



Public Services and
Procurement Canada

Services publics et
Approvisionnement Canada

5 Wing Goose Bay Site Support Services
W6369-170006/B
Annex A Statement of Work

ANNEX A STATEMENT OF WORK



Annex A0- Introduction

General Information

A.1.1.1 – BACKGROUND

A.1.1.1.1 5 Wing Goose Bay has been in operation since 1941, serving multiple roles over its 77 year history. The US Air Force and the Royal Air Force were the main users in the earlier years and they maintained a year round presence at the Wing. In 1998, the Department of National Defence (DND) decided to privatize all “non-core” site support services at the Wing. In the last several years, the focus of training at 5 Wing has shifted to a more diversified training program as well as customer base. In addition to its role as a Royal Canadian Air Force (RCAF) Wing, 5 Wing hosts diverse customers such as Canadian Army, German Army, Canadian Rangers, United States Army for training including but not limited to winter warfare, austere environment training, demolition and construction.

A.1.1.2 – PURPOSE

A.1.1.2.1 This Statement of Work (SOW) describes the work that the Contractor will carry out to provide the DND with Site Support Services (SSS) at 5 Wing Goose Bay, Newfoundland & Labrador.

A.1.1.3 – OVERVIEW

A.1.1.3.1 DND is a key federal department with more than 100,000 employees located at sites throughout Canada and abroad. The mission of DND and the CAF (Canadian Armed Forces) is to defend Canada, its interests and its values, while contributing to international peace and security.

A.1.1.3.2 Within DND, the Chief of the Air Force Staff (C Air Force) is responsible for providing the leadership, resources and services needed to manage the required services as a corporate resource essential to the success of the mission and objectives of DND. Within the RCAF, the Wing Commander (W Comd), 5 Wing Goose Bay reports directly to the Commander 1 Canadian Air Division (1 Cdn Air Div) and is responsible for the effective management of the Base, supporting contracts and operational mandates. This Site Support Services will be the principle requirement, but not the only means, by which 5 Wing Goose Bay will fulfill its roles.

A.1.1.3.3 DND has determined that the Policy on Reporting of Federal Institutions and Corporate Interests to Treasury Board Secretariat will continue to apply to 5 Wing Goose Bay.

A.1.1.3.4 The SOW will be implemented without affecting the Government’s commitments to the environment and the indigenous communities. All due precautions to safeguard wildlife, the environment, and the health and interests of all people in the region will be maintained.

A.1.1.4 – ROLES

A.1.1.4.1 The roles of 5 Wing Goose Bay are to:

- Support North American Aerospace Defence Command (NORAD) Deployed Operations;
- Support Joint Task Force Atlantic - JTF (A);
- Support CAF operations and training as well as Foreign Military Training;
- To operate the Goose Bay airfield in support of civil aviation;
- Secondary Search and Rescue (SAR); and
- Support other operations as required.



A.1.1.4.2 The following services will be delivered by DND:

- Command and Control;
- Combat Support;
- Medical / Dental;
- Core Administration and Finance;
- Quality Assurance;
- Contract Management; and
- Management of core environmental issues.

A.1.1.4.3 The organization chart shown at FigureA-1 depicts the core functions in graphical form. It is provided as an example to allow bidders to scope the functions maintained within the core. The core strength will total approximately 72 CAF military and 28 DND civilian personnel.

A.1.1.5 - EXISTING CONDITIONS

A.1.1.5.1 5 Wing Goose Bay is situated adjacent to the Town of Happy Valley-Goose Bay, a progressive community of about 8000 residents (2016 Census) situated in the heart of Labrador at the western end of Lake Melville, a salt water lake extending more than 200 kilometers inland from the Labrador Sea. The Goose Bay military base and airfield were initially constructed in 1941 as a major airfield complex to support the war effort. In the 1950s, Goose Bay became a United States Air Force (USAF) site under terms of a 20-year lease. Significant expansion of the base infrastructure was conducted during this period to fully support a community of up to 12,000 service personnel and their dependants. With the expiration of the US lease in the 1970s, military activity was significantly reduced. Airfield operations were turned over to Transport Canada (TC) in 1967 and the base infrastructure to Public Works Canada in 1972. Low level flight training began expanding at Goose Bay in the 1980s, a 10-year Memorandum of Understanding (MOU) between DND and participating Ministries of Defence was established in 1986, and DND assumed full responsibility for all aspects of the base's operations and infrastructure in 1988. With the departure of the USAF in 1992, combined with budget reductions from the remaining allied nations, DND looked at ways to make CFB Goose Bay a more efficient and affordable training option, and in 1996 it was announced that the Base support services would be contracted out. The first contract for these services ran from 1998 – 2003, followed by a second contract from 2003 – 2017, and the current contract is in effect from 2017 – 2019, with an option to extend until 2021. Since the departure of the last allied nation in 2006, 5 Wing has expanded its training role from almost exclusively flight training to now include ground training, junior ranger and cadet training, winter testing of military equipment, special forces training, unmanned aerial vehicle testing, and is host to both Canadian and Allied military, with year round activities being supported. The economic stability and growth of the Town of Happy Valley- Goose Bay can be attributed in part due to the presence of 5 Wing.

A.1.1.5.2 There is a total of 1,140 direct, indirect and induced person years of generated employment in the Province of Newfoundland and Labrador in support of base activities. This number was obtained in 2009 during a study conducted by the Institute for Environmental Monitoring and Research (IEMR). The operation of the base contributes approximately \$95 million to Canada's Gross Domestic Product (GDP).

A.1.1.6 - THE CLIMATE



A.1.1.6.1 5

The Base is subject to weather conditions associated with colder climate and heavy snowfall in an isolated area. The Contractor must maintain service delivery during these conditions.

A.1.1.7 - ON BASE HOUSING

A.1.1.7.1 Family accommodations for DND personnel are under the jurisdiction of the Canadian Forces Housing Agency (CFHA), a separate agency within DND. Under a separate Memorandum of Understanding (MOU), DND is responsible for providing Fire Protection, snow removal (streets), selected utilities and utilities maintenance on DND owned equipment and trunk lines. It will be the responsibility of CFHA to negotiate any arrangements for services not covered under this SOW. Single quarters will be managed in the same manner as other base infrastructure.

A.1.1.8 - TENANT ACTIVITY

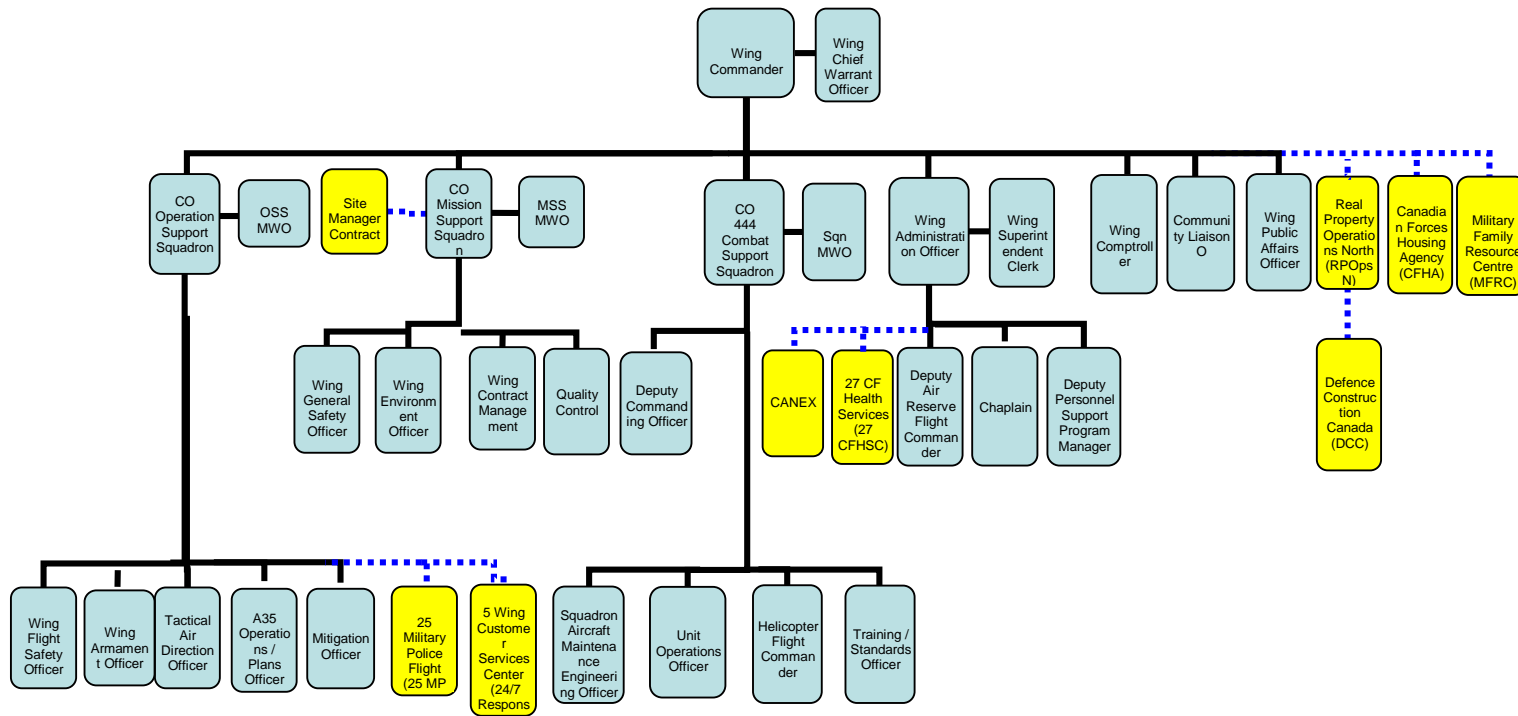
A.1.1.8.1 There are a number of tenant activities at 5 Wing Goose Bay. Many of these tenants have leases with DND, which includes maintenance and utilities. Some other leases only provide for utilities and the tenant is responsible for the maintenance inside the building structure. In the latter case dedicated support to these tenants could be arranged directly between the tenant and the Contractor if the tenant wishes. The provision of common support using DND infrastructure and equipment will be subject to the terms and conditions of the expected contract with DND. Information is provided at this time to help bidders to better understand the current situation at the base. There are a number of facilities which DND owns and or maintains on behalf of other Government agencies in tenant status at the base.

A.1.1.9 - CANADIAN FORCES EXCHANGE SYSTEMS OPERATIONS

A.1.1.9.1 The Canadian Forces Exchange System (CANEX) provides a retail outlet under contract with DND which includes a supermarket and dry goods complex. CANEX has a capital investment in real property and contractual arrangements with food and dry good suppliers. CANEX may negotiate site-specific service arrangements with the successful Contractor for services not provided in the contract.



Figure A-1 – 5 Wing Goose Bay Organization Chart



Legend:	
	Lodger units (RPOpsN, 25 MP Flt, and 27 CFHSC) as well as MFRC, DCC, CFHA, CANEX and 5 Wing Service Provider.



