closure report is delivered when the task is closed.		
8. ORIGINATOR QETE 5	9. APPLICABLE FORMS N/A	

10. PREPARATION INSTRUCTIONS

10.1 Format

10.1.1 The Contractor's own format is acceptable.

10.2 Content

10.2.1 The task closure report must contain the following as a minimum:

a. Timeline – start and finish dates for the task including major milestones;
b. Costs – Actual task cost and forecast at task initiation*;
c. Work Summary – a brief description of the work;
d. Accomplishments – major accomplishment of the task;
e. Lessons Learned; and
f. Issues/outstanding items.

* Reporting of task costs is not a requirement for tasks issued on a firm price basis.

<table>
<tr><th colspan="4">DATA ITEM DESCRIPTION</th></tr>
<tr><td colspan="3">1. TITLE

Fiscal Year End Report</td><td>2. IDENTIFICATION NUMBER

100.007</td></tr>
<tr><td colspan="4">3. DESCRIPTION

3.1 The purpose of this report is to provide an accounting of all expenditures incurred and/or accrued by the Contractor in performance of the Work for the Calibration Program for each Contract / Task Authorization at the end of the Fiscal Year (1 April 20XX to 31 March 20XX).</td></tr>
<tr><td>4. APPROVAL DATE
18 September 2019</td><td colspan="2">5. OFFICE OF PRIMARY INTEREST
DLP</td><td>6. GIDEP APPLICABLE</td></tr>
<tr><td colspan="4">7. APPLICATION / INTERRELATIONSHIP

7.1 The Fiscal Year End Report supports financial reporting requirements specified in the Contract.</td></tr>
<tr><td colspan="2">8. ORIGINATOR
DLP</td><td colspan="2">9. APPLICABLE FORMS
N/A</td></tr>
<tr><td colspan="4">10. PREPARATION INSTRUCTIONS

10.1 Format

10.1.1 The Fiscal Year End Report may be prepared in the Contractor's format, but must be submitted in both PDF and MS Excel files. The report must be prepared clearly separating the information for each Task Authorization issued under the Contract.

10.2 Content

10.2.1 The Fiscal Year End Reports must include financial information for the following two categories:

a. Billed Work to Date; and
b. Work yet to be Billed to the end of the Fiscal Year (31 March 20xx).

10.2.2 Billed Work to Date:

10.2.2.1 The report must show all the costs incurred and invoiced as part of each claim following the same breakdown as the invoice instruction. Holdback amounts (if applicable) that have not been released must show as a separate line item.

10.2.2.2 The Report must indicate whether the claim is settled or outstanding.

10.2.3 Work yet to be Billed to the end of the Fiscal Year (31 March 20xx):

10.2.3.1 The report must show for each Task Authorisation, all the estimated costs accrued to the end of the Fiscal Year (31 March 20xx) but which have not been invoiced. The report must also indicate an expected date of when the Work will be invoiced. Costs shown on this report must be exclusive of taxes, but must include customs and duties where applicable.</td></tr>
</table>

DATA ITEM DESCRIPTION		
1. TITLE **Contractor Annual Operating Plan**		2. IDENTIFICATION NUMBER 200.001
3. DESCRIPTION The Annual Operating Plan describes the Contractor's plans and processes for scheduling, planning, organizing, directing, conducting, controlling and coordinating all in-year work for calibrations, repair and overhaul, and tasks and how information will be provided to support QETE's operating and business planning requirements.		
4. APPROVAL DATE 18 September 2019	5. OFFICE OF PRIMARY INTEREST QETE 5	6. GIDEP APPLICABLE
7. APPLICATION / INTERRELATIONSHIP The Annual Operating Plan is a subordinate plan of the PMP.		
8. ORIGINATOR QETE 5	9. APPLICABLE FORMS	

10. PREPARATION INSTRUCTIONS

10.1 Format

10.1.1 The Contractor's own format is acceptable. Data must be provided in MS Excel format.

10.2 Content

10.2.1 The Annual Operating Plan must contain sufficient detail to allow DND to assess the Contractor's ability to carry out and manage the in-year work of the contract.

10.2.2 The Annual Operating Plan must contain as a minimum the following information:

a. A description of the data collection and analytical methods used to arrive at the forecasts.

b. A version of the Master Item List (Annex K of the Contract) planned for implementation at the start of the Contract Year.

c. A long range forecast for expected and potential volumes of work for the remaining period of the contract, including any option periods. Expected work is based on normal operations. Potential work may be identified through the collaboration of the Integrated Services Team (IST).

d. A five-year forecast for expected and potential volumes of work, if not included within the long range forecast, i.e. when the five-year forecast period extends beyond the contract end date, including any option periods.

e. An Obsolescence Management Report that identifies the obsolescence issues for current and intended TMDE listed in the Master Item List and identifies options to respond to each issue. Each option must present a complete analysis of the implications of proceeding with that option. Options can include lifetime purchases. The analysis must include (as applicable):

(1) An assessment of the current technology capabilities and their suitability;

(2) Proposed obsolescence related technology insertion strategies which comply with the DND/CAF Calibration Programme Concept of Operations (Annex A – Statement of Work, Appendix 3 – DND/CAF Calibration Programme Description) and minimize total life cycle costs;

(3) Identification, for each item and the system as a whole, optimal sparing and replacement predictions;

(4) The proposed replacement of obsolete and unsupportable components;

(5) Identification of skill sets required to operate, maintain and calibrate replacement equipment; and

(6) Costs including acquisition, technical publications, logistical support and any other items identified in the analysis.

<table>
<tr><th colspan="3">DATA ITEM DESCRIPTION</th></tr>
<tr><td colspan="2">1. TITLE
Repair Request Form</td><td>2. IDENTIFICATION NUMBER
200.002</td></tr>
<tr><td colspan="3">3. DESCRIPTION
The Repair Request Form is submitted by the Contractor, when the Contractor discovers the need for TMDE to be repaired before calibration can be completed. Normally, the requirement for repair is discovered by the Contractor while attempting to perform a calibration on the TMDE.</td></tr>
<tr><td>4. APPROVAL DATE
18 September 2019</td><td>5. OFFICE OF PRIMARY INTEREST
QETE 5</td><td>6. GIDEP APPLICABLE</td></tr>
<tr><td colspan="3">7. APPLICATION / INTERRELATIONSHIP
7.1 The Repair Request Form is submitted for TMDE in need of repair when the estimated cost of the repair exceeds the Maximum Repair Cost specified in the Master Item List.</td></tr>
<tr><td colspan="2">8. ORIGINATOR
QETE 5</td><td>9. APPLICABLE FORMS</td></tr>
<tr><td colspan="3">10. PREPARATION INSTRUCTIONS

10.1 Format

10.1.1 The Contractor’s own format is acceptable.

10.2 Content

10.2.1 The Repair Request Form must contain sufficient detail to allow DND to assess the Contractor’s ability to carry out the repair work.

10.2.2 The Repair Request Form must contain as a minimum the following information:

a. Contract Number
b. DRMIS EMR Number
c. NATO Stock Number
d. Unit Owner Storage Location (SLOC)
e. Equipment Location
f. Equipment Description
g. Manufacturer
h. Model Number
i. Serial Number
j. Description of Problem
k. Comments (e.g. assumptions, constraints, identified risks, probability of successful repair, etc.)
l. Repair Approach (e.g. in-house or subcontracted to manufacturer or other qualified organization)
m. Estimated repair schedule
n. Maximum Repair Cost
o. Itemized Projected Repair Cost, including labour, replacement parts, duties, taxes and other identified costs
p. Recommendations (e.g. repair and recalibrate, replace and dispose)
q. Requestor name, telephone and email address</td></tr>
</table>

DATA ITEM DESCRIPTION		
1. TITLE **Integrated Logistics Support Plan (ILSP)**		2. IDENTIFICATION NUMBER 300.001
3. DESCRIPTION 3.1 This plan describes the Contractor's program for providing integrated logistics support services.		
4. APPROVAL DATE 18 September 2019	5. OFFICE OF PRIMARY INTEREST QETE 5	6. GIDEP APPLICABLE
7. APPLICATION / INTERRELATIONSHIP 7.1 The ILSP supports the PMP. 7.2 The quality of the process and outcomes resulting from performing the activities described in the ILSP are assured by the process described in the QA Plan.		
8. ORIGINATOR QETE 5	9. APPLICABLE FORMS N/A	

10. PREPARATION INSTRUCTIONS

10.1 Format

10.1.1 The Contractor’s own format is acceptable.

10.2 General

10.2.1 The ILSP must describe how the Contractor will conduct the Life-Cycle Materiel Management Support Services identified in the SOW.

10.3 The ILSP must describe the following:

a. Preservation and Packaging;
b. TMDE Transportation;
c. Obsolescence Management Support;
d. Training Support;
e. Documentation; and
f. Sourcing of Electronic Parts, Counterfeit Electronic Parts Detection and Avoidance Policy

10.4 Preservation and Packaging

10.4.1 Describe the Contractor’s approach to the preservation and packaging requirements specified in the Statement of Work.

10.5 TMDE Transportation

10.5.1 Describe the Contractor’s approach to the transportation requirements specified in the Statement of Work. Describe the concept of operations for TMDE pick up and delivery. Provide a diagram of the proposed transportation network that illustrates the Contractor’s approach locally, regionally and nationally.

DATA ITEM DESCRIPTION		
1. TITLE **Information Management (IM) Plan**		2. IDENTIFICATION NUMBER 300.002
3. DESCRIPTION 3.1 This plan describes the Contractor's Information Management Program. 3.2 The IM Plan describes how the Contractor will perform the IM work specified in the SOW, particularly with respect to the Contractors Management Information System (CMIS).		
4. APPROVAL DATE 18 September 2019	5. OFFICE OF PRIMARY INTEREST QETE 5	6. GIDEP APPLICABLE
7. APPLICATION / INTERRELATIONSHIP 7.1 The IM Plan supports the PMP, the Contractor Annual Operating Plan and the ILS Plan. 7.2 The Quality of the process and outcomes resulting from performing the activities described in the IM Plan, are assured by the process described in the QA Plan.		
8. ORIGINATOR QETE 5	9. APPLICABLE FORMS N/A	

10. PREPARATION INSTRUCTIONS

10.1 Format

10.1.1 The Contractor's own format is acceptable.

10.2 General

10.2.1 The IM Plan must describe how the Contractor will manage information and data under its control throughout the project.