A.1.1.10 STRUCTURE OF THE SOW

Description of the structure of this SOW.

The following provides a description of the paragraphs used within each section of the Statement of Work) (other than Chapter A which has no specific format):

ROWS

ITEM NO.	Used to identify each paragraphs from 1 to 12 of each section of this SOW.
GENERAL REQUIREMENTS	In paragraph A.1.1.1, background information specific to the chapter is provided and is applicable to all sections within that chapter.
SCOPE OF WORK	A brief statement regarding the general scope of work within the section is provided in sub-paragraph 1. The detail of the general scope and the specific services to be provided by the Contractor are described in paragraphs 8 to 12.
DESCRIPTION OF EXISTING CONDITIONS	Conditions other than safety considerations which may impact the delivery of the services described within the section and background information specific to the section not stated elsewhere within the section are detailed in sub-paragraph 2.
DEFINITIONS	Terminology and acronyms used within the section requiring further explanation to reduce ambiguity are defined in sub-paragraph 3.
REFERENCES	References referred to elsewhere in the section are listed in sub-paragraph 4.
HOURS OF OPERATION	The hours during which the Contractor is to provide or perform the services described within the section are identified in sub-paragraph 6. Unless otherwise stated the hours of operations are standard local time.
REQUIREMENTS	In paragraph 8, those requirements that reflect direct services expected of the Contractor are identified. Paragraph 8 requirements do not dictate staffing requirements or organizational mandates.
WATCH KEEPING REQUIREMENTS	In paragraph 9, those requirements of the Contractor to operate specific workstations for a certain number of hours per day or week with a stated minimum number of personnel meeting expressed minimum qualifications are identified.
TASK AUTHORIZATION (TA) REQUIREMENTS	Paragraph 10 identifies requirements that cannot be included in the firm price of the contract since the exact scope of the tasks cannot be defined, or the frequency of the activity cannot be determined, or both. They are not predictable at time of issuance of the SOW and may not be recurring requirements.
RECORDS AND DELIVERABLES	In paragraph 11, plans, records, reports and deliverables related to the services in the section are identified. Unless otherwise stated or requested, reports are provided in electronic format and Microsoft Office 2013 compatible.
MATERIAL, EQUIPMENT and FACILITIES	Identify in paragraph 12, the specific requirements for material, equipment and facilities to be provided by the Government and the



	Contractor to support the services within the section (other than those stated under paragraph 10 TA Requirements).
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COLUMNS

RELATED INFORMATION	The related information column contains, in sufficient detail, any supporting information or related requirements that complete the requirement and provide sufficient supporting detail to ensure the meaning and intent of the requirement is clear and not subject to interpretation. When provided, the estimated number of hours are for information only and are based on historical data.
ESTIMATED QUANTITY	The estimated quantity column contains sufficient information to establish the scope of the services requested in the requirement. The estimated quantity represents the quantity of service contracted by DND and does not include related or supplemental Contractor activity in support of the Contract or otherwise. DND does not warrant the accuracy of estimated
PERFORMANCE STANDARD	The performance standard column establishes the minimum level of performance for the requirement, below which the Contractor's performance may be considered to be in default of the requirements.



Annex A1 Management & Administration Services

1.1 General Requirements

1.1.1 - SCOPE OF WORK

1.1.1.1 Operation and Maintenance (O&M) to the DND fuel recovery site located on the Wing is not included in this requirement.

1.1.1.2 Site Support Services Phases

DND has established the following phases for the completion of this Site Support Service contract:

1.1.1.2.1 The Phase-in, starts after contract award and ends at the start of the O&M phase.

1.1.1.2.2 Transition phase starts after contract award and ends at the start of the Handover Phase.

1.1.1.2.3 Handover phase starts at the end of the transition phase and ends at the start of the O&M phase.

1.1.1.2.4 The Operation & Maintenance (O&M) Phase: The O&M phase is the period of time when the Contractor is providing the full ranges of services.

1.1.1.2.5 The Phase Out starts at the end of the O&M phase.

1.1.1.3 Operation and Maintenance (O&M)

1.1.1.3.1 O&M Repairs: During the O&M of assets on the base, the Contractor is responsible to repair and replace various components, consumables, and equipment as they reach the end of their serviceable life (including expected failures).

1.1.1.3.2 O&M Cost Savings: The Contractor is encouraged to investigate and recommend ways to obtain net savings in operating and maintenance costs through innovation and judicious use of resources.

1.1.1.4 Level of Service

1.1.1.4.1 Work Priorities. The O&M of equipment and systems supporting airfield services are given priority over domestic O&M requirements unless delaying the domestic requirement would indirectly impact air operations or sound judgment and safety dictates otherwise.

1.1.1.4.2 Local Area Emergency Response. If required, the Wing Commander (W Comd) may direct that base operations be minimized and that Contractor resources and support to operations be diverted to support an emergency in the local area.

1.1.2 – EXISTING CONDITIONS

1.1.2.1 Project management

1.1.2.1.1 The W Comd, 5 Wing Goose Bay, is the Designated Officer (DO) for the Contract. The Technical Authority for all Engineering and Infrastructure matters is the RP OPS North. The Technical Authority for all other matters is the Commanding Officer for 5 Wing Mission Support Squadron (CO 5MSS).

1.1.2.2 Facilities, works, equipment and infrastructure description: A full description of the facilities, works, equipment and infrastructure is provided in the Facilities Catalogue and the Fixed Asset Register. These documents provide the following types of information:

1.1.2.2.1 Facilities Catalogue: This catalogue contains a description of 5 Wing buildings and structures on and off site, including but not limited to exterior photos, physical dimensions and current use.

1.1.2.2.2 DND had a Realty Assets Assessment completed for 5 Wing by a third party. The Report provides details of the current condition of all building and infrastructure systems. For planning



purposes this Report also provides a Rough Order of Magnitude costing for the supply of material and labour to complete the work.

1.1.2.2.3 Fixed Assets Register: Register listing all temporarily or permanently installed equipment currently located in the various buildings and facilities on the Wing which are used in day-to-day operations. The register includes items such as but not limited to: fire hydrants, air conditioners, pumps, ice machines, weather and radar equipment, valves, fans, and other similar equipment.

1.1.2.3 Access to Contractor's facilities: The Contract Authority, or any DND representative authorized by the DO, have afforded access to all Contractor occupied/controlled areas on DND property.

1.1.3 – DEFINITIONS

1.1.3.1 The following are additional definitions applicable to all sections of the SOW:

1.1.3.1.1 365 days: Throughout the contract 365 days must mean "every day of the year". The terms "annually" and "per year" must mean "per contract year".

1.1.3.1.2 Delegation of Authority: The W Comd may delegate his authority to other individuals.

1.1.3.1.3 Contracting Authority: The Contracting Authority is the PSPC representative responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority. PSPC is the only organization authorized to conduct negotiations with a Contractor on behalf of DND and to amend the contract.

1.1.3.1.4 Contractor: The prime supplier, vendor and/or company that PSPC engages to satisfy the requirements of this Contract.

1.1.3.1.5 Contractor Personnel: Any individual the Contractor utilizes in meeting the requirements of this Contract. This includes, but is not limited to, the Contractor's employees and the employees of sub-contractors employed by the Contractor.

1.1.3.1.6 Contractor's Personal Use: Any use of GFP/GFM/GFE/GFA intended for the primary benefit of the Contractor or its employees versus DND, or is contrary to the best interest of DND, is considered personal use.

1.1.3.1.7 Customer: DND and DND's customers as represented by the Technical Authority. Anyone authorized by the Technical Authority to use the services contained in this SOW. At a minimum, customers include DND/CAF, PSP, MFRC, CFHA and 5 CRPG personnel.

1.1.3.1.8 Designated Holidays: The following are designated holidays for the purpose of this contract. New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Remembrance Day, Christmas, and Boxing Day. If a designated holiday falls on a Saturday or Sunday, the Monday immediately after will be considered a designated holiday.

1.1.3.1.9 Designated Officer: The DO is the authority at the unit to which the Contractor's provision of services must satisfy. The W Comd is the DO and may further nominate respective DOs for each service area and/or section of this SOW.

1.1.3.1.10 Direct Labour Hours: Hours of labour used in actual hands-on work to provide required services excluding management and administrative support, supervision and other indirect costs.

1.1.3.1.11 Downtime: Time that equipment is out of service for repairs, maintenance, or awaiting parts. The workweek used to compute downtime is defined as seven 24-hour days, no exceptions for holidays. Equipment that is out of service due to safety recalls is not included in the downtime computations. Downtime begins when the equipment is removed from service and ends when it is ready to return to service.



1.1.3.1.12 Report: The DO may require certain data to be presented in graphical form to display trends (e.g. utility consumption data) as part of the firm price. Most reports can be provided in electronic format; however, upon request, a hard-copy version and/or supporting backup data at no additional cost will be submitted. Some reports deemed as required will only be requested periodically with specified notice to the Contractor. Such reports are not intended to be delivered on a regular basis (e.g. monthly, annually) and will be free of corporate logos.

1.1.3.1.13 Sub-Contractor: The supplier, vendor and/or company that the prime Contractor engages to satisfy the requirements for the performance or supply of a part of the Work.

1.1.3.1.14 Task: For the purposes of Additional Services requirements stated in paragraph E, an action or actions required to meet a stated Additional Services requirement.

1.1.3.1.15 Technical Authority: The Technical Authority is the DND representative and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority. The Technical Authority is the W Comd, 5 Wing Goose Bay.

1.1.3.1.16 Validated Customer Complaint: An issue, complaint or dissatisfaction with the services provided by the Contractor, made by a Customer, and determined by the Technical Authority to be valid.

1.1.3.1.17 Working Day: A day that is not a weekend or a federal government designated holiday.

1.1.3.1.18 Contract Manager: Contractor Personnel empowered to act as the official point of contact with sufficient delegated technical and financial authority to respond appropriately to any contractual matters.

1.1.3.1.19 Wing Contract Management Officer (WCMO): WCMO is the delegated person at the Wing responsible for all matters concerning the technical content, administration and management of the contract.

1.1.4 - REFERENCES

The notations against the references have the following meanings:

M - Adherence to the policies, procedures, act, orders and regulations contained therein is mandatory.

G - The policies and procedures contained therein are not mandatory, but proposals for alternatives must be submitted in full detail to, and be accepted by the Technical Authority. Furthermore, alternatives must fully interface with procedures in use globally.

1.1.4.1 DND will assist the Contractor in obtaining DND documents deemed necessary by the Contractor and DND to successfully accomplish the assigned tasks. Unless otherwise noted, only the most current issue, including up-to-date revisions, of any publication, specification, or other document is authorized for use. Most publications are currently available through the DND Intranet to which the Contractor has access.

1.1.4.2 When any discrepancy exists between any publications, the most stringent requirement will be followed unless the technical expert through the DO grants written authority.