10.3 Specific content

10.3.1 The IM Plan must describe the Contractor's information management program with an overview of the applicable corporate policies, procedures and tools for managing project information and data.

10.3.2 The IM Plan must describe the Contractor Management Information System (CMIS) and its expected evolution throughout the project. The IM Plan should include a technology road map that illustrates the planned functional and technology evolution of the CMIS.

10.3.4 The IM Plan must describe the following capabilities and implementation strategies for the CMIS, including:

a. Implementation across DND locations
b. DND user access methods (terminals, licenses, etc.)
c. User access restrictions
d. Concurrent users
e. Data storage methods, locations and security
f. IM infrastructure physical security
g. Cyber security and virus prevention
h. Backup and disaster recovery
i. Response and data retrieval times
j. System reliability
k. System availability during planned and unplanned maintenance
l. Other topics as identified by the Contractor

10.4 Future Considerations

10.4.1 The Contractor should have the ability to interact with a technology that is compatible with the SAP Process Orchestration module for Electronic Data Transfer within the Defence Resource Management Information System (DRMIS). The IM Plan must describe the interfaces between the CMIS and DRMIS. The first version of the IM Plan to be delivered with the Bidder's proposal should provide a high level description of the CMIS-DRMIS interfaces as understood by the Bidder at the time of bid submission. Subsequent versions of the IM Plan must contain detailed descriptions of the CMIS-DRMIS interfaces when more information on DRMIS is provided to the Contractor and must be updated throughout the Contract period as both DRMIS and the CMIS evolve in technology and functionality.

DATA ITEM DESCRIPTION		
1. TITLE **Quality Assurance (QA) Plan**		2. IDENTIFICATION NUMBER 300.003
3. DESCRIPTION 3.1 This plan describes the Contractor's Quality Assurance Program. 3.2 The QA Plan describes how the Contractor will perform the QA work specified in the SOW.		
4. APPROVAL DATE 18 September 2019	5. OFFICE OF PRIMARY INTEREST QETE 5	6. GIDEP APPLICABLE
7. APPLICATION / INTERRELATIONSHIP 7.1 The QA Plan supports the Programme Management Plan, the Contractor Annual Operating Plan and the Information Management Plan. 7.2 The Quality of the process and outcomes resulting from performing the activities described in the QA Plan, are assured by the process described in the QA Plan.		
8. ORIGINATOR QETE 5	9. APPLICABLE FORMS N/A	
10. PREPARATION INSTRUCTIONS 10.1 Format 10.1.1 The Contractor's own format is acceptable. 10.2 General 10.2.1 The QA Plan must be prepared according to the latest issue (at contract date) of ISO 10005 "Quality management systems - Guidelines for quality plans". 10.2.2 The QA Plan must describe how the Contractor will conform to the specified quality requirements of the Contract and specify how the required quality activities are to be carried out, including quality assurance of subcontractors. 10.3 Specific Content 10.3.1 The QA Plan must describe the organizational structure, the training, roles and responsibilities assigned to perform QA work in all areas of work of the SOW. 10.3.2 The QA Plan must describe how the Contractor will maintain traceability of the Contractor's working standards and reference standards to the applicable national and international measurement standards. 10.3.3 The QA Plan must describe the processes, the tools and techniques used to perform QA on Calibration Program processes and equipment listed in the Master Item List. 10.3.4 The QA Plan must describe the QA processes, tools and techniques used to perform QA for protection against cyber security threats and virus prevention for the TMDE and GFE while in the possession and use of the Contractor. 10.3.5 The QA Plan must describe the QA processes, tools and techniques used to perform QA for the sourcing of electronic parts and counterfeit electronic parts detection and avoidance.		

DATA ITEM DESCRIPTION		
1. TITLE **Contractor Management Information System Backup**		2. IDENTIFICATION NUMBER 300.004
3. DESCRIPTION 3.1 The Contractor Management Information System (CMIS) Backup is an electronic backup of DND data entered into the CMIS by all users.		
4. APPROVAL DATE 18 September 2019	5. OFFICE OF PRIMARY INTEREST QETE 5	6. GIDEP APPLICABLE
7. APPLICATION / INTERRELATIONSHIP 7.1 The CMIS Backup supports the Information Management Plan.		
8. ORIGINATOR QETE 5	9. APPLICABLE FORMS N/A	

10. PREPARATION INSTRUCTIONS

10.1 Format

10.1.1 The Contractor's own format is acceptable. Data must be available in MS Excel format.

10.2 General

10.2.1 The CMIS backup must be delivered on CD/DVD/USB portable media, unless otherwise approved by the Project Authority. If a cloud-based or e-mail delivery method is demonstrated to be technically feasible, then such an approach may be approved at the discretion of the Project Authority.

10.3 Specific content

10.3.1 The CMIS backup must include, but is not limited to:

a. all instrument data;
b. historical calibration data;
c. document attachments;
d. calibration procedures; and
e. performance metrics.

DATA ITEM DESCRIPTION		
1. TITLE **Continuous Improvement Proposal**		2. IDENTIFICATION NUMBER 300.005
3. DESCRIPTION 3.1 Continuous Improvement Proposals are generated at the discretion of the Contractor. Proposals are submitted in support of the Contractor's goals for performance management.		
4. APPROVAL DATE 18 September 2019	5. OFFICE OF PRIMARY INTEREST QETE 5	6. GIDEP APPLICABLE
7. APPLICATION / INTERRELATIONSHIP 7.1 The Calibration Programme Performance Management Framework is supported by Continuous Improvement Proposals. The Program Management Plan provides the structure for Continuous Improvement Proposals.		
8. ORIGINATOR QETE 5	9. APPLICABLE FORMS N/A	
10. PREPARATION INSTRUCTIONS 10.1 Format 10.1.1 The Contractor's own format is acceptable. 10.2 General 10.2.1 Proposals must be consistent with the Contractor's evaluation process for decision analysis and resolution for their continuous improvement process as described in the Program Management Plan 10.3 Content 10.3.1 The content of the proposal should include: a. executive summary b. opportunity / issue description c. background d. options analysis e. cost-benefits analysis f. implementation considerations g. methodology to track benefits h. recommendations i. proposed Contractor's reward, if any j. other content as defined by the Contractor		

Statement of Work (SOW)

for

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

for
The Department of National Defence

Appendix 6

Calibration Process Flowcharts

Requisition Number: W8486-184754
DND Document # RDIMS # 5183677
Date: 04 November 2019

Prepared by:
Quality Engineering Test Establishment
National Defence Headquarters
Major General George R. Pearkes Building
Ottawa, Ontario, K1A 0K2

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TABLE OF CONTENTS

Annex A to W8486-184754 – Statement of Work
Appendix 6 – Calibration Process Flowcharts

1 INTRODUCTION

1.1.1 This appendix provides a general overview of the flow of test, measurement, and diagnostic equipment (TMDE) for calibration along with the associated transaction and data flow. This process is presented in the form of a high level flowchart and a detailed flowchart.

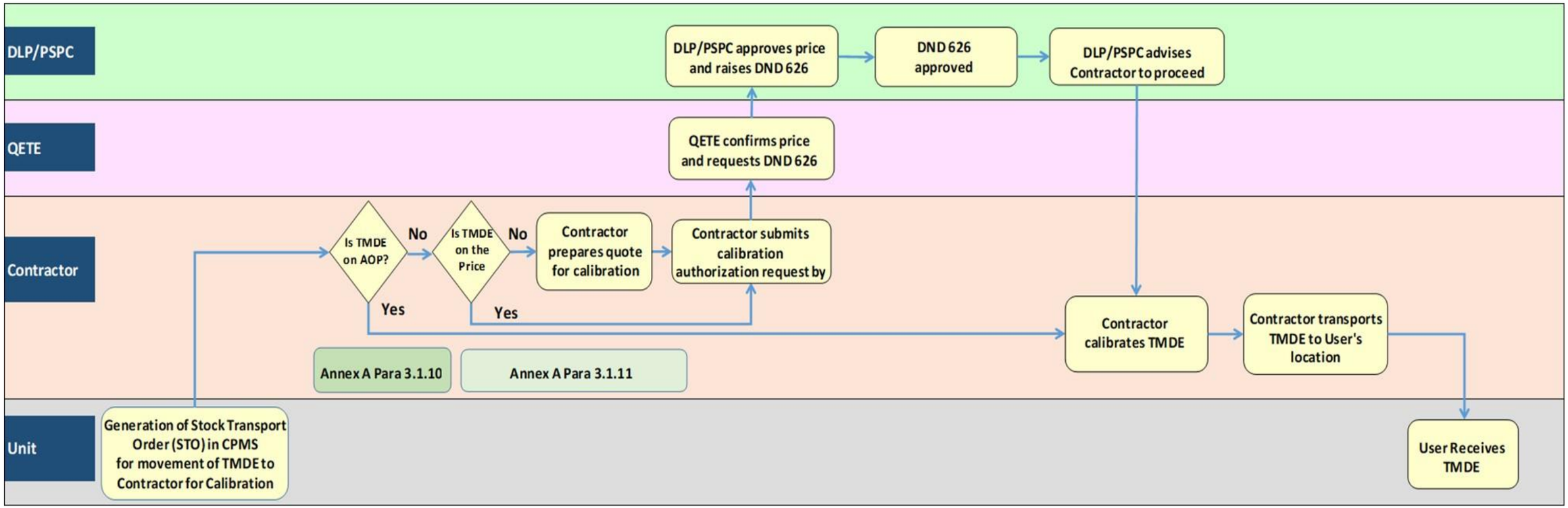
1.1.2 The primary purpose of this appendix is to provide clarifying information and additional context for the requirements specified in the SOW. This appendix generally describes Canada's understanding of how key processes can effectively and efficiently occur under the Contract.

1.1.3 There are no mandatory requirements specifically derived from this appendix. In the event of any ambiguity between the Contract, the main SOW document and this appendix, requirements specified in the Contract and main SOW document must be used for contractual interpretation purposes.