1.1.4.3 With respect to the application of Provincial, Federal and DND standards, laws, codes and / or regulations the more stringent code or standard applies.

1.1.4.4 Wing Emergency Response Plan (M).

1.1.4.5 A-GA-135-001/AA-001 Flight Safety for the Canadian Forces (M).

1.1.4.6 Facilities Catalogue (M).



1.1.4.7 Fixed Asset Register (M).

1.1.4.8 A-GG-040-004/AG-001 General Safety Program – Hazardous Material Safety and Management Manual (G).

1.1.4.9 CFAO 29-7 Energy Management and Conservation (G).

1.1.4.10 DAOD 2008-3 Issue and Crisis Management (G).

1.1.5 - INTERPRETATION

1.1.5.1 In case of disputes regarding interpretation of any part of this SOW or any of its referenced documents, the interpretation of the Technical Authority in consultation with PSPC and other DND authorities, as may be required, will prevail.

1.1.6 – HOURS OF OPERATION

1.1.6.1 Unless otherwise stated the hours of operations are standard local time.

1.1.6.2 Normal hours of operation for the Wing are: 0800 to 1600 hours Monday to Friday unless otherwise specified within each section of the SOW.

1.1.6.3 Ensure a 24-hour point of contact is available to organize a response to an emergency call out or Trouble Call.

1.1.6.4 Mail delivery service: Mon-Fri not including statutory holidays. 1 delivery per day.

1.1.7 – KEY POSITIONS

1.1.7.1 Key positions

The following are key management positions required, within the Contractor's organization.

1.1.7.1.1 Contractor Program Manager: The Contractor Program Manager (CPM) is responsible for liaising with DND, D Maj Proc, and PSPC continuously on contract issues including, but not limited to, contract compliance, interpretation, and amendments.

1.1.7.1.2 Contractor Site Manager: The Contractor Site Manager (CSM) is responsible overall day to day management of the Site Support Services Contract at 5 Wing, and is responsible for liaising directly with the W Comd and other Crown senior staff on contractual issues that impact or have the potential to impact operations on the Wing, including but not limited to safety (including General and Flight), financial, media attention, and major amendments.

1.1.7.1.3 Operations Manager: The Contractor Operations Manager (OM) is responsible for civil and military air operations, including safety (flight and ground safety around the airfield), Aviation Weather Services, Transient Servicing, Air Traffic Control, Emergency Services and Physical Security Services.

1.1.7.1.4 Logistic Manager: The Contractor Logistics Manager is responsible for the provision of all logistic services on the Wing including Supply/Material Processing, Control Goods Program, Transportation Support, Food Services, and Accommodations and Janitorial Services.

1.1.7.1.5 Engineering Manager: The Contractor Engineering Manager is responsible for the provision of Construction Engineering and facility maintenance management services.

1.1.7.1.6 Telecommunications and Information Systems (TIS) Manager: The TIS Manager is responsible for the management and maintenance of all telecommunications and Information Systems including NAVAIDS and 1st level maintenance of cable plants.

1.1.7.1.7 Supply Manager: The Supply Manager is responsible for the management of warehousing and material processing services including the handling of the Control Goods (CG) Program, and the requisition of material from the Defence Supply Chain (DSC).



1.1.7.1.8 Health and Safety Officer: The Health and Safety Officer is responsible for the management of the contractor's safety management plan and is responsible for liaising with the Wing General Safety Officer (WGSO) on any matters that impact or have the potential to impact safety at the Wing.

1.1.7.1.9 Quality Control and Assurance Manager: The Contractor Quality Control and Assurance Manager is responsible for the management of the Contractor quality systems (ISO 9001:2000 like) and the Wing Environment accreditation requirements (ISO 14001:2004 standards). The Quality Control and Assurance Manager is also responsible for liaising directly with the Wing General Safety Officer and the Wing Environmental Officer on all Wing related matters.

1.1.7.1.10 Apprenticeship Program: Contractors may use an apprenticeship program wherever appropriate to meet the requirements of this SOW; however, all such work must be appropriately supervised and inspected in accordance with applicable industry, provincial, and federal standards so as to ensure the safety of everyone involved as well as a high quality of work.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.1.8	MANAGEMENT AND ADMINISTRATION			
1.1.8.1	PROJECT MANAGEMENT			
1.1.8.1.1	Implement TA Work Plan as developed in 1.1.11.1.1.	Nothing Additional.	1 Plan.	Not more than one validated customer complaint per month regarding execution of TA work.
1.1.8.1.2	Prepare timely responses to TA requests according to the Contract Terms and Conditions.	Nothing Additional.	50 TA requests per year.	Responses to be submitted within 5 working days of DND request.
1.1.8.1.3	Utilize facilities in support of this Contract in accordance with the Contractor's Facility Use Plan submitted in 1.2.11.2.1	Nothing Additional.	1 Plan	At least 95% of floor area utilized in accordance with facility use plan. Plan updated within 30 days of revisions to requirements.
1.1.8.1.4	Implement and maintain the Quality Management System (QMS), including providing a solution to capture inspection results and test data in accordance with the QMS. See 1.1.11.1.3.	<p>The QMS: Encompasses all requirements contained in the SOW, and; Meets the intent of ISO 9001:2015 standards (or more current standards).</p> <p>Access to the inspection and performance data will be provided to DND designated subject matter experts.</p>	1 system.	Full documentation is maintained and kept available throughout the life cycle of the contract. Documentation is accessible at all times and in real time to Contractor and DND staff.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.1.8.1.5	Implement and maintain the Environmental Management System (EMS), including providing a solution to capture inspection results and test data in accordance with the EMS.	The EMS: Encompasses all requirements contained in the SOW. , Meets the accreditation of ISO 14001:2015 standards (or more current standards). Access to the inspection and performance data will be provided to DND designated subject matter experts.	1 system.	Full documentation is maintained and kept available throughout the life cycle of the contract. Documentation is accessible at all times and in real time to Contractor and DND staff.
1.1.8.1.6	Maintain the reference library material, including but not limited to: maintaining index and current copies of all official publications and technical data.	See individual Sections for library requirements.	10 major remote libraries described in individual sections	Not more than 2 complaints per month regarding the currency of the library materials.
1.1.8.1.7	Attend DND courses and conferences mandated and provided by DND, and not otherwise covered in the training and qualifications section of this SOW.	As approved by the DO.	Nothing Additional	Employees selected to attend DND mandated courses are appropriate in regard to aptitude, experience, knowledge and roles.
1.1.8.2	MEETINGS			



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.1.8.2.1	To ensure receipt of all necessary and up-to-date information in order to carry out the work described in this SOW, the Contractor must: Attend meetings, Liaise with the Technical Authority, and; Provide materials as requested.	Nothing Additional.	52 meetings per year averaging 1 hour each.	No instance of absence from planning meetings. No incidence of failure to provide requested materials for meetings.
1.1.8.2.2	Attend meetings as requested by the DO.	Provide an appropriate representative to attend ad hoc meetings on various aspects of contract requirements. Meetings last an average of 1 hour each.	12 meetings per year.	No instance of absence from meetings. Appropriate Contractor personnel or their representative(s) to attend.
1.1.8.3	ENTERPRISE MANAGEMENT SYSTEM			
1.1.8.3.1	Provide and maintain an Enterprise Management system capable of logging all activities, and providing reports identified in all sections.	System includes accounting for all labour, consumed materials and furnished equipment associated with the performance of this SOW. System supports an independent audit.	1 System.	System to be accurate, complete and current within 5 working days of receipt of invoice(s) from suppliers. No incidence of failure to obtain an unqualified report from an audit conducted in accordance with generally accepted accounting principles.
1.1.8.4	GOVERNMENT INSPECTIONS AND AUDITS			



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.1.8.4.1	<p>Assist and cooperate in: Inspections, Internal reviews, and Audits conducted by the DO. Correct promptly any deficiencies or discrepancies noted.</p>	<p>Make records available, provide reproduction services, answer official inquiries, and provide escorts when required. The DO reserves the right to inspect periodically the Contractor's records throughout the term of the Contract. This is to cover assistance not already covered in other sections.</p>	<p>12 inspections or audits per year. 6 requiring 4 hours, 4 requiring 1 day, and 2 requiring 4 days.</p>	<p>Not more than one validated customer complaint per 3 inspections or 3 audits regarding courtesy, cooperation, or assistance. All deficiencies and discrepancies corrected as per inspection report.</p>
1.1.8.4.2	<p>Cooperate with DND/CAF personnel during Staff Assistance Visits (SAV) and Technical Assistance Visits (TAV). Correct promptly any deficiencies or discrepancies noted.</p>	<p>Make records available, provide reproduction services, answer official inquiries, and provide escorts when required. On average, these visits last 3 days.</p>	<p>14 visits per year.</p>	<p>Not more than one validated customer complaint per 3 inspections or 3 audits regarding courtesy, cooperation, or assistance. All deficiencies and discrepancies corrected within the prescribed timeframe.</p>
1.1.8.4.3	<p>Cooperate with DND/CAF Staff during bi-annual Formal Inspections.</p>	<p>Inspections conducted by DND and their customers. Visits of inspection personnel last an average of 6 hours each.</p>	<p>2 visits per year.</p>	<p>Not more than one validated customer complaint per inspection or audit regarding courtesy, cooperation, or assistance.</p>