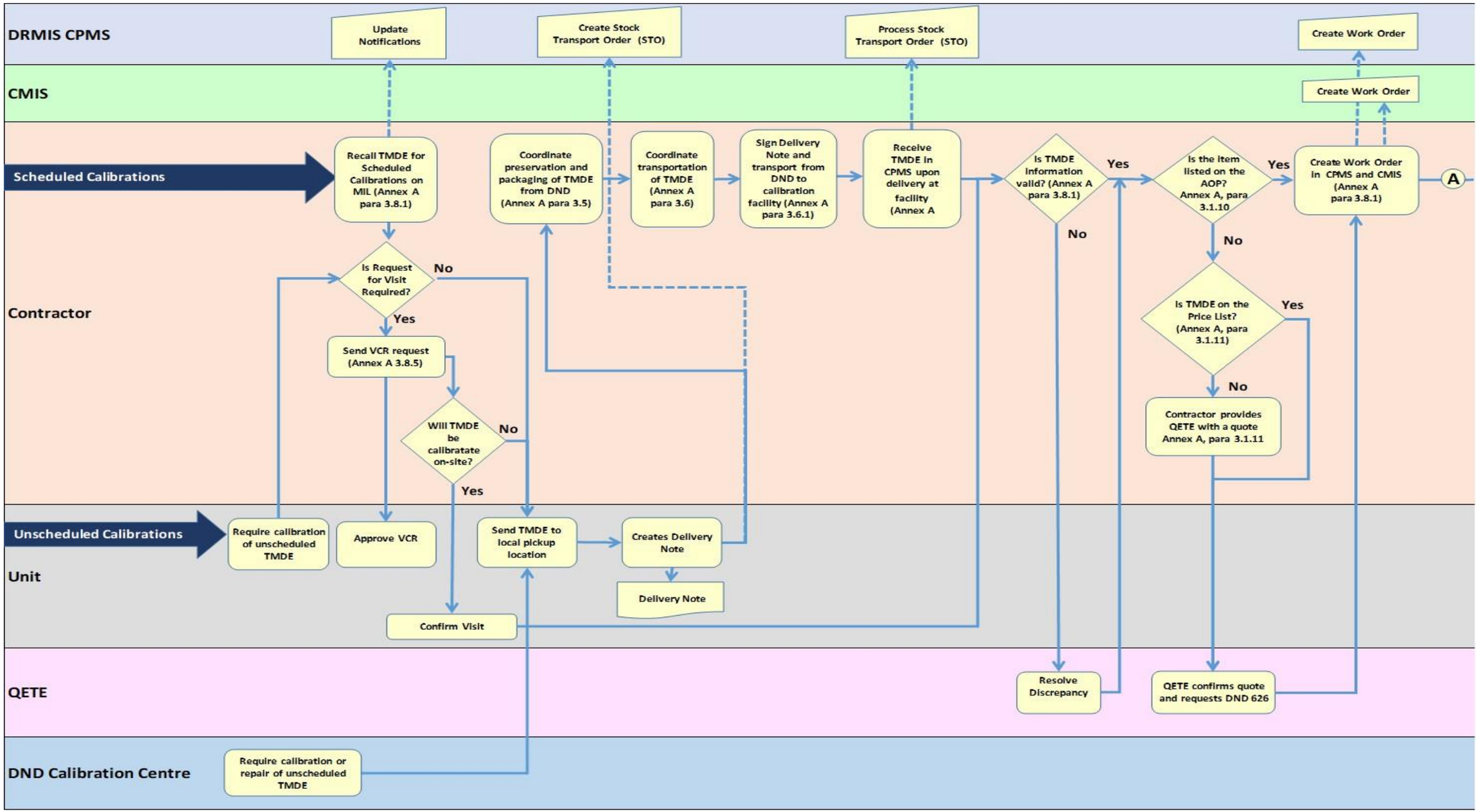
1.1.4 The Contractor is responsible for the movement, pick up or delivery of TMDE from the end-user location to the Contractor location. The Contractor should utilise the most efficient process and facilities to achieve Canada's objectives.

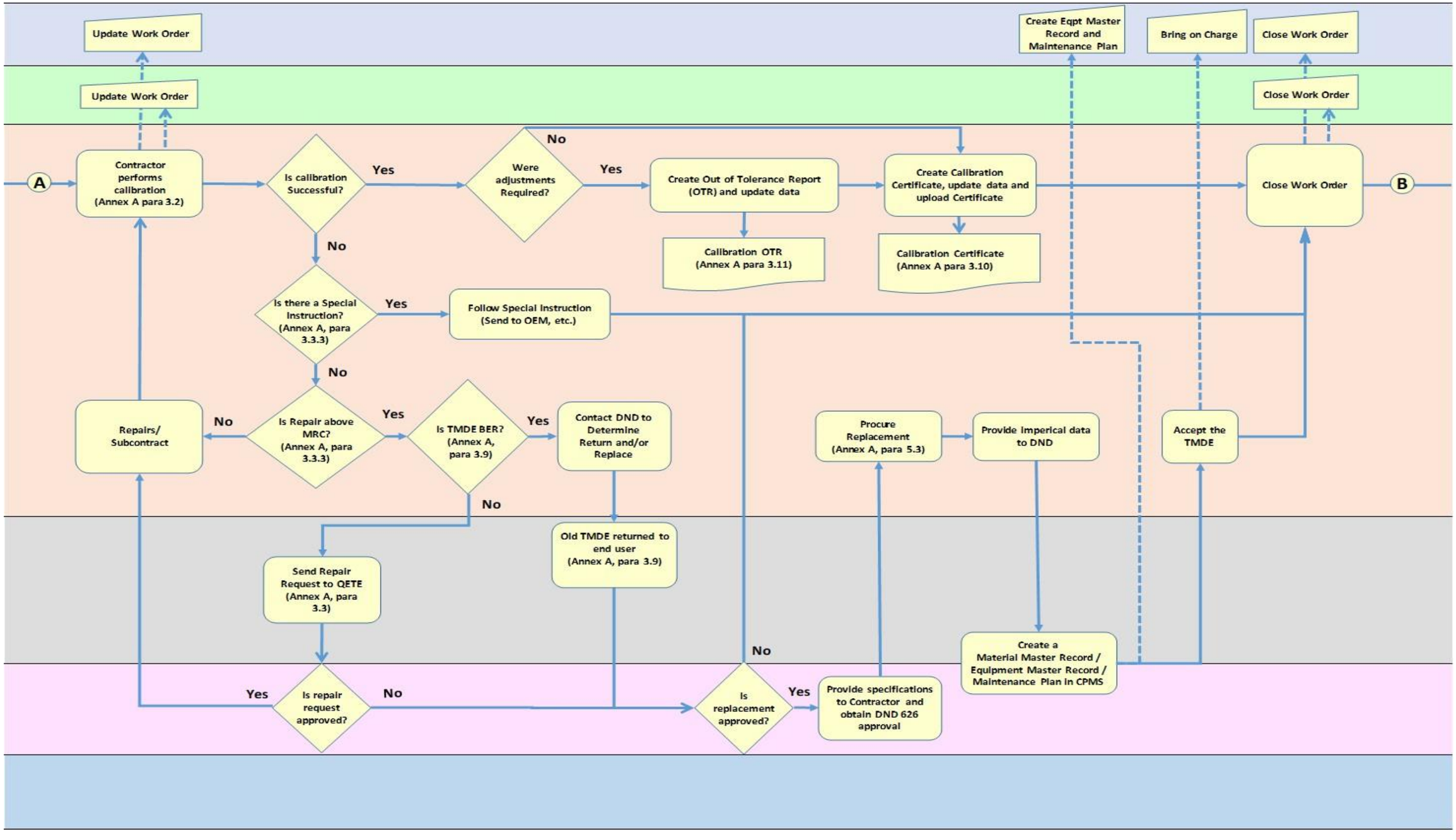
1.1.5 The following flowcharts describe the typical flow of TMDE and data for calibration, repairs, sub-contract work, on-site calibrations and obsolescence management. The flowcharts can be adjusted to fit the service delivery model proposed by the Contractor following Contract Award.

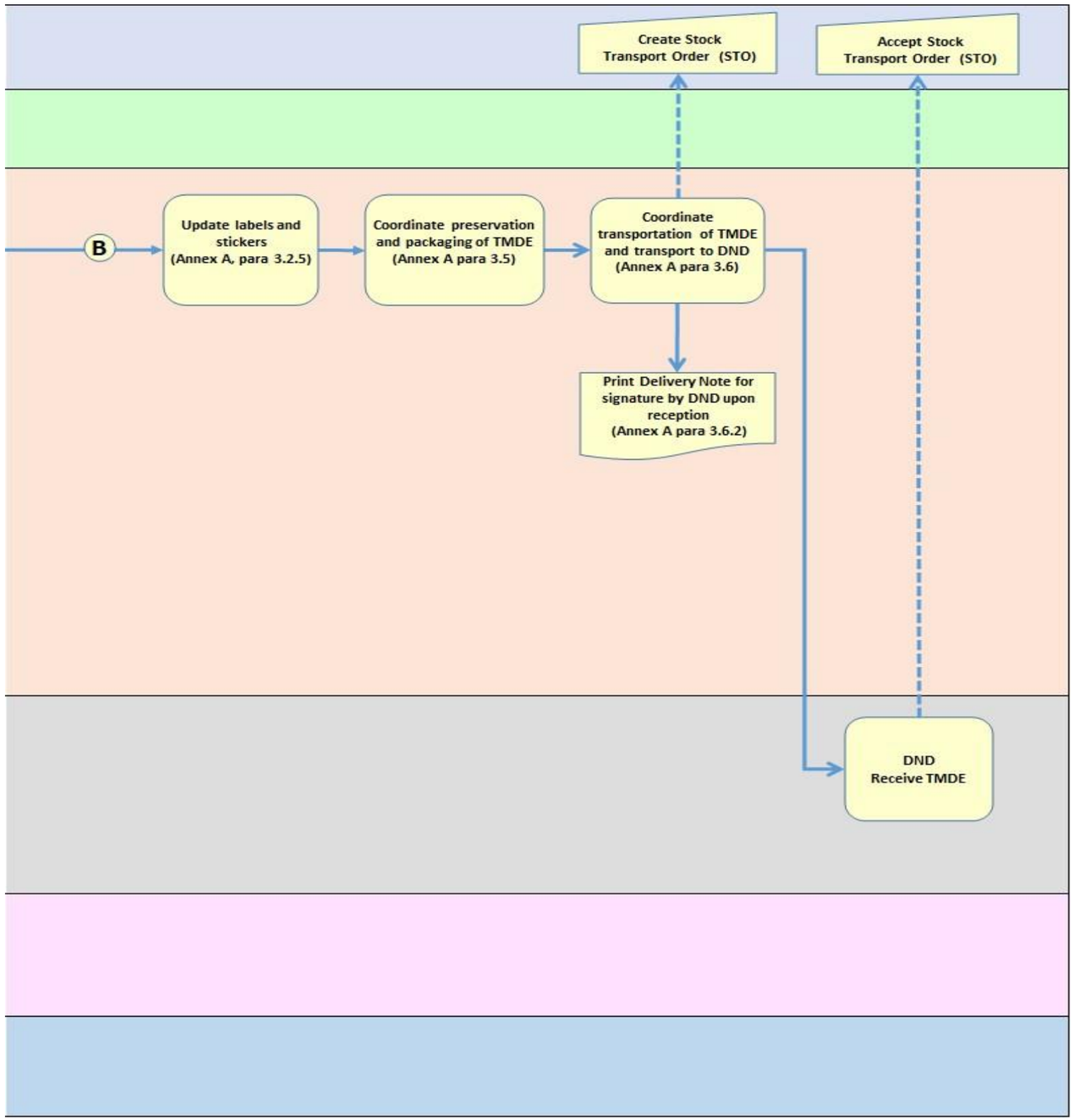
2. CALIBRATION PROCESS HIGH LEVEL FLOWCHART



3. CALIBRATION PROCESS DETAILED LEVEL FLOWCHART




Update Work Order
Update Work Order
Create Eqpt Master Record and Maintenance Plan
Bring on Charge
Close Work Order
Close Work Order
A
Contractor performs calibration (Annex A para 3.2)
Is calibration Successful?
Yes
No
Were adjustments Required?
No
Yes
Create Out of Tolerance Report (OTR) and update data
Calibration OTR (Annex A para 3.11)
Create Calibration Certificate, update data and upload Certificate
Calibration Certificate (Annex A para 3.10)
Close Work Order
B
Is there a Special Instruction? (Annex A, para 3.3.3)
Yes
Follow Special Instruction (Send to OEM, etc.)
No
Repairs/ Subcontract
No
Is Repair above MRC? (Annex A, para 3.3.3)
Yes
Is TMDE BER? (Annex A, para 3.9)
Yes
Contact DND to Determine Return and/or Replace
No
Old TMDE returned to end user (Annex A, para 3.9)
Send Repair Request to QETE (Annex A, para 3.3)
Yes
Is repair request approved?
No
No
Is replacement approved?
Yes
Provide specifications to Contractor and obtain DND 626 approval
Procure Replacement (Annex A, para 5.3)
Provide Imperical data to DND
Create a Material Master Record / Equipment Master Record / Maintenance Plan in CPMS
Accept the TMDE


Create Stock Transport Order (STO)
Accept Stock Transport Order (STO)
B
Update labels and stickers (Annex A, para 3.2.5)
Coordinate preservation and packaging of TMDE (Annex A para 3.5)
Coordinate transportation of TMDE and transport to DND (Annex A para 3.6)
Print Delivery Note for signature by DND upon reception (Annex A para 3.6.2)
DND Receive TMDE

Statement of Work (SOW)

for

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

for
The Department of National Defence

Appendix 9

Contractor Management Information System

Requisition Number: W8486-184754
DND Document # RDIMS # 5183688
Date: 04 November 2019

Prepared by:
Quality Engineering Test Establishment
National Defence Headquarters
Major General George R. Pearkes Building
Ottawa, Ontario, K1A 0K2

NOTICE

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TABLE OF CONTENTS

1 INTRODUCTION

1.1 Overview

1.1.1 The Department of National Defence (DND)/Canadian Armed Forces (CAF) manages calibrations and recall of test, measurement and diagnostic equipment (TMDE) through the Enterprise Resource Planning (ERP) tool called the Defence Resource Management Information System (DRMIS). The Calibration Programme Management Solution (CPMS) is a module within DRMIS to manage calibration and recall. As shown at Annex A, Figure 1, within the CPMS dataset, the Master Item List is a list of TMDE assigned to the Contractor for calibration. All other items within CPMS will be assigned to internal DND Calibration Centres.

1.1.2 The Contractor must record all transactions as defined in the A-LM-007-100/AG-001 Supply Administration Manual (SAM) and DRMIS Job Aides. The Contractor may elect to have a single DRMIS terminal located at a central location and perform all DRMIS transactions from that location or access DRMIS from multiple locations.

1.1.3 Transactions associated with metrology functions will be recorded through the Contractor Management Information System (CMIS) by both the Contractor and DND Calibration Centres. Some transactions must be recorded in both the CMIS and DRMIS.

1.2 Contractor Information Management Plan

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

2 DRMIS

2.1 Access

2.1.1 Any Contractor representative seeking access to DRMIS must:

a. be authorized by the Project Authority;

b. obtain a PKI (Public Key Infrastructure) card; and

c. be trained in DRMIS.

2.2 System of Record

2.2.1 DRMIS is the system of record that is only accessible through the Defence Wide Area Network (DWAN). Where discrepancies exist between the CMIS and CPMS, it is the responsibility of the Contractor to ensure that DRMIS CPMS is updated within the Contractor's control or if not, the discrepancies are raised to the Project

Authority. In the case of a discrepancy, DRMIS will be deemed to have the correct information.

2.2.2 DRMIS provides total asset visibility of all DND/CAF materiel, whether it is in use, in stock, or on a repair line. As a fundamental policy, all supply transactions and movement of materiel must be visible, traceable and timely. All asset movements must be supported by appropriate DRMIS transactions.

3 CMIS

3.1 General

3.1.1 The Contractor must provide an enterprise CMIS to manage all calibration-related activities. Where required, information must be replicated in DRMIS.

3.1.2 The CMIS will be used by at least five (5) DND/CAF Calibration locations and approximately 55 staff members at the following locations:

a. Quality Engineering Test Establishment – DND/CAF Calibration Programme Management Office, Gatineau, Quebec (10 concurrent users – read only);

b. Quality Engineering Test Establishment – DND/CAF Primary Standards Laboratory, Gatineau, Quebec (12 concurrent users);

c. 4 Wing Cold Lake, 1 Air Maintenance Squadron – Cold Lake Calibration Centre, Cold Lake, Alberta (11 concurrent users);

d. Fleet Maintenance Facility Cape Breton – Esquimalt Calibration Centre, Esquimalt, British Columbia (19 concurrent users); and

e. Fleet Maintenance Facility Cape Scott – Halifax Calibration Centre, Halifax, Nova Scotia (3 concurrent users).

3.1.3 The Contractor will be responsible for all aspects of the CMIS including hardware (such as servers, terminals, printers and accessories), software infrastructure implementation and management.

3.1.4 The CMIS must be accessible through either a secure web portal or dedicated terminal.

3.1.5 The CMIS must:

a. provide DND/CAF read access to manage, track and report on instruments and supporting metrology data for all instruments in the DND/CAF Calibration Programme. This includes items assigned to both DND calibration centres and the instruments listed at Annex K, Master Item List (MIL);

a. provide DND/CAF users with edit, write and print capabilities for all calibration records including certificates and instrument calibrations under the users' responsibility;

b. ensure access to the system is password protected;

c. provide concurrent user access; and

d. provide a user interface and reporting capability in both official languages before the end of the transition period.

3.1.6 The CMIS must be capable of measuring all Performance Management Framework metrics.

3.1.7 As per Annex A, paragraph 4.13 Technical Library Management, the Contractor must maintain a Technical Library accessible through the CMIS.

3.1.8 The Contractor must provide a single point of contact and an alternate, to represent the Contractor on all MIS issues and interface with the Contracting Authority and Project Authority or their designated representatives.

3.1.9 Response time for technical enquiries must be within four (4) hours, with problem resolution within 48 hours.

3.2 Data Requirements

3.2.1 The following information must be maintained within the CMIS for all calibrated equipment:

a. Instrument Description including:

1) Equipment Master Record (EMR);

2) Name;

3) NATO Stock Number (NSN);

4) Make;

5) Model;

6) Hardware option;

7) Software option;

8) Firmware revision;

9) Software;

10) Vendor; and

11) Bar code number.

b. Customer Identification: Equipment owner and storage location (SLOC) address;

c. Asset tracking for all:

1) Receipt;

2) Purchase;

3) Movement and control throughout calibration services process; and

4) Disposal;

d. Calibration services information including:

1) Recall Notices;

2) Calibration Interval Period;

3) Calibration Recall Type;

4) Work Order Number;

5) Work Order Status;

6) Instrument Status;

7) Date(s) of testing or calibration;

8) User entering the data;

9) Calibration Technician's Name;

10) Location where the calibration was performed;

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

12) Calibration measuring points;

13) Calibration Results with before and after calibration data;

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

15) The test or calibration results with units;

16) Calibration Due Date;

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

18) Attachments including certificates issued; and

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

i. Standard identifier;

ii. Standard name;

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

iv. Calibration due date (of the standard) at the time of use.

3.2.2 The CMIS must show electronic traceability of unbroken chain of evidence leading to a central metrology laboratory holding the national standards for all measurements as required at: Annex A, paragraph 4.14 Maintenance of Calibration Equipment and Standards.

3.3 Calibration Interval

3.3.1 The CMIS must support multiple calibration recall types as described at Annex A, paragraph 3.8.4.

3.3.2 An automated variable or sliding calibration interval adjustment must be available within the CMIS.

3.3.3 The methodology for any calibration interval adjustments must be:

a. clearly documented in accordance with ISO 17025; and

b. approved for use on DND/CAF TMDE by the Project Authority.

3.4 CMIS Reports

3.4.1 The CMIS reporting function must:

a. provide a selection of standard reports as detailed at paragraph 3.5.3;

b. include a reporting tool to create customized reports;

c. have a selection of filtering criteria based on, but not limited to:

1) user;

2) equipment type, make, model and NSN;

3) date, aggregate dates (week, month, fiscal year (1 April to 31 March));

4) service provider (e.g. Contractor or outsourced);

5) type of service (e.g. calibration, repair); and

6) priority of service(e.g. routine or urgent)

d. be capable of exporting all data to MS Excel.