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.1.8.5	VISITS			
1.1.8.5.1	Cooperate with DND / CAF Staff during VIP visits.	Including visits by DND and DND customers personnel.	8 visits per year each of an average of 2 hours.	Not more than one validated customer complaint per visit regarding courtes, cooperation, or assistance.
1.1.8.5.2	Cooperate with DND / CAF Staff during informal visits.	Including visits by DND, DND customer personnel or other dignitaries. Arrangements are usually low-key and can include but not limited to local community groups, and cadets. Visits sanctioned by DO.	1 visit per month each of an average of 2 hours.	Not more than one validated customer complaint per month regarding courtes, cooperation, or assistance.
1.1.8.6	CONTRACTOR SAFETY			
1.1.8.6.1	Develop and implement a Contractor Safety Management Plan within areas solely occupied by Contractor including but not limited to maintaining: A full risk assessment records, Review and update, And ensure compliance with statutory Occupational Safety and Health requirements.	Contractor must report to the Wing General Safety Officer (WGSO) by next working day any health and / or safety concerns which could impact CAF/DND, its employees or its customers or operations. Contractor is to attend Wing Safety Council Meetings on a quarterly basis.	1 plan.	Contractor must adhere at all times the requirements of the CSMP. No instance of failure to report incidents/issues to the WGSO.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	Refer to 1.1.11.4.1.			
1.1.8.6.2	Conduct audits within areas solely occupied by Contractor, for compliance with Contractor Safety Management Plan. Commence remedial measures for non-compliant conditions within one working day for major/serious safety discrepancies and within 5 working days for minor discrepancies (Safety management / DND guidelines will define).	Refer to 1.1.8.6.1.	2 audits (semi-annually) each year.	Audits are thorough and performed on schedule, and any remedial measures are completed within required time scale.
1.1.8.6.3	Comply with DND / CAF Safety Management Plan, and W Comd's Policy Statement in areas of shared DND/CAF/ Contractor occupation. The Contractor must: maintain risk assessments for shared areas in accordance with Occupational Safety and Health requirements and in	Nothing Additional.	2 assessments per year.	No failure to cooperate.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	conjunction with existing DND assessments.			
1.1.8.7	EMERGENCY RESPONSE			
1.1.8.7.1	The Contractor must coordinate and participate in annual reviews of the Wing Emergency Response Plan (ERP) and receive DO approval of the ERP. The Contractor is to make DND aware of any proposed changes to the ERP.	Nothing Additional.	Plan reviewed at least annually or when circumstances warrant a review / change.	No instance of not coordinating and participating in 1 annual review of the Plan. Plan is accurate, complete and current.
1.1.8.7.2	Execute the ERP in an exercise scenario and real world event.	Nothing Additional.	Combined DND/Contractor training activities 2 times per year and 8 hours per activity.	Contractor executes emergency response plan in exercise scenario and real world event.
1.1.8.8	ADMINISTRATION			
1.1.8.8.1	Pickup, deliver and track mail.	Includes letters, internal mail, publications, newspapers and small parcels. See Table 1.1-1 for locations.	1 pickup / delivery per location per workday.	All mail handled in accordance with Canada Post regulations and Wing Standing Orders.
1.1.8.8.2	Provide for urgent delivery and pick-up of mail.	Nothing Additional.	100 pick-up / deliveries.	Mail picked-up or delivered within 15 minutes of call for service.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.1.8.8.3	Keep current the tables and references of all sections to the SOW.	Review and amend, as required, all tables and any changes in references known to the Contractor of the SOW. Recommendations for amendment must be approved by DO who will engage the Contracting Authority as required.	At least one annual review per reference / table.	Revisions are highlighted and submitted to the DO within 1 month of the change.
1.1.8.8.4	Annually, provide a report to the DO and the CA the results of the revisions of all tables and references of the SOW.	Nothing Additional.	1 report annually.	Report is accurate, complete and current within 5 working days and delivered to the DO and the CA by 28 Feb each year.
1.1.9	WATCHKEEPING REQUIREMENTS			
1.1.9.1	Provide a Customer Service Desk.	Nothing Additional.	1 Customer Service Desk 24/7.	No instance of desk not being staffed or service not being provided as per specific section requirement.
1.1.10	ADDITIONAL SERVICES			
1.1.10.1	Execute the plan developed in 1.1.8.7.1. in response to actual on or off site emergency situations.	Nothing Additional.	3 emergencies per year.	Response and management are adequate and timely.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.1.10.2	Train staff to accommodate new systems or equipment.	Nothing Additional.	Nothing additional.	Training is complete and scheduled such that there are no deficiencies in implementation or operation of new systems or equipment.
1.1.10.3	Although there are no other predetermined requirements, additional services may be ordered on an as and when required basis as a task authorization (TA) for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of tasks.	Nothing additional.	All jobs completed in accordance with the conditions and requirements stated in the negotiated TA.
1.1.11	RECORDS AND DELIVERABLES			
1.1.11.1	PROJECT MANAGEMENT			
1.1.11.1.1	Provide a TA Work Plan including: TA numbers, Schedule showing major milestones with project dates, Number of hours by skill level, and Major material and equipment requirements.	Nothing Additional.	1 plan per month.	Plan is accurate, complete, current to within 5 working days of submission and submitted as per the governance flow chart and no later than the 20th of each month for the following month.
1.1.11.1.2	Provide ad hoc reports.	This addresses requirements for reports	12 reports per year.	Reports contain information requested



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		not already covered in this SOW. These reports will contain information that would normally have been gathered in the course of providing services within this SOW.		and are delivered on the date and in the format requested by the DO.
1.1.11.1.3	Produce quarterly Contractor performance reports based on the approved QMS.	Nothing Additional.	1 report per quarter.	Reports are accurate, complete and provided 10 working days following the end of the quarter.
1.1.11.1.4	Report results of recommended table and references revisions of this SOW.	Annually, report to the DO and the CA results of the recommended revision of all tables and references known to the contractor of the sections included in this SOW.	1 report annually.	Report is accurate, complete, current within 5 working days and delivered to the DO and the CA by 28 Feb each year.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.1.11.1.5	Submit Indigenous Benefits plan update, an interim and annual report.	See Annex “F” Statement of Requirement for Indigenous Benefits for the details to be included.	1 plan, 1 interim report, 1 annual report.	Plan updates submitted within 60 days after date of Contract Award and not later than March 1 of each subsequent year. Interim report is submitted within 6 months after each anniversary of Contract Award. Annual report is submitted within 1 month after each anniversary of Contract Award. Each report addresses all elements and contains less than 5 errors. Errors are corrected within 30 calendar days.
1.1.11.2	COST ACCOUNTING REPORTING AND BUDGETING			
1.1.11.2.1	The Contractor must provide a two part report on estimates for equipment replacements for the	One part on 1 Apr for the current FY, and the second part for the next FY on 1 Dec.	1 estimate per year.	Estimates are accurate, complete, and current within 5 working days and submitted on 1 Apr and 1 Dec.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	current and following fiscal year.			
1.1.11.2.2	Prepare Variation in Quantity (VIQ) Reports. A cumulative report IAW the contract identifying positive and negative variances for each section by labour category and material.	The report includes only those VIQ Reportable SOW line items (as defined in the Basis of Payment) forecasted to have a difference between the Actual Quantity (AQ) delivered and the Estimated Quantity (EQ).	1 report per month and 1 report annually.	Report is accurate, complete, current and submitted to the DO within 15 calendar days of each month end. Errors, omissions or observations must be corrected within 10 calendar days.
1.1.11.2.3	Provide Annual Estimates of projected DND mandated training for Contractor personnel. Report must include all training.	Report should include brief description of course, including estimated costs, number of persons attending course and dates and locations.	1 report annually.	Report is accurate and submitted by 15 December each year for the upcoming DND fiscal year.
1.1.11.3	PROPERTY ACCOUNTABILITY			



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.1.11.3.1	Electronically record and maintain all records on Government Furnished Accommodations (GFA) and Government Furnished Equipment (GFE) listed in the Facilities Catalogue and the Fixed Assets Register (include all non-industrial and industrial equipment), including location of equipment.	Nothing Additional.	See the Facilities Catalogue and Fixed Assets Register. Also, the cost for extra bldgs will be evaluation on a case-by-case basis and may result in the Contractor charging such work as cost-reimbursable.	Catalogue and Register accurate, complete, and current within 30 days of receiving notification of any changes; and submitted to DO by 15 Apr every year.
1.1.11.3.2	Prepare Excess Equipment List. Report all Government Furnished Equipment that is excess, replaced by newer equipment, or not economically repairable.	Equipment reported is not to be cannibalized or replaced pending receipt of disposal instructions from the DO.	Report as required.	List is accurate, complete and current within 5 working days. No instance of items that are excess, replaced or no longer serviceable not being reported to the DO.
1.1.11.4	CONTRACTOR SAFETY MANAGEMENT PLAN			
1.1.11.4.1	Maintain a Contractor Safety Management Plan.	See 1.1.8.6.1 The plan is available for review by DND upon request.	1 plan.	Plan is accurate, complete and current within 5 working days.
1.1.11.5	EMERGENCY RESPONSE			
1.1.11.5.1	Distribute the 5 Wing ERP once DO approval is obtained.	See 1.1.8.7.1	Plan distributed as required.	Plan is distributed within 5 days of DO's approval.
1.1.12	MATERIALS, EQUIPMENT AND FACILITIES			



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.1.12.1	Obtain security clearance for all Contractor personnel as detailed in the Security Requirements Check List (SRCL).	Nothing Additional	As determined by the Contractor.	No unauthorized personnel in positions requiring security clearance.
1.1.12.2	Issue Identification (ID) cards to all Contractor personnel within 48 hours of arrival on site. All Contractor personnel must wear their ID card in a visible location on their clothing; however, when off DND property ID cards must be non-visible.	ID card format will be approved by the DO. Where this requirement would have FOD or Flight Safety implications, personnel involved should display cloth name badges. ID cards must be current and clearly legible	As determined by the Contractor.	All Contractor personnel issued with proper ID card visibly worn while on duty. Incoming Contractor personnel issued an ID within 48 Hours.
1.1.12.3	Provide all other equipment, facilities and materials not otherwise provided as government furnished required to deliver the services of this section (other than in Task Authorization).	The GFE GFM and GFA are covered under the Loan License agreements as an addendum to the contract.	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials, equipment or facilities.

Table 1.1-1 Mail Pick Up and Delivery Locations





Mail Pick Up and Delivery Locations
Daily Run
WOR - Bldg 271
MIR - Bldg 564
Chaplain - Bldg 564
Dental - Bldg 564
CFHA - Bldg 601
Rec Center - Bldg 399
444 Sqn - Hangar 9
5 OSS - Hangar 8
25 MP Flt Det - Bldg 256
Canuck Club - Bldg 310
MFRC - Bldg 564
NPF - Bldg 381
5 CRPG - Bldg 295
Training Center - Bldg 354
Canex - Bldg 381



Appendix 1

1.2 Phase In – General Requirements

1.2.1 - SCOPE OF WORK

1.2.1.1 Phase In consists of 2 parts. The first part of Phase In consists of the preparatory work needed to be in a position to take over the work. The second part consists of the period when the Contractor has taken over some but not all of the work. Phase In ends when the Contractor has taken over all of the work.

1.2.2 - DESCRIPTION OF EXISTING CONDITIONS

1.2.2.1 Nothing Additional.

1.2.3 – DEFINITIONS

1.2.3.1 Contract Handover Date: This is the date when the Contractor assumes full responsibility for the Work detailed in the under the SOW. This date is the end of the Phase In.

1.2.4 - REFERENCES

1.2.4.1 Approval of a Baseline Inspection Report.

1.2.4.2 Request to the DO for Take Over O&M for Section 1.2.

1.2.4.3 Sample Incident report.

1.2.5 - SAFETY PROVISIONS

1.2.5.1 Nothing Additional.

1.2.6 - HOURS OF OPERATION

1.2.6.1 Nothing Additional.

1.2.7 - PERSONNEL QUALIFICATIONS

1.2.7.1 Nothing Additional



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.2.8	PHASE IN			
1.2.8.1	OPERATION			
1.2.8.1.1	Execute Phase In Plan as developed in 1.2.11.1.1.	Nothing Additional.	1 Plan.	The Plan is executed as developed.
1.2.8.1.2	Respond to queries by the Technical Authority or Contracting Authority or their representatives regarding Phase In.	Queries will be placed either in person, by telephone, via letter or e-mail to the Phase In Manager, or designated representative. All queries will be logged with time of receipt, response and time of response.	4 queries per day for the entire Phase In.	Accurate and complete response whether in person, verbal or written (letter or e-mail) and provided within 1 hour of request.
1.2.8.1.3	Attend Phase In review meetings. The Contractor must: attend monthly coordination meetings to be chaired by the Technical Authority; provide data and information as requested by the Technical Authority; prepare an agenda, prepare a summary list of recorded decisions and action items, and prepare minutes of the meeting.	Meetings to take place at 5 Wing to ensure Contractor has all necessary and up-to-date information in order to carry out the work described in this SOW and to ensure effective interfaces with Technical Authority. The Phase In Plan will be reviewed as part of these meetings at least once per month to a maximum of three times per month.	Maximum of 3 meetings per month of about 4 hours each for the entire Phase In Period. 1 document per meeting.	No Phase In delays due to failure of the Contractor to attend contract review meetings when requested. No instance of absence from coordination meetings. No incidence of failure to provide requested information or data for meetings within specified period.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.2.8.1.4	<p>Carry out Baseline Inspections to assess the condition of an asset prior to handover of the asset by DND. The inspection must be done with a representative of DND present.</p>	<p>If an asset, or portion thereof, is not accessible for inspection at time of the baseline inspection, the new Contractor will provide DND with an impact assessment on not being able to view the asset or portion thereof. To ensure that a complete baseline is established, a time frame mutually agreed on between the current Contractor, the new Contractor and DND, will be arranged to complete the inspection. The inspection and resulting asset condition assessment will form the basis on which the new Contractor's performance and assessment of compliance with the Contract will be based.</p>	1 Baseline Inspection for each Section of the SOW.	New Contractor personnel complete and participate in the assessment within the mutually agreed time frame.
1.2.8.1.5	Take Over the Work of each Section on a Section by Section basis,	Nothing Additional.	All Sections in 4 Annexes.	Each section taken over by the date stated in Table 1.2-1.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	following approval by the DO.			
1.2.8.1.6	Implement a Time Recording System in accordance with the requirements detailed in the Contract.	Time recording system may be stand alone, or part of the Reporting System of lines 1.2.8.1.6	1 system.	A Time Recording System has been implemented in accordance with the Contract.
1.2.9	WATCHKEEPING REQUIREMENTS			
1.2.9.1	Nothing Additional.	Nothing Additional.	Nothing Additional.	Nothing Additional.
1.2.10	TASK AUTHORIZATION (TA) REQUIREMENTS			
1.2.10.1	Provide Translation on an as and when requested basis.	The Project Schedule, Progress Reports, Meeting Schedules and Agendas and Minutes of meetings will be in English only. If translation is deemed by the DO to be required, translation into French will be initiated by DND as a TA requirement.	As requested.	Translation is accurate and uses correct DND terminology. Translation must be provided as detailed in the TA.
1.2.10.2	Although there are no other predetermined additional services requirements, TAs may be ordered on an as and when requested basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of tasks.	Nothing additional.	All jobs completed in accordance with the conditions and requirements stated in the negotiated TA.
1.2.11	RECORDS AND DELIVERABLES			
1.2.11.1	PHASE IN			



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.2.11.1. 1	<p>Prepare and submit a Phase in Plan, including but not limited to: A schedule for all deliverables, certifications and approvals; The documents listed in Table 1.2-2, as well as; Any other documents included in the draft Phase In Plan or as required for a smooth seamless transfer of the Work. The Plan must be updated whenever there are any significant changes.</p>	<p>The Phase in Plan details how the Contractor will demonstrate to the DO that it is ready to Take Over the Work, on a Section by Section basis. A meeting will be held within 1 week of contract award to review the Plan and identify any changes required.</p>	<p>1 Phase In Plan, revisions as required with final version delivered one month before Contractor starts the Work. 1 draft phase in plan 1 week after contract award.</p>	<p>Plan accurate, complete and submitted within one month of Contract Award.</p>
1.2.11.1. 2	<p>Prepare and submit to the DO a Request to Take Over the Work on a section by section basis.</p>	<p>The Request to Take Over a section demonstrates that the Contractor has provided all required deliverables, has the qualified staff required to carry out the work and has met all requirements needed to carry out the work.</p>	<p>23 Requests to Take Over a section.</p>	<p>A Request to Take Over is submitted to the DO not less than 1 month prior to the proposed date for Take Over.</p>
1.2.11.1. 3	<p>Create and distribute agenda of review meetings.</p>	<p>Agenda to contain: The purpose of the meeting and planned items for discussion; and the names of the Chairperson, OPI and other</p>	<p>See 1.2.8.1.3</p>	<p>Agenda accurate and complete and delivered on time to all attendees.</p>



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		<p>participants. The Agenda is to be distributed electronically to all participants no later than 2 working days prior to the meeting.</p>		
1.2.11.1.4	<p>Create and distribute Minutes of review meetings.</p>	<p>Prepare a summary list of recorded decisions and action items to be reviewed and agreed by all before the meeting adjourns. Prepare meeting minutes containing: Items discussed during the meeting; milestones accomplished to date; status of previous action items; new action items identified and their relative due dates; and space for Contractor and Technical Authority signatures. The minutes are to be submitted for signatures no later than 5 working days after the meeting,</p>	See 1.2.8.1.3	<p>Minutes complete, accurate and delivered on time to all attendees.</p>



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		and distributed to all the attendees.		
1.2.11.1. 5	Create and distribute an agenda of monthly coordination meetings.	Agenda to contain: the purpose of the meeting and planned items for discussion; and the names of the Chairperson, OPI and other participants. The Agenda is to be distributed electronically to all participants no later than 10 working days prior to the meeting.	See 1.2.8.1.3.	Agenda accurate, complete and delivered on time to all attendees.
1.2.11.1. 6	Create and distribute minutes of monthly coordination meetings.	Prepare a summary list of recorded decisions and action items to be reviewed and agreed by all before the meeting adjourns. Prepare meeting minutes containing: Items discussed during the meeting; milestones accomplished to date; status of previous action items; new action items identified and their relative	See 1.2.8.1.3.	Minutes complete, accurate and delivered on time.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		due dates; and space for Contractor and Technical Authority signatures. The minutes are to be submitted for signatures no later than 5 working days after the meeting, and distributed to all the attendees.		
1.2.11.1.7	Provide a Facilities Inspection Report to the DO containing the data required in Line 1.2.8.1.4.	Nothing Additional.	See 1.2.8.1.4.	Baseline Facilities report must be delivered within 10 working days after completion of the Inspection.
1.2.11.2	CONTRACTOR FACILITIES			
1.2.11.2.1	Develop and submit a Facilities Use Plan for Contractor-controlled industrial and administrative facilities reflecting existing use of space as well as planned changes, including additions, renovations, and maintenance and repairs.	Submit no later than 20 working days prior to Implementation Date and within 20 working days of award date for option years.	1 plan.	Plan is accurate, complete, delivered and approved before taking over any part of the Work.
1.2.11.3	General			



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.2.11.3. 1	Prepare and submit any other items the Contractor considers essential to a smooth Phase In not otherwise detailed elsewhere in this section to the Technical Authority.	Nothing Additional.	Nothing additional.	No instance of delays in Phase In or the inability to coordinate Contractor / Client issues due to a lack of planning by the Contractor.
1.2.12	MATERIALS, EQUIPMENT AND FACILITIES			
1.2.12.1	MATERIALS			
1.2.12.1. 1	Inventory and accept or dispose of GFM in accordance with requirements specified in individual Sections. Inventory checks are to be completed prior to submission of the Request to Take Over a section of the SOW.	To verify actual inventory, conduct a joint Government-Contractor physical inventory to determine the actual Contractor assumed physical inventory.	As specified in each section.	Complete inventory checks as specified in each section and in accordance with stated time.
1.2.12.2	EQUIPMENT			
1.2.12.2. 1	Undertake a detailed inventory and accept or reject DND furnished equipment. Inventory checks are to be completed prior to submission of the Request to Take Over a section of the SOW.	Equipment available for use by the Contractor but not selected by the Contractor will be disposed of through the normal DND supply chain.	As specified in each section.	Complete inventory checks as specified in each section.
1.2.12.3	FACILITIES			
1.2.12.3. 1	Provide caretaker and fire warden services for DND non-occupied / vacant buildings.	The list of buildings is contained in Table 4.3-2.	1 inspection monthly per building.	All buildings inspected monthly. No incident of system(s) failures or infrastructure damage due to



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
				Contractor error.

TAKE OVER SCHEDULE- TABLE 1.2-1

Table 1.2-1								
Take Over Schedule								
Sections								
Annex A1	Management and Administration							23-Mar-21
Annex A2	DND Mail Services							23-Mar-21
Annex A3	Security Services	01 Oct 2020						
Annex A2	Accommodations and Janitorial Services	01-Jan-21						
Annex A2	Food Services	01-Jan-21						
Annex A3	Transient Aircraft Services	01-Jan-21						
Annex A2	Transport/Maintenance	01-Jan-21						
Annex A4	Hazardous Waste Management		15-Jan-21					
Annex A2	Supply		15-Jan-21					
Annex A4	Building and Facility Engineering		15-Jan-21					
Annex A3	Aviation Weather Services		15-Jan-21					
Annex A4	Auxiliary Power			01-Feb-21				
Annex A4	Building and Facility Maintenance			01-Feb-21				



Annex A4	Solid Waste Collection and Disposal			01-Feb-21				
Annex A4	Airfield, Roads and Grounds Maintenance				15-Feb-21			
Annex A4	Electrical Distribution				15-Feb-21			
Annex A4	Potable Water				15-Feb-21			
Annex A4	Storm and Sanitary Services					01-Mar-21		
Annex A4	CHP Heat Generation and Distribution					01-Mar-21		
Annex A2	Telecommunication Support					01-Mar-21		
Annex A3	NAVAIDS, Radar, Airfield Comm Maintenance						15-Mar-21	
Annex A3	Crash Fire Rescue-Domestic Fire fighting						15-Mar-21	
Annex A3	Air Traffic Control							23-Mar-21

The dates contained in the above schedule are target dates only and will be reviewed with Canada and the incumbent Contractor after Contract award and then on a regular basis during Phase In and may be revised when appropriate.

Table 1.2-2
Phase In Plan
This plan will detail the Contractor's methodology to transfer all SOW activities from DND or the incumbent Contractor to the new Contractor.
The plan must include the Details listed in Part 1 below, all in accordance with the SOW reference shown for each, as well as any other items included in the draft Phase In Plan or as required for a smooth seamless transfer of the Work.