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

3.4.3 The selection of standard reports must support the following:

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

b. Out of Tolerance Report (OTR) as described at Annex A, paragraph 3.11 Out of Tolerance Report (OTR). This report must be recorded in DRMIS and in the CMIS;

c. Performance Management Framework metrics as at Annex J Performance Management Framework; and

d. DND/CAF Calibration Programme Objectives as at Attachment 1 to Annex A, Appendix 3 DND/CAF Calibration Programme Description including:

1) Turnaround Time for Calibrations:

i. Mean Time to Calibrate - Mean Time to Calibrate TMDE based on the priority of service (routine and urgent calibrations) and service provider (Contractor or outsourced);

ii. Average Turnaround Time for Calibration - Average Turnaround Time for Calibration of TMDE based on the priority of service (routine and urgent calibrations) and service provider (Contractor or outsourced); and

iii. Response Time for Requests - Request Response Time from Date of Request;

2) Turnaround Time for Repairs:

i. Mean Time to Repair TMDE;

ii. Average Response Time to Receive Repair Quotes;

iii. Average Response Time to Receive Approvals;

iv. Average Turnaround Time for Repairs - based on the priority of service and service provider (Contractor or outsourced); and

v. Time Estimate for Repairs Respected - Average number of days between Actual Return Date vs. Estimated Return Date;

3) Interval Optimization:

i. Average Cost Savings due to Optimized Calibration Interval per period;

ii. Average Number of Calibrations per period per instrument;

iii. Adherence to Calibration Due Date (Average days between actual calibration and scheduled date); and

iv. Recall Optimization - Average Number of Days between Recall Notification Date and Actual Pickup Date

4) Calibrations:

i. Average Cost per Calibration based on service provider (Contractor or outsourced); and

ii. Percentage of Calibrations Outsourced;

5) Repairs:

i. Average Cost per Repair based on service provider (Contractor or outsourced);

ii. Percentage of Repairs Outsourced; and

iii. Cost Estimate for Repairs Respected - Average Cost Difference Between Actual and Estimated Cost for Repairs;

6) Out-of-Tolerance Reporting (OOT) and follow up:

i. Number of Out-of-Tolerance notifications; and

ii. Average OOT response time and follow-up;

7) Compliance with ISO and Traceability:

i. Status of Conformance to ISO 17025;

ii. Traceability - percentage of Standards within Calibration; and

iii. Certifications and Accreditations - Percentage of Accredited Calibrations;

8) Ensure Reliability of Calibration and Repair Services:

i. Work Orders Completed – Percentage of Work Orders Completed;

ii. Work Orders Completed (scheduled calibrations) - Number and status of scheduled calibrations by instrument parameter; and

iii. Work Orders Completed (unscheduled calibrations) - Number and status of scheduled calibrations by instrument parameter;

9) Service Quality - Rate of non-compliance:

i. Service Reliability - Percentage of items returned for recalibration (Rework);

ii. Non-Conformance Reports - Number of non-conformance reports; Issues Management;

iii. Defects - Number of defects; Number of items returned for Rework; and

iv. Failures - Number of Failures (Repairs).

3.4.4 The Contractor must provide the following information that may be held in the CMIS or a separate repository:

a. Continuous Improvements: Continuous Improvement Proposals - Ratio of accepted to submitted Continuous Improvement Proposals annually;

b. Continuous Improvements: Cost Savings or avoided from current spending through continuous improvement initiatives;

c. Effective Relationship and Readiness:

1) Accuracy of Billing/Invoicing - Accuracy of Contract Billing/Invoicing (Number of Amendments);

2) Security Clearances: Status of Security Clearances;

3) Visit Clearance Requests: Status of Visit Clearances Requests;

d. Complaints and Problem Resolution – Number and significance of issues; Time lag to resolve issues; Number of unresolved complaints;

e. ISO Audits:

    1) Audits or Accreditations:

        i. Status of observations; and

        ii. No major instances of non-compliance

f. CMIS – Effectiveness of the MIS:

    1) Accuracy of Information – Accuracy of Information in CMIS (Number of Amendments); and

    2) Availability and Reliability of CMIS:

        i. Average downtime of CMIS; and

        ii. Number of major issues

3.5 Security

3.5.1 The Contractor must ensure:

a. The security and protection of all DND/CAF and customer property, equipment, and the environment in all Contractor products and activities in this contract; and

b. The security and protection of the Intellectual Property of equipment, instruments, designs, technical specification of products and activities in this contract.

3.6 Backup and Accessibility

3.6.1 The Contractor must allow read-write access of the CMIS and its database to the Project Authority and designated DND/CAF representatives on a continuing basis.

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

3.6.3 The Contractor must deliver on a quarterly basis, a copy of the latest monthly CMIS backup in accordance with CDRL/DID 300.004.

3.7 Data Interface

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

3.7.2 The CMIS should have the capability of interfacing with calibration software such as MetCal, SureCal or other dedicated calibration applications from the original equipment manufacturer (OEM) and the capability of transferring and storing calibration data electronically.

3.8 Record and Document Retention

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

4 Contractor Training Requirements

4.1 DRMIS Training

4.1.1 DRMIS training must be completed by the Contractor and will be provided by DND. In addition to the training, instructions describing how to execute the DRMIS business process will be made available in the form of Business Process Procedures (BPPs). BPPs outline the details of how to conduct each business process within DRMIS.

4.2 CMIS User Training

4.2.1 The Contractor must train DND calibration centre personnel and programme management staff on the use of the CMIS.

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

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

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

Statement of Work (SOW)

for

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

for
The Department of National Defence

Appendix 11

Professional Services Classifications

Requisition Number: W8486-184754
DND Document # RDIMS # 5183698
Date: 04 November 2019

Prepared by:
Quality Engineering Test Establishment
National Defence Headquarters
Major General George R. Pearkes Building
Ottawa, Ontario, K1A 0K2

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TABLE OF CONTENTS

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

1.1.3 All Contractor personnel who require access to the Defence Resource Management Information System (DRMIS) must hold the appropriate Personal Security Clearance and must complete the DRMIS training applicable to their role.

1.1.4 The Contractor's team for the DND/CAF 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

1.1.5 The Contractor Calibration Programme Manager and Contractor Service Manager roles must be performed by different resources.

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

1.1.7 The Contractor may qualify as many resources as required for the DRMIS Technician roles to meet the needs of the Contractor's service delivery model.

1.1.8 The location of DRMIS training will be within the National Capital Region.

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 DND/CAF Calibration Programme Joint Management Team (JMT) and advises the JMT on a range of challenges and strategies for meeting the DND/CAF 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. Education: University degree or a College diploma in business, engineering or science; AND

b. Recent Experience in Technical Services Management: Five (5) years of experience within the past ten (10) years (as of RFP publication) in Project/Program Management for technical services valued at $5 million or greater; AND

c. Experience in Calibration Services Management: Two (2) years of experience in Project/Program Management for calibration services valued at $1 million or greater; AND

d. Government of Canada Personnel Security Clearance: SECRET.

2.2.2 The Contractor Calibration Programme Manager must complete the government of Canada GBA+ training prior to the Project Kick-Off Meeting. This training is available at https://cfc-swc.gc.ca/gba-acs/course-cours-en.html

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 Program Management Work of the Statement of Work.

3.1.3 The Contractor Service Manager participates as a member of the DND/CAF Calibration Programme Integrated Services Team (IST) and advises the IST on the 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 must participate in 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. Education: University degree or College diploma in engineering technology or science; AND

b. Recent Experience in Technical Services Management: Five (5) years of experience within the past ten (10) 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; AND

c. Experience in Calibration Services Management: 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; AND

d. Government of Canada Personnel Security Clearance: SECRET.

3.2.2 The Contractor Service Manager must complete the government of Canada GBA+ training prior to the Project Kick-Off Meeting. This training is available at https://cfc-swc.gc.ca/gba-acs/course-cours-en.html

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. Education: Secondary school diploma or an acceptable combination of education, training and experience; AND

b. Goods Movement Administration Experience: Minimum of three (3) years of relevant experience in goods movement administration; AND

c. SAP-based ERP Experience: Minimum of three (3) years of experience performing data entry and data verification analysis in an SAP-based Enterprise Resource Planning (ERP) system; AND

d. Government of Canada Personnel Security Clearance: SECRET.

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. Education: Secondary school diploma or an acceptable combination of education, training and experience; AND

b. Work Order Administration Experience: Minimum of three (3) years of relevant experience in work order administration; AND

c. SAP-based ERP Experience: Minimum of three (3) years of experience performing data entry and data verification analysis in an SAP-based Enterprise Resource Planning (ERP) system; AND

d. Government of Canada Personnel Security Clearance: SECRET.

Statement of Work (SOW)

for

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

for
The Department of National Defence

Appendix 12

Calibration Seals, Labels, Forms and Bar Codes

Requisition Number:	W8486-184754
DND Document #	RDIMS # 5183720
Date:	04 November 2019

Prepared by:
Quality Engineering Test Establishment
National Defence Headquarters
Major General George R. Pearkes Building
Ottawa, Ontario, K1A 0K2

NOTICE

This documentation has been reviewed by the Project Authority and does not contain controlled goods.

AVIS

Cette documentation a été révisée par le Chargé de projet et ne contient pas de marchandises contrôlées.

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Annex A to W8486-184754 – Statement of Work
Appendix 12 – Calibration Seals, Labels, Forms and Bar Codes

1 INTRODUCTION

1.1 Overview

1.1.1 DND utilises a system of seals and labels to identify the equipment and its condition. Those seals and labels are procured and distributed by DND. All instruments that requires calibration must have a permanent identification number (PiN) affixed to them depicting their registration in DRMIS. Each instrument will have a label depicting an Equipment Master Record (EMR), assigned by the Defence Resource Management Information System (DRMIS). The permanent identification number will represent the DRMIS EMR. The permanent identification number (PIN) will eventually be replaced with a 2D bar code label when the DRMIS system receives its future updates.

1.1.2 Seals indicating the condition and due date of the instrument must also be affixed to any instrument prior to its return to service. The labels and seals are described in this document. These labels and seals are supplied by QETE. The contractor will affix seals and labels when calibrating equipment.