The Plan must also include the Documents listed in Part 2 below which must be updated and newer versions of the draft documents submitted as part of the Contractor's proposal.	
Part 1 Details from SOW	Section
Develop and submit for approval a Facility Use Plan.	1.2.11.2.1
Implement and submit for approval the Quality Management System (QMS).	1.1.8.1.4
Implement and submit for approval an Enterprise Management System (EMS).	1.1.8.3.1
Develop and submit for approval a Contractor Safety Management Plan.	1.1.8.6.1
Participate in the development of the 5 Wing Emergency Response Plan.	1.1.8.7.1
Execute the 5 Wing Emergency Response Plan.	1.1.8.7.2
Provide Annual Estimates of proposed equipment replacements.	1.1.11.2.1
Distribute the 5 Wing Emergency Response Plan.	1.1.11.5.1
Ensure that all Contractor personnel have appropriate security clearance.	1.1.12.1
Carry out Baseline Inspections.	1.2.8.1.4
Provide a Technical Inspectors list.	2.1.11.2.5
Develop and submit for approval a PM program for Canadian Forces Registered (CFR) vehicles.	2.2.8.2.2
Develop and submit for approval a PM program for miscellaneous and ancillary equipment.	2.2.8.2.3
Develop and submit for approval a CM program for Canadian Forces Registered (CFR) vehicles.	2.2.8.2.4
Develop and submit for approval a CM program for miscellaneous and ancillary equipment.	2.2.8.2.5
Provide a sample Vehicle Traffic Accidents Report.	2.2.11.1
Submit for approval a Food Sanitation Program.	2.3.8.1.14
Submit for approval a 3-Week Cycle Menu.	2.3.11.1
Submit for approval a nine day cycle menu for box meals.	2.3.11.2
Submit for approval a diner care quality program.	2.3.11.4
Develop and submit for approval a system for control of keys and their duplication.	2.4.8.1.5
Provide sample report on rations use and quarters occupancy.	2.4.11.1
Submit for approval a PM Plan for the telecommunications equipment, computer systems and software listed in Chapter 2, Section 5.	2.5.8.1.1



Provide a sample electronic record of PM activities for the telecommunications equipment, computer systems and software listed in Chapter 2, Section 5.	2.5.11.1
Internally develop and submit to the DO for approval a Flight Safety Program.	3.2.8.2.8
Provide for approval a sample Air Infraction Report.	3.2.11.3
Provide for approval a sample Flight Safety Occurrence Report.	3.2.11.4
Provide for approval a shift schedule.	3.2.11.10
Provide for approval an Aerodrome Bird and Wildlife Control Program.	3.2.11.11
Prepare a PM Plan for Airfield Communications, Radar and Navigational/Landing Aids equipment.	3.4.8.1.3
Provide a sample electronic record of PM activities for Airfield Communications, Radar and Navigational/Landing Aids equipment listed in section 3.8.	3.4.11.1
Fire Department Personnel Training Plan.	3.5.8.5.1
Submit report to the DO on recommended ARFF training schedule.	3.5.10.2 & 3.5.11.11
Submit for approval Pre-Fire Plans for each building.	3.5.11.6
Prepare and submit Emergency Medical Response Plan for approval by the Technical Authority.	3.5.11.12.1
Provide an Aircraft Rescue and Fire Fighting (ARFF) Plan for approval by the Technical Authority.	3.5.11.13.1
Submit for approval 5 Wing Fire Orders.	3.5.11.13.2
Develop and submit for approval an Individual Reliability Program (IRP) for security personnel.	3.6.8.2.2
Provide sample Daily Log.	3.6.11.1
Establish a pass control system.	3.6.8.6.1
Establish and submit for approval by DO a notification matrix for any situation requiring a security response.	3.6.8.8.1
Develop and submit for approval written procedures for the monitoring, coordinating, and reporting of situations involving centrally-controlled alarms.	3.6.11.3
Develop and submit for approval written procedures for the response initiation, alerting and reporting of situations involving DND facilities or any other situation.	3.6.11.4
Review and on the Wing Emergency Response Plan.	3.6.11.5
Provide for approval a Sample Project File.	4.2.11.1
Provide for approval the Preventive Maintenance Plan.	4.2.11.2
Provide for approval a Sample Preventive Maintenance Activity Record.	4.2.11.3
Provide a sample bi-weekly work order report.	4.2.11.5



Provide for approval the Facilities Catalogue.	4.2.11.6
Provide a sample Monthly Activity Report.	4.3.11.1
Provide a sample Hangar Activity report.	4.3.11.2
Provide a sample Hangar usage log.	4.3.11.3
Provide sample daily logs or Preventive Maintenance Books.	4.4.11.1
Submit for approval a Plant PM Plan for the CHP.	4.5.11.1
Provide a sample CHP report.	4.5.11.2
Submit for approval a Potable Water Plant PM Plan.	4.6.11.1
Submit for approval a water contingency plan.	4.6.11.3
Provide a sample monthly Work Plan.	4.6.11.2
Submit for approval annual Vegetation Management Map (VMP).	4.7.8.3.1
Submit for approval annual airfield, roads and ground structures maintenance plan.	4.7.11.1
Submit for approval PM Plan for Electrical and Airfield Distribution Systems.	4.9.8.2.1
Submit for approval a solid waste collection and disposal plan.	4.10.11.1
Submit for approval a Recycling Program Report.	4.10.11.2
Submit for approval an Environmental Audit Report.	4.10.11.3
Update the 5 Wing Hazardous Material Management Plan (HMMP).	4.11.8.1.1
Prepare and submit an oil and hazardous substance spill plan.	4.11.8.1.2
Produce and distribute Hazardous Material / Hazardous Waste Report.	4.11.11.3
Prepare and submit a Radiation Annual Management report.	4.11.11.7
Prepare and submit a Radiation Annual plan of activities to the W Env O.	4.11.11.8
Submit Wing Environmental Audit.	4.11.11.9
Part 2 Details from Proposal	
Organization chart.	Figure A-1
Management Plan.	1.1.8.6.1
Staffing Plan.	
Subcontract Management Plan.	
Procurement Plan.	
Risk Management Plan.	
Quality Management Plan.	1.1.8.1.4
Phase-Out Plan.	1.3.11.1
Section Organization Chart, one for each Section of the SOW.	

1.3 Phase Out – General Requirements

1.3.1 - SCOPE OF WORK



1.3.1.1 The tentative schedule for handing over responsibilities for each section is detailed in Table 1.2-1.

1.3.2 - DESCRIPTION OF EXISTING CONDITIONS

1.3.2.1 Nothing Additional.

1.3.3 – DEFINITIONS

1.3.3.1 Phase Out: Phase Out is the period when the Contractor participates in the transfer of the responsibility for delivering the services specified in the SOW to DND or another Contractor. Phase Out for a specific section begins at the end of the O&M phase and ends on the Handover date as specified in Table 1.3-1. Phase-Out is considered complete when DND or the incoming Contractor has assumed full responsibility for delivery of the services required in all sections.

1.3.4 - REFERENCES

1.3.4.1 Nothing Additional.

1.3.5 SAFETY PROVISIONS

1.3.5.1 Comply with measures not otherwise specified in this SOW but which are consistent with prudent management and industry practices.

1.3.6 - HOURS OF OPERATION

1.3.6.1 Nothing Additional.

1.3.7- PERSONNEL QUALIFICATIONS

1.3.7.1 Nothing Additional.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.3.8	PHASE OUT			
1.3.8.1	OPERATION			
1.3.8.1.1	Execute Phase Out Plan.	Execute the plan as developed in 1.3.11.1.	1 Plan.	Not more than five validated customer complaints per month regarding smooth transition of functions.
1.3.8.1.2	Respond to queries regarding Phase Out.	Queries will be placed by the Technical Authority or his/her representative either in person, by telephone, via letter or e-mail to the new Contractor's Phase Out Manager, or designated representative. All queries will be logged with time of receipt, response and time of response.	4 queries per day for the entire Phase Out Period.	Accurate and complete response whether in person, verbal or written (letter or e-mail) and provided within 1 hour of request.
1.3.8.1.3	Attend Phase Out review meetings as requested by the Technical Authority and furnish any Contractor documentation and/or reports as requested.	To include advising of progress on all aspects of Phase Out from Contract Award until Handback is effected, and whatever other tasks the Contractor considers necessary to meet this requirement and the performance standard of this line item.	3 meetings per month of about 4 hours each for the entire Phase Out Period.	No delays due to failure of the Contractor to attend contract review meetings when requested



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.3.8.1.4	Attend monthly coordination meetings chaired by the Technical Authority. Provide requested information or data for meetings within specified period as requested by the TA.	Meetings to take place in Goose Bay to ensure Contractor has all necessary and up-to-date information in order to carry out the work described in this SOW and to ensure effective interfaces with Technical Authority.	1 meeting per month lasting 1 day each for the entire Phase Out Period.	No instance of absence from coordination meetings.
1.3.8.1.5	Participate in Baseline Inspections. A baseline inspection of each asset must be undertaken to assess the condition of an asset prior to handover of the asset by DND to the new Contractor. The Contractor must undertake the inspection with a representative of DND present.	To ensure that a complete baseline is established, a time frame mutually agreed on between the current Contractor, the new Contractor and DND, will be arranged to complete the inspection.	1 Baseline Inspection for each Section of the SOW.	Current Contractor personnel participate in the assessment within the mutually agreed time frame.
1.3.8.2	Provide Services on a Section by Section basis.	Services will be provided in accordance with the appropriate Section of the SOW until responsibility is handed over to either DND or a new Contractor, but not later than the end of the Period of	As detailed in the SOW.	Services continue to be provided until receipt of written direction from the Contracting Authority.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		Performance detailed in the Contract. Contractor will not hand over responsibility until receipt of written direction from the Contracting Authority. See Table 1.3-1.		
1.3.9	WATCHKEEPING REQUIREMENTS			
1.3.9.1	Nil.			
1.3.10	ADDITIONAL SERVICES			
1.3.10.1	Although there are no predetermined Additional services, Task Authorizations (TAs)'s may be ordered on an as and when requested basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed in accordance with the conditions and requirements stated in the negotiated TA.
1.3.11	RECORDS AND DELIVERABLES			
1.3.11.1	Finalize and submit a Phase Out Plan. The Plan must: be based upon the draft Phase Out Plan submitted as part of the Contractor's Bid Proposal, include the strategy to transfer all SOW activities from one	Nothing additional	1 Phase-out Plan.	Plan accurate, complete and submitted within the stated time frame and approved by the DO.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	<p>Contract to another Contract. Include a strategy to remove resources without disruption to DND activities and it must include an inventory of the GFE. include a final draft Schedule, developed in conjunction with the DO, and; submitted to the DO for approval three months before the start of Phase Out.</p>			
1.3.11.2	<p>Create and distribute the agenda for review meetings. The Agenda must be distributed electronically to all participants no later than 2 working days prior to the meeting.</p>	<p>Agenda to contain: The purpose of the meeting and planned items for discussion; and the names of the Chairperson, OPI and other participants.</p>	See 1.3.8.1.4.	Agenda accurate and complete and delivered on time to all attendees.
1.3.11.3	<p>Create and Distribute Minutes of review meetings.</p>	<p>Prepare a summary list of recorded decisions and action items to be reviewed and agreed by all before the meeting</p>	See 1.3.8.1.4.	Minutes complete and accurate and delivered on time to all attendees.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		<p>adjourns. Prepare meeting minutes containing: Items discussed during the meeting; milestones accomplished to date; status of previous action items; new action items identified and their relative due dates; and space for Contractor and Technical Authority signatures. The minutes are to be submitted for signatures no later than 2 working days after the meeting, and distributed to all the attendees.</p>		
1.3.11.4	<p>Create and Distribute Agenda for monthly meetings. The Agenda must be distributed electronically to all participants no later than 10 working days prior to the meeting.</p>	<p>Agenda to contain: the purpose of the meeting and planned items for discussion; and the names of the Chairperson, OPI and other participants.</p>	See 1.3.8.1.4.	Agenda complete and delivered on time to all attendees.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
1.3.11.5	Create and distribute Minutes of monthly meetings.	Prepare a summary list of recorded decisions and action items to be reviewed and agreed by all before the meeting adjourns. Prepare meeting minutes containing: Items discussed during the meeting; milestones accomplished to date; status of previous action items; new action items identified and their relative due dates; and space for Contractor and Technical Authority signatures. The minutes are to be submitted for signatures no later than 5 working days after the meeting, and distributed to all the attendees.	See 1.3.8.1.4.	Minutes complete and accurate and delivered on time to all attendees.
1.3.12	MATERIALS, EQUIPMENT AND FACILITIES			
1.3.12.1	MATERIALS AND EQUIPMENT			
1.3.12.1.1	Transfer material inventory and equipment to DND upon contract expiration or early termination. Conduct a complete physical inventory of	This physical inventory to be conducted with the new contractor in order to avoid duplication of efforts. Contractor is to return equivalent inventory to the initial inventory. The quantity and quality of materials and equipment returned	1 transfer of inventory and equipment.	Inventory check and all reconciliation to be completed 5 working days before contract expiration.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	materials 30 days before contract expiration or termination. Provide all maintenance data. The inventory must provide sufficient information for DND to determine whether items will be transferred to a new Contractor or removed from the site.	at the end of the contract are such that there is no adverse effect on the continuity of operations.		
1.3.12.2	FACILITIES			
1.3.12.2.1	Turn over facilities to DND upon contract expiration or early termination. Conduct a joint DND/Contractor physical inspection and turn over facilities as scheduled in the Phase-Out plan.	This physical inspection to be conducted with the new Contractor in order to avoid duplication of efforts. Facilities offered by DND but not selected by the Contractor must be preserved in caretaker status.	1 turn over inspection.	Inspection complete prior to hand back date and zero deficiencies.