2 PERMANENT IDENTIFICATION NUMBER (PIN) LABEL

2.1 The permanent identification number label must be affixed to each instrument upon registration in DRMIS. It contains a unique identification number assigned by DRMIS and is affixed to all instruments requiring calibration. This label is locally generated at the calibration center. The label must be affixed to the equipment in a conspicuous place, usually the front panel of the equipment. Once assigned, the label or its DRMIS EMR number are unique to the instrument and are not transferable to another instrument.

Size: *60mm X 12mm*

3 CALIBRATION Label (colour coded green)

3.1 This Calibration Label signifies that the instrument was successfully calibrated and is in an acceptable condition for normal use. The label must be affixed to the equipment in a conspicuous place, usually the front panel of the equipment. This label is available in various sizes and must be completed as follows:

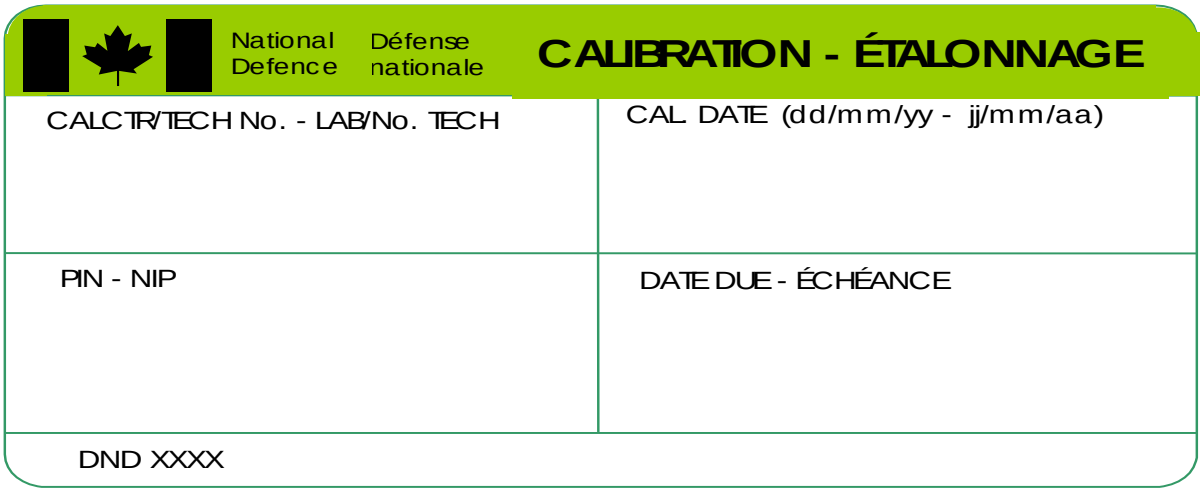
a. CALCTR/TECH No. - Enter the identification (3 letter Calcentre ID and Tech Code) of the person who performed the calibration, or for calibrations performed by an external vendor, enter the identification of the technician who reviewed the Calibration Certificate and data when supplied.

b. PIN – Enter the DRMIS EMR number of item calibrated.

c. CAL. DATE - Enter the date the calibration was performed.

d. DUE DATE – Enter the date the instrument is next due for calibration.

Note: this label is not to be used as a Calibration Seal.



Sizes: *DND 2245, 50mm X 25mm*
DND 2246, 25mm X 12.5mm
Finish: *Clear Laminating Flap to seal writing*

4 CALIBRATION STANDARD Label (colour coded green)

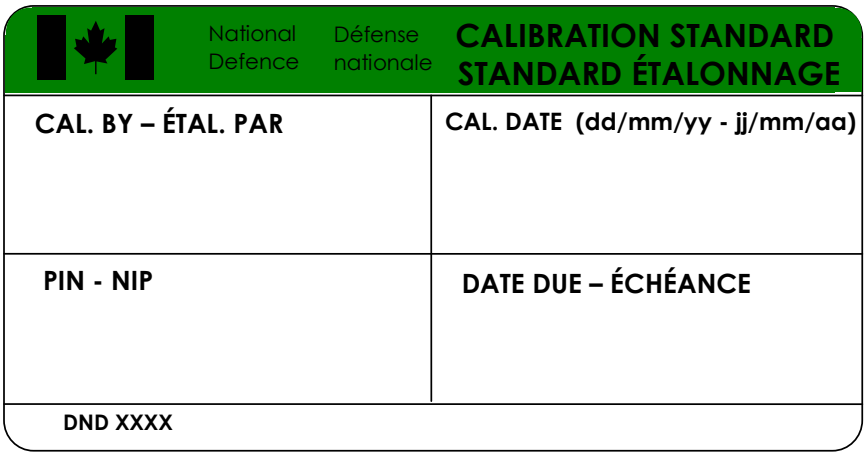
4.1 The Calibration Standard label applies to Standards calibrated by DND for DND; or for Standards calibrated by DND for use as GFE. Contractor owned Standards do not require this label. This label signifies that the Calibration Standard was successfully calibrated and is in an acceptable condition for use. The label must be affixed by the appropriate calibration agent in a conspicuous place, usually the front panel of the equipment. This label must be completed as follows:

a. CALCTR/TECH No. - Enter the identification (3 letter Lab. ID (QTE) and Tech Code) of the person who performed the calibration, or for calibrations performed by an external vendor, enter the identification of the Q.A. representative who reviewed the Calibration Certificate to ensure the calibration was performed correctly.

b. PIN – Enter the DRMIS EMR Number of item calibrated.

c. CAL. DATE - Enter the date the calibration was performed.

d. DUE DATE – Enter the date the standard is next due for calibration.



Sizes: *DND 2248, 50mm X 25 mm*
DND 2276, 25mm X 12.5mm
Finish: *Clear Laminating Flap to seal writing*

5 LIMITED USE Label (colour coded red)

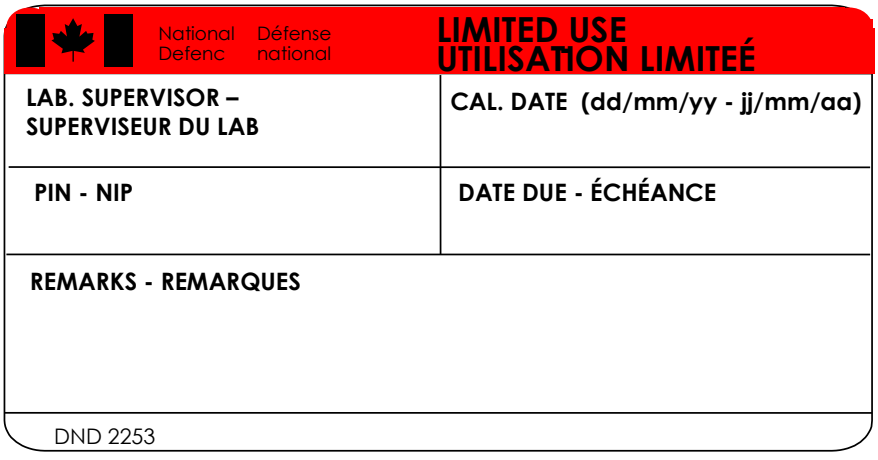
5.1 The Limited Use label signifies that the calibration centre has certified that the instrument has passed a partial calibration and is acceptable for limited use with noted restrictions. The instrument must be functional on all ranges. The acceptable restrictions are either a reduced accuracy or range, or that not all the functions have been calibrated. The label must be affixed to the equipment in a conspicuous place, usually the front panel of the equipment, and contain a description of the reason for the "Limited Use Calibration".

5.2 The Calcentre must liaise with the user to confirm a Limited Calibration is acceptable. The Contractor must advise the Unit User, by email, of the calibration limitations, and obtain Unit User permission, by return email.

5.3 The following fields must be completed:

a. LAB. SUPERVISOR – enter the Identification of the Lab. Supervisor.
b. PIN – Enter the DRMIS EMR Number of item calibrated
c. CAL. DATE - Enter the date the calibration was performed.
d. DUE DATE – Enter the date the instrument is next due for calibration.
e. REMARKS –Detail any additional information to inform the user of the limitations of the instrument. When additional space is required attach a "Limited Use" tag to the instrument and enter in the remarks section "See Limited Use Tag"

5.4 The Limited Use Calibration label and tag can be used where it is necessary for the user to perform a functional check before every use. Special instructions as detailed by QETE must be written on the tag.



Size: *DND 2253, 50mm X 35 mm*
Finish: *Clear Laminating Flap to seal writing.*

6 LIMITED USE Tag (colour coded red)

6.1 This tag must be attached to the instrument, as required, in conjunction with the "Limited Use Label." The purpose of the tag is to describe in detail the nature of the restrictions or limitations when there is insufficient space on the label or to advise users of special requirements before use. The Limited Use tag is completed as follows:

a. LAB. SUPERVISOR – enter the Identification of the Lab. Supervisor.

b. PIN – Enter the DRMIS EMR Number of item calibrated.

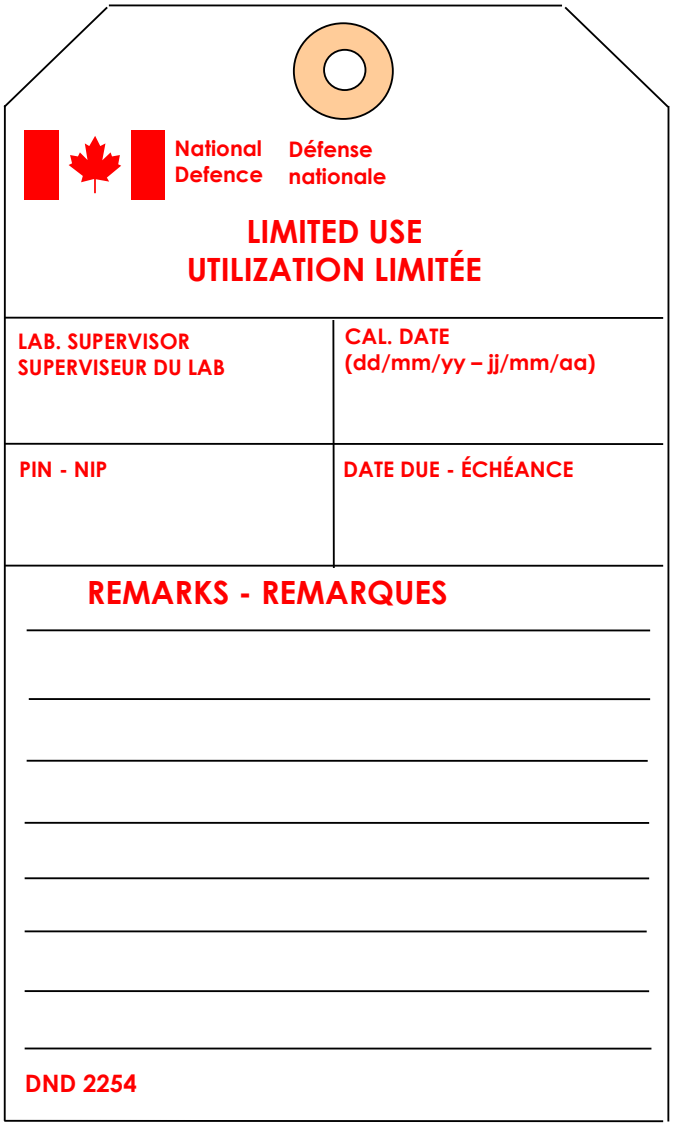
c. CAL. DATE - Enter the date the calibration was performed.

d. DUE DATE – Enter the date the instrument is next due for calibration.

e. REMARKS – Enter the function, range, or parameter that was not calibrated or was not within specified tolerances. Also, enter amplifying data to inform the client of the limitations as applicable.