HAND BACK SCHEDULE- TABLE 1.3-1

Table 1.3-1								
Take Over Schedule								
Sections								
Annex A1	Management and Administration							23-Mar-21
Annex A2	DND Mail Services							23-Mar-21
Annex A3	Security Services	01-Jan-21						
Annex A2	Accommodations and Janitorial Services	01-Jan-21						
Annex A2	Food Services	01-Jan-21						
Annex A3	Transient Aircraft Services	01-Jan-21						
Annex A2	Transport/Maintenance	01-Jan-21						
Annex A4	Hazardous Waste Management		15-Jan-21					
Annex A2	Supply		15-Jan-21					
Annex A4	Building and Facility Engineering		15-Jan-21					
Annex A3	Aviation Weather Services		15-Jan-21					
Annex A4	Auxiliary Power			01-Feb-21				
Annex A4	Building and Facility Maintenance			01-Feb-21				
Annex A4	Solid Waste Collection and Disposal			01-Feb-21				
Annex A4	Airfield, Roads and Grounds Maintenance				15-Feb-21			
Annex A4	Electrical Distribution				15-Feb-21			



Annex A4	Potable Water				15-Feb-21			
Annex A4	Storm and Sanitary Services					01-Mar-21		
Annex A4	CHP Heat Generation and Distribution					01-Mar-21		
Annex A2	Telecommunication Support					01-Mar-21		
Annex A3	NAVAIDS, Radar, Airfield Comm Maintenance						15-Mar-21	
Annex A3	Crash Fire Rescue-Domestic Fire fighting						15-Mar-21	
Annex A3	Air Traffic Control							23-Mar-21

The dates contained in the above schedule are target dates only and will be reviewed with Canada and the incumbent Contractor after Contract award and then on a regular basis during Phase In and may be revised when appropriate.



Annex A 2 - Logistics

2.A.3 - DEFINITIONS

2.A.3.1 Consumable Materials: Materials, supplies and parts or components including but not limited to wood, nails, dishes, and paper. The DSC / DRMIS definition of consumables “C” and “D” class items are the determining factor in case of disagreement.

2.A.3.2 PP&S: Pen, Paper & Stationary and Office Supplies such as calculator batteries, tape dispensers, hole punches, binders, blank CDs and laser printer toner cartridges.

2.A.3.3 Response: Response is communication that the complaint, enquiry or request has been received and the appropriate action is being taken. This communication will also include a forecast as to when the customer may expect to see the results of the action being taken.

2.A.3.4 Shipment: A shipment is equal to one Bill of Lading or invoice if the Bill of Lading is not available. Each Bill of Lading/invoice could account for a quantity of a number of items with the total ranging on average between 1 to 20 items.

2.A.3.5 CFTO: Canadian Forces Technical Orders (CFTOs).

2.A.3.6 Corrective Maintenance (CM): An action taken to restore full serviceability after failure/functional degradation has occurred. This includes what would normally be referred to as repairs and overhauls.

2.A.3.7 DRMIS: Defence Resource Management Information Systems.

2.A.3.8 Preventive Maintenance (PM): A pre-scheduled, formulated inspection routine and servicing intended to prevent breakdown.

2.A.3.9 Serviceability Rate: The number of vehicles or special equipment within the Fleet (Fleet- the actual vehicles allocated to the base or unit Commander to complete the mandated task) that are fit to perform their intended function at the time of reporting expressed as a percentage of the fleet. The serviceability rate is a percentage based on the number of days that reportable equipment is available to the unit and fully able to do its mission compared with the number of days it could have been available.

2.A.3.10 Standard Daily Entitlement: The dollar value of the prepared food items contained in the Standard Meal Entitlement Pattern to be provided to a Customer by the Contractor.

2.A.4 – REFERENCES

The notations against the references have the following meanings:

M - Adherence to the policies, procedures, act, orders and regulations contained therein is mandatory.

G - The policies and procedures contained therein are not mandatory, but proposals for alternatives are to be submitted in full detail to, and be accepted by the Technical Authority. Furthermore, alternatives are to fully interface with procedures in use globally.

2.A.4.1 See section 2.X.4 for general references.

2.A.5 - SAFETY PROVISIONS

2.A.5.1 Contractor personnel are to comply with measures not otherwise specified in this SOW but which are consistent with prudent management and industry practices.

2.A.5.2 Contractor personnel are to be furnished with appropriate personnel protective equipment (PPE) and trained to correctly wear and maintain issued PPE.

2.A.6 - HOURS OF OPERATION

2.A.6.1 A normal working day is from 0800 to 1600, Monday to Friday, however some requirements specified within each section of the SOW may be required outside these hours.



2.1 Supply/ Material Processing

2.1.1 - SCOPE OF WORK

2.1.1.1 Nothing additional

2.1.2 - DESCRIPTION OF EXISTING CONDITIONS

2.1.2.1 As a deemed non-operational and a cost to the Contractor, the Contractor has the option to operate its Supply Section from Building (Bldg) 271.

2.1.3- DEFINITIONS

2.1.4 - REFERENCES

- 2.1.4.1** A-LM-007-100/AG-001 Supply Administration Manual (SAM) (M).
- 2.1.4.2** A-LM-186-001/JS-001 Warehousing and Materials Handling Manual (M).
- 2.1.4.3** C-02-005-009/AM-000 Inspection and Conditioning of Materiel returned to and held in supply system (M).
- 2.1.4.4** PWGSC Controlled Goods Program (CGP) (M).
- 2.1.4.5** DAOD 3015-0 Green Procurement (M).
- 2.1.4.6** DAOD 3015-1 Management of Green Procurement (M).
- 2.1.4.7** DAOD 3003-0 Controlled Goods (M).
- 2.1.4.8** DAOD 3003-1 Management, Security and Access Requirements Relating to Controlled Goods (M).
- 2.1.4.9** Wing Standing Order (WSO) on Controlled Goods (M).
- 2.1.4.10** A-GG-040-006/AG-001 DND Explosives Safety Program (M).
- 2.1.4.11** A-GG-040-006/AG-002 DND Ammunition or Explosives Accident / Incident / Defect / Malfunction Reporting (M).
- 2.1.4.12** National Defence Security Orders and Directives (NSODS) (M).
- 2.1.4.13** DAOD 3002-0 Ammunition and Explosives (M).
- 2.1.4.14** DAOD 3002-1 Certification of Ammunition and Explosives (M).
- 2.1.4.15** DAOD 3002-2 Insensitive Munitions (M).
- 2.1.4.16** DAOD 3002-3 Ammunition and Explosives Safety Program (M).
- 2.1.4.17** DAOD 3002-4 Ammunition or Explosives Accident, Incident, Defect or Malfunction Reporting (M).
- 2.1.4.18** DAOD 3002-5 Use of Firearms, Ammunitions and Explosives (M).
- 2.1.4.19** DAOD 3002-6 Display Fireworks (M).
- 2.1.4.20** DAOD 3003-1 Management, Security and Access Requirements Relating to Controlled Goods (M).
- 2.1.4.21** DAER Ammunition and Explosives Instructions (M).
- 2.1.4.22** Canadian Forces General Orders (CANFORGENS), technical bulletins and directives (M).
- 2.1.4.23** A&EI #32 Ammunition and Explosives Safety Survey and Inspection (M).
- 2.1.4.24** Government Contracts Regulations (GCR) (M).
- 2.1.4.26** DND rules and regulations on procurement and contracting (M).Requirements

2.1.5-SAFETY PROVISIONS

2.1.5.1-Nothing Additional



2.1.6- HOURS OF OPERATION

2.1.6.1- Nothing Additional.

2.1.7-PERSONNEL QUALIFICATIONS

2.1.7.1-Nothing Additional.