Note: a "Limited Calibration" label must also be attached to the instrument as required.

Size: *DND 2254, 56mm X 130mm*

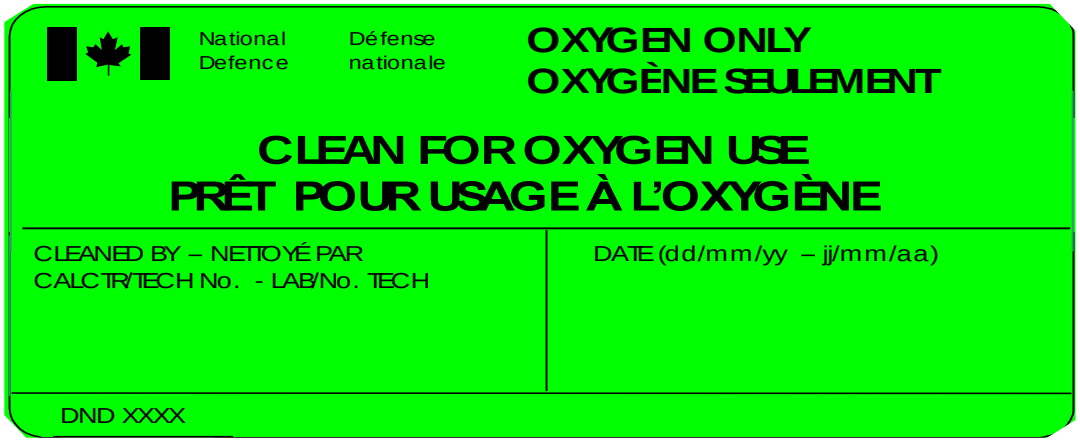


7 CLEANED FOR OXYGEN USE Label (colour coded green)

7.1 This label signifies that the instrument has been certified by the Calcentre as having been cleaned and is ready for use in oxygen systems. The label must be affixed to the equipment in a conspicuous place. It may be used in conjunction with the normal calibration label. Note: this label does not certify that the item has been calibrated.

a. CLEANED BY - Enter the 3 letter Calcentre ID and Tech code of the person who performed the cleaning procedure.

b. DATE – Enter the date the equipment was cleaned.



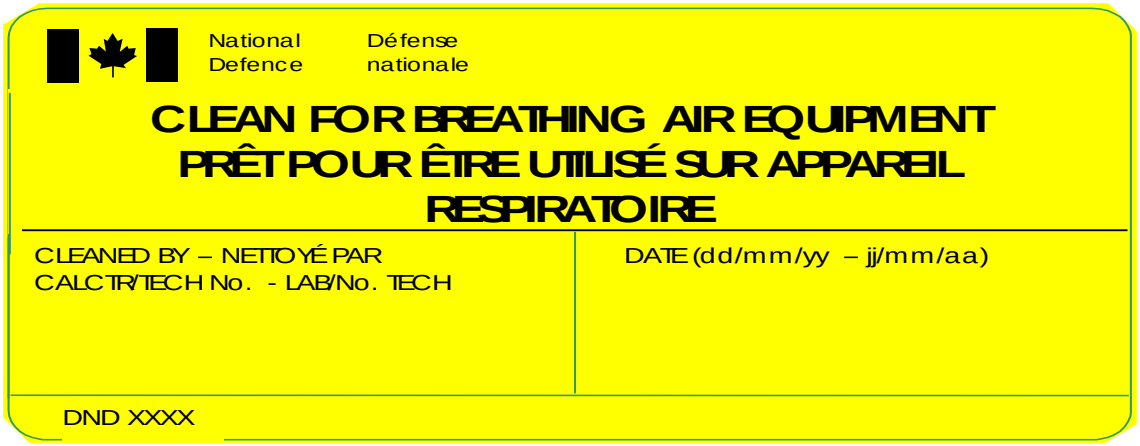
Size: *DND 2255, 50mm X 25 mm*
Finish: *Clear Laminating Flap to seal writing.*

8 CLEANED FOR AIR BREATHING EQUIPMENT Label (colour coded yellow)

8.1 This label signifies that the instrument has been certified by the Calcentre as having been cleaned and is ready for use in air breathing systems. The label must be affixed to the equipment in a conspicuous place. It may be used in conjunction with the normal calibration. Note: this label does not certify that the item has been calibrated.

a. CLEANED BY - Enter the 3 letter Calcentre ID and Tech code of the person who performed the cleaning procedure.

b. DATE – Enter the date the equipment was cleaned.



Size: *DND 2255, 50mm X 25mm*
Finish: *Clear Laminating flap to seal writing*

9 CALIBRATION SUSPENSION Tag (colour coded black)

9.1 This tag must be attached to an instrument when the calibration cannot be completed in a timely manner. The Calibration Suspension Tag must be completed as follows:

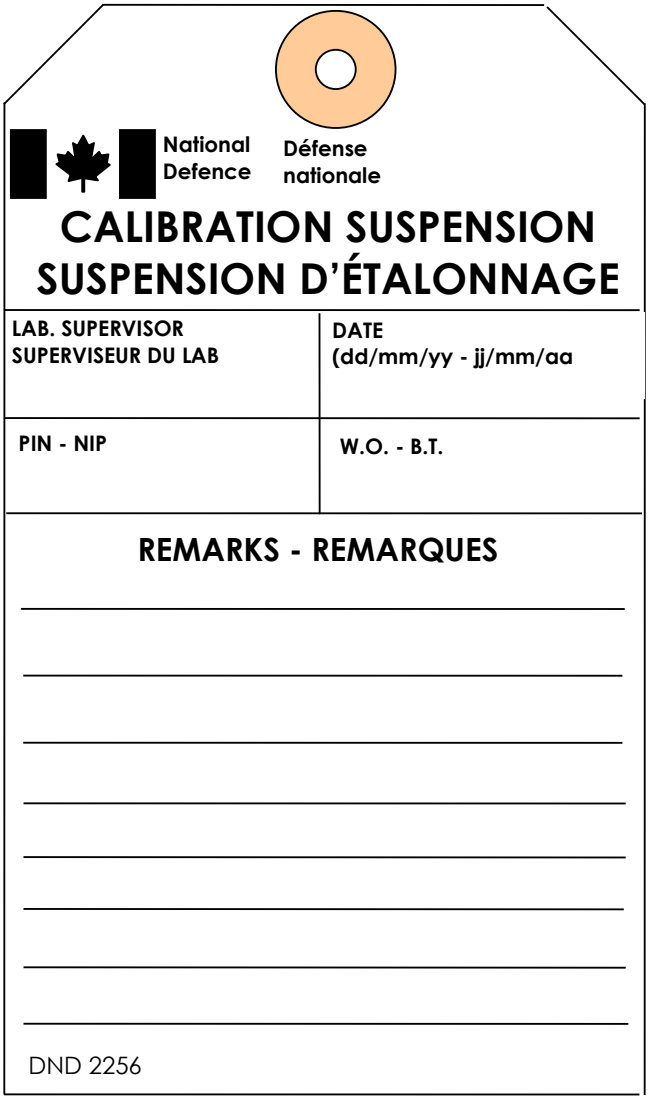
a. Lab Supervisor - Enter the identification of the Lab Supervisor

b. PIN – Enter the DRMIS EMR Number of item calibrated.

c. DATE - Enter the date the calibration was suspended.

d. W.O. – Enter the Work Order Number of the Calibration

e. REMARKS – identify which box is appropriate and provide further information as “Details” below if required.


National Defence
Défense nationale

CALIBRATION SUSPENSION
SUSPENSION D'ÉTALONNAGE

LAB. SUPERVISOR SUPERVISEUR DU LAB	DATE (dd/mm/yy - jj/mm/aa
PIN - NIP	W.O. - B.T.

REMARKS - REMARQUES

DND 2256

Size: *DND 2256, 56mm X 130mm*

10 CALIBRATION VOID SEAL (colour coded grey and black)

10.1 Access to adjustable devices on test equipment, where the setting affects the performance must be sealed in order to prevent tampering by unauthorised personnel.

10.2 The calibration seal is made of a destructible material designed to identify potential tampering of calibration adjustments. The seal is affixed to the instrument in such a manner that it must be broken to gain access to any calibration adjustment in the instrument.

10.3 Care should be taken, not to permanently alter the condition of the test equipment when affixing a seal. Not all equipment lends itself to sealing. The requirement for sealing does not apply to adjustment devices that are intended to be set by the user without the need for external references, for example, zero adjustments.

Material: Destructible Polyester
Size: DND 2311, 25mm X 12mm

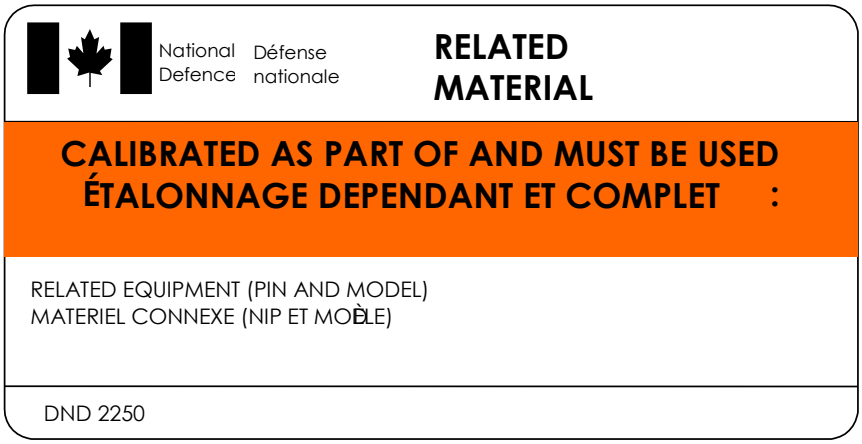
11 RELATED EQUIPMENT Label (colour coded orange)

11.1 This label is attached to equipment that can only be used to make measurements when used with the item identified as 'Related Equipment'. It is also referred to as a "FAMILY" in DRMIS.

11.2 For example: an instrument may require a specific cable or probe when calibrated.

11.3 The cable or probe would be tagged with a related equipment label.

RELATED EQUIPMENT – identify the item (by DRMIS EMR and Model Number) with which the instrument was calibrated and is intended to be used with.



Size: *DND 2250, 50mm X 25 mm*
Finish: *Clear Laminating Flap to seal writing*

12 CALIBRATION ON DEMAND Label. (Colour coded blue)

12.1 This label is utilised for instrument that do not require periodic and recurring calibration. As an example, some torque wrenches are manually verified against a torque verifier. If the verification is successful, then no calibration is required and the instruments is returned to service. Such instruments have a base recall period of on demand instead of periodic.

12.2 This label is attached to instruments that will NOT be recorded or reported as overdue on the DRMIS recall system. It can be treated as calibrated up to the 'Void Cal. Date' identified on the label after which it is the responsibility of the user to send it for calibration if required for traceable measurements.

Example: this label can be used for test equipment assigned to a school.

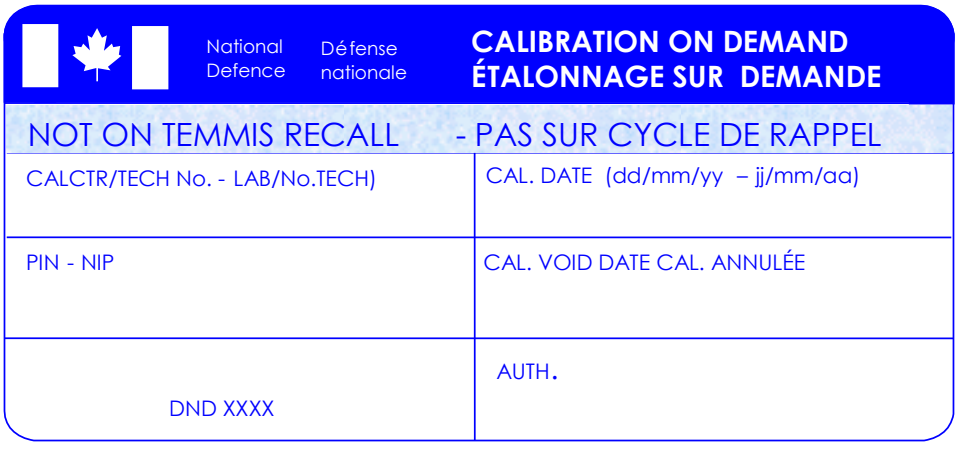
a. CALCTR/TECH No. - Enter the identification (3 letter Calcentre ID and Tech) of the person who performed the calibration, or for calibrations performed by an external vendor, enter the identification of the Q.A. representative who reviewed the report to ensure the calibration was performed correctly.

b. PIN – Enter the DRMIS EMR Number of item calibrated

c. CAL. DATE - Enter the date the calibration was performed.

d. VOID CAL. DATE – Enter the date the instrument is next due for calibration.

e. AUTH – Enter the Initials of the person who provided authorisation for the instrument to be "Calibration on Demand"



Size: DND 2309, 50mm X 25 mm
Finish: Clear Laminating Flap to seal writing

13 UNIQUE IDENTIFICATION (UID) REQUIREMENTS

13.1 References:

a. ISO/IEC 16022 - Information Technology – Automatic Identification and Data Capture Techniques – Data Matrix Bar Code Symbology Specification

b. STANAG 2290 - Unique Identification of Items

13.2 DND will be adopting Unique Identification (UID) for test, measurement and diagnostic equipment in the future.

13.3 For the purposes of this Unique Identification clause, all definitions must be interpreted as specified in STANAG 2290 and the related standards referenced therein.

13.4 It is intended that upon implementation of the UID by DND, the Contractor will be provided a specific DND 626 Task Authorization to:

a. Generate and assign Unique Item Identifiers in accordance with STANAG 2290, Annex A to any DND serially-managed equipment sent to the Contractor and tasked for UID marking.

b. Ensure the assigned Unique Item Identifiers and component data element combination is not duplicated on any other item marked or registered in the DND Item Unique Identification Registry by the Contractor

c. Submit for approval the proposed Unique Item Identifier information and related item pedigree data to DND's UID registry in accordance with the submission instructions. This data will consist of the following:

1. Unique item identifier
2. Unique item identifier type.
3. Issuing agency code (if concatenated unique item identifier is used).
4. Enterprise identifier (if concatenated unique item identifier is used).
5. Original part number (if there is serialization within the original part number).
6. Lot or batch number (if there is serialization within the lot or batch number).
7. Current part number (optional and only if not the same as the original part number).
8. Current part number effective date (optional and only if current part number is used).
9 Serial number (if concatenated unique item identifier is used).
10. Government’s unit acquisition cost.
11. Unit of measure.
12. Type designation of the item as specified in the contract schedule, if any.

13. Whether the item is an item of Special Tooling or Special Test Equipment.
14. Whether the item is covered by a warranty

13.5 Upon approval of UID assignment, mark each item with its assigned unique item identifier component in accordance with STANAG 2290.

13.6 The Syntax and Semantics of the UID must be as in STANAG 2290, Annex B, 4.

13.7 The UID is not required to be marked on the item as a separate data element. If the enterprise chooses to do so, the component data elements must also be marked on the item as discrete data elements, in addition to the UID.

13.8 Apply the UID marking in a location on the item that enables unencumbered machine readability of the UID, preferably immediately adjacent to or as part of the Equipment Identification Plate fitted on the item.

13.9 Utilize a suitable marking technique that ensures compliance with the permanency requirements of STANAG 2290, Annex B, 5.e.

13.10 Apply UID markings in a manner that does not interfere with the fit, form and function of them item marked.

13.11 Verify that the applied UID mark complies with the applicable quality standards set out in STANAG 2290, Annex B, 5.

13.12 Submit to the Project Authority for each item type, a UID Marking Specification that includes:

a. UID Mark Proof:
    1. Mark Dimensions
    2. Format Code, ISO Syntax, Data Identifiers, UID Construct
    3. Image of sample mark including any proposed Human Readable Information

b. UID Mark Location:
    1. Drawing or picture indicating location on the item the UID Mark will be applied
    2. If multiple identical marks are to be applied to allow scanning when fitted / stowed, show the location of each mark

c. Label Construction or Marking Technique:
    1. Label Materiel or Direct Part Marking Technique
    2. Adhesive / Adhesion method (if applicable)
    3. Any surface treatment / preparation instructions

13.13 Where primary packaging obstructs access to the item's UID mark, an external machine-readable PDF 417 symbol replicating the UII should be part of, or attached to, the packaging.

Statement of Work (SOW)

for

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

for
The Department of National Defence

Appendix 13

Calibration Certificate and Test Data Sheets

Requisition Number:	W8486-184754
DND Document #	RDIMS # 5183741
Date:	04 November 2019

Prepared by:
Quality Engineering Test Establishment
National Defence Headquarters
Major General George R. Pearkes Building
Ottawa, Ontario, K1A 0K2

NOTICE

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1 INTRODUCTION

1.1 Overview

1.1.1 All information reported within Calibration Certificates and Test Data Sheets must be in accordance with any specific instructions in standard test or calibration method specifications.

1.1.2 Information must be reported accurately, clearly, unambiguously and objectively.

2 CALIBRATION DOCUMENTS

2.1 Calibration Certificates

2.1.1 Calibration certificates must be available for all calibrations performed within the scope of the contract, including all organizations and entities performing calibration, including:

a. Original Equipment Manufacturer (OEM);

b. Third-party laboratories;

c. Accredited laboratories;

d. Non-accredited laboratories; and

e. DND/CAF laboratories.

2.1.2 The calibration certificate must be available within:

a. The contractor MIS as an attached to the instrument calibration record (in pdf format); and

b. DRMIS/CPMS as a pdf or as a hyperlink to the contractor's MIS.

2.1.3 As a minimum, the following information must be contained on the calibration certificate:

a. Accreditation body logo or the following information:

1) A statement that the calibration meets the requirement of ISO 17025,

2) Name of the accreditation body that has accredited the laboratory,

3) Reference to their accreditation certificate number, and

4) A statement that the calibration is within their scope of accreditation.

b. Report title;

c. Calibration lab name and address;

d. Unique certificate number;

e. Customer identification: Equipment owner name and address;

f. Description of instrument being calibrated including:

    1) Equipment Maintenance Record (EMR) number. This must be displayed on each page of the report, and

    2) Equipment name and description;

g. Equipment condition upon receipt.

h. Date of receipt of the items;

i. Issue date of certificate;

j. Pagination: Page number of report in the form of Page x of y;

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

l. Date(s) of testing or calibration;

m. Calibration due date;

n. Calibration technician’s name;

o. Method used: Identification of the method used and any sampling plan or method which is relevant to the data;

p. Quality statement;

q. Standards used including calibration due date of the standard;

r. Calibration Results with before and after calibration data;

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

t. The test or calibration results themselves with units; and

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

2.1.4 The calibration certificate should be equivalent to an accredited calibration report, providing calibration data and measurement uncertainty.

2.2 Calibration Test Data Sheets

2.2.1 Calibration Test Datasheets must be completed with each calibration.

2.2.2 Calibration Test Datasheets must be retained by the calibration laboratory.

2.2.3 Calibration Test Datasheets must be made available to DND upon request.