2.1.8 SUPPLY / MATERIAL PROCESSING REQUIREMENTS

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.1.8.1	Customer Service			
2.1.8.1.1	<p>The Contractor must ship materiel for CAF/DND and their customers The Contractor must:</p> <p>Comply with the applicable regulations for packaging and handling, preparation and certification, authorization and shipment of hazardous material and dangerous goods as defined by provincial, federal and international laws and regulations.</p> <p>Ensure Shipments are traceable to final destination.</p> <p>Perform functions for the outbound movement of materiel and maintain appropriate records.</p> <p>Coordinate and accomplish the prompt movement of outgoing materiel including packaging, packing and shipment; including local deliveries</p>	Noting additional.	500 shipments per year.	No instance of loss or damage due to improper packaging. All records accurate, complete and current within 1 working day.
2.1.8.1.2	<p>Plan, implement and develop contracts and submit for the approval of DND Procurement Authorities.</p> <p>Contractor must make use of PWGSC Standing Offer Agreements and Supply Arrangement, as directed by the DO.</p>	<p>Items include but not limited to RHU furniture, i.e., bedroom suites, mattresses, dining room sets, office and single quarter furniture.</p> <p>Contractor shall make use of PSPC Standing Offer Agreements and Supply Arrangements</p>	12 procurements annually.	Contract and supply services are accurate and processed to meet requirement and schedule of the customer.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		when appropriate. All goods and associated shipping costs are cost reimbursable through the Basis of Payment.		
2.1.8.1.3	Requisition material from Defence Supply Chain (DSC). Including but not limited to: Identifying requirements, in consultation with end user; Liaising with Item Managers to expedite delivery; Advising customers of requisition status, and; Taking action on Immediate Operational Requirements (IOR)	IAW the SAM.	500 requisitions per year.	No instance of failure to meet client requirements due to Contractor error.
2.1.8.1.4	Respond to queries and conduct routine follow-up as required regarding status of requests.	Provide customer status information on all material requests.	20 follow-up queries per week.	Accurate and complete response provided within 4 hours of request.
2.1.8.1.5	Deliver goods to the customer(s). (Forward delivery)	Nothing Additional	6 to 10 delivery points per work day.	The right materiel is delivered to the right customer on time.
2.1.8.1.6	Assist 5 Wing Users in the use of DRMIS.	Act as the DRMIS Site Manager, or as providing liaison between 5 Wing users and the DRMIS Help	5 Users at 5 Wing	No incidence of not providing support.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		Desk.		
2.1.8.2	Materiel Functions			
2.1.8.2.1	Maintain the DSC / DRMIS records. All activities on an item held on the DSC / DRMIS need to be inputted into the DSC / DRMIS to maintain the integrity of the DSC / DRMIS account balance structures.	These transactions include, but are not limited to demands, receipts, issues, transfers, stocking, shipping, disposal and materiel.	4,000 transactions per year.	All transactions were actioned on time. An audit trail is set-up for the verification of transactions. Register set-up for the control and tracing action of IOR's.
2.1.8.2.2	Receive, check, inspect and control incoming customer materiel.	The Contractor can use its own system to control DND inventory as long as it is auditable. 1 Waybill / Invoice equals 1 shipment.	2,500 Shipments per year.	Material received, checked and inspected within 24 hours of receipt. Records available on all items. No more than 1 custom delay per year due to Contractor.
2.1.8.2.3	Perform necessary investigation of overages, shortages, damaged and rejected materiel, and initiate correspondence related to resolving problems (Discrepancy Report) IAW the SAM.	Nothing Additional	50 investigations per year.	Actions to resolve overages, shortages, damaged and rejected material documented and / or accounted for must be initiated within 24 hours of receipt of shipments.
2.1.8.2.4	Coordinate and execute the movement of outgoing materiel. This includes packaging, packing and shipment of all materiel including local deliveries.	Ensure all shipments are packed to prevent damage and follow Provincial and Federal	6 - 10 shipments daily (Mon. - Fri.)	98% of shipping experience no loss or damage due to improper packaging. All records up-to-date and at least 98% accurate at all



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		Regulations for Hazardous Goods.		times. 95% of materiel is shipped on time.
2.1.8.2.5	Store and dispose of scrap / surplus material. Contractor must follow the regulations of the SAM in carrying out this activity. Verify condition and liaise with established technical authority to recommend repair or disposal action.	In majority of cases, these items will be disposed of through PSPC Crown Assets Disposal. This includes, but is not limited to, metal, equipment and clothing.	1,500 items yearly.	All disposals of DND assets to be accomplished IAW the SAM.
2.1.8.2.6	Maintain and Issue Aircraft Accident Crash Guard Team kits. Maintain kit as per scale of issue in DSC Material Authorization. Unserviceable or expired items are to be removed and processed for repair, overhaul, disposal or replacement as soon as possible.	Kits to be maintained and ready to deploy. This includes the requirement for the Contractor to ensure that all items held in the kit are serviceable or have remaining shelf-life as applicable. The CO 5 OSS is to be advised immediately when one or more item from one of the kits become unserviceable or expired.	2 kits twice a year.	Kits maintained up-to-date. Kits ready to deploy within 15 minutes.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.1.8.2.7	<p>Maintain Material Services Account (MSA) Field Stores support., this includes but is not limited to: Requisition, receive, issue, and dispose of MSA Field stores in support of 5 Wing operations and training; Replace items due to loss or fair wear; forecast replacement of locally managed items; Liaise with respective item manager WRT replenishment of critically controlled items; Maintain temporary loan cards (DND 638) or Inward / Outward loan, and; Provide support capability assessments to CO 5 OSS as required.</p>	Nothing Additional	100 activities per year.	Records are current, accurate and available to DND authority on request.
2.1.8.2.8	Manage, issue, control and dispose of IMPs.	IMPs are required by 444 Sqn, 5 OSS, including but not limited to the Practice Target Area (PTA)	5 requests for IMPs per year.	IMPs available for issue within 60 minutes of request.
2.1.8.2.9	<p>Process Repair and Overhaul (R&O) material Process R&O material IAW CFTO C-02-005-009/AM-000. Annual allocation submission to be prepared and sent yearly to 1 Cdn Air Div / A4 Supply to indicate forecast usage provided by users. Control the commodity IAW CAF supply and 1 Cdn Air Div procedures; rotate stocks; dispose of IMP's IAW established DND supply policies; ensure proper</p>	Hasteners are sent out to determine the status of the repairs as appropriate. Repairable returns have been technically inspected and CF 942 (inspection tag) is properly completed.	75 items per year.	Repair and Overhaul material handled expeditiously. Process R&O material IAW CFTO C-02-005-009/AM-000. Raise documentation IAW with A-LM-007-014-AG-001 Chap 21.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	accounting and record keeping procedures are in place.			
2.1.8.3	Clothing Operations			
2.1.8.3.1	Order clothing and equipment, including but not limited to: Ordering, receiving, exchanging, recovering, and disposing permanent and personal allotment clothing and equipment; Managing manual and automated clothing records; Verifying entitlement and financial authority; requisition via the SAM manual for centrally and locally managed items; Arranging for local procurement and manufacturing of “off the shelf” and special size clothing and special size footwear, and; Consolidating multiple requirements for the same customer on the same order whenever possible.	Nothing Additional	20 orders per week.	No incidents of failure. Items provided within 60 days of request.
2.1.8.3.2	Issue clothing and equipment. Material is issued as per the appropriate Scale of Issue. Verify material authorization via the SAM and Project implementation plans. Issue is recorded on individual clothing documents.	Material issued includes but not limited to Cadet Instruction Cadre (CIC) Officers, Rangers, and Distinctive Environmental Uniform (DEU) is ordered on line.	250 kittings annually.	Materiel issued to entitled personnel or when proper authorization is obtained. Kitting is made within 1 – 2 business days of request when stock is available 95% of the time.
2.1.8.3.3	Recover clothing and equipment. Determine condition of recovered clothing and equipment for re-sale as “Part Worn Clothing”.	Nothing Additional	100 de-kittings per year.	De-kitting is made within 5 working days of the request.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	Redistribute IAW CAF supply policy or dispose of as scrap commodity through established disposal procedures.			
2.1.8.3.4	Action loss reports IAW standard supply procedures. Respond to account adjustment or replacement issue of clothing and equipment.	Nothing Additional	20 reports per year.	All activity to be conducted IAW SAM.
2.1.8.3.5	Manage manual and automated clothing records. Including but not limited to: Retaining manual records and conduct periodic verifications against current nominal roles; Ensuring DSC / DRMIS reflects actual holdings; ensure client verifies holding, and; Issues to military, civilians, cadets and rangers.	Nothing Additional	100 records.	Records up dated as required; verified weekly and available to DND authority on request.
2.1.8.3.6	Provide laundry / dry cleaning / tailoring services for CAF. Items include but not limited to: uniforms, environmental clothing, sleeping bags, and medical and dental smocks.	Contractor is responsible for sheets, bedding, table clothes, towels for bldgs included in Table Table 2.4-1.	500 activities per year.	Material for laundering/ dry cleaning is picked-up and delivered back on the agreed to schedule 95% of the time. Tailoring services work is completed and delivered on the agreed to schedule 95% of the time.
2.1.8.4	Weapons and Ammunitions			
2.1.8.4.1	Manage and Control Weapons. Requisition, including but not limited to: Requisition, receive, issue, secure, inventory, store, provide access to, ship, move all types of	Each exercise would last between 2 to 3 days.	25 exercises or operations per year.	All actions taken in regards to the handling of all procedures dealing with weapons were performed by a qualified



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	weapons on 5 Wing property IAW SAM procedures, and particularly Chap 12 and NSOD. Ensure appropriate DND authority is notified concerning weapons issues. Appropriate weapon lock up to be provided by DND. Discrepancies in the accounting of weapons to be reported to 25 MP Flt Det immediately.			individual and followed as per SAM and NDSP Chap 28. No instances of failure to provide services.
2.1.8.4.2	The Contractor must support: Explosive Safety inspections (3 days), Ranges and Training Areas (RTA) inspections (2 days), and Weapons inspections (2-3 days). Contractor is to correct any deficiencies IAW report and within specified timeline.	Nothing additional.	3 inspections per year.	No instance of failure to support inspections being carried out. No instance of corrective action not being carried out as per inspection reports.
2.1.8.4.3	Ship and Receive Ammunition	Ship and receive of all types of ammunitions at 5 Wing as well as the PTA area IAW CFMSM procedures, TDGA, IATA/ICAO, and NSODS. Comply with 1 Cdn Air Div regulations. Each exercise would last between 2 to 3 days.	25 exercises or operations per year.	All actions taken in regards to the handling of all procedures dealing with ammunition were performed by a qualified individual and followed as per CFMSM and NSODS. No instance of failure to provide services.
2.1.8.4.4	Provide personnel for operational requirements outside normal working hours.	Contractor will be given 5 day notice when possible.	4 activities per year an average of 4 hours each.	No instance of personnel not being available.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.1.8.4.5	Processing Ammunition Expenditures. Upon receipt of the authorized expenditure document from units, process the transaction in DRMIS.	Action within 7 days of receiving expenditures from supported unit.	24 transactions per year.	All actions taken in regards to the handling of all procedures dealing with ammunition were performed as per SAM. No instance of failure to provide services.
2.1.8.5	Stock Control Functions			
2.1.8.5.1	Schedule and carry-out stocktaking activities. To ensure the correct amount of materiel is listed and ready for distribution, implement stocktaking procedures as set in the SAM or other governing documents.	This includes materiel held in Warehouse Management (WM) and Inventory Management (IM) environments.	1 stocktaking per year.	Stocktaking being performed as per schedule.
2.1.8.5.2	Schedule the stocktaking of end-user accounts. SLOC verifications scheduled and carried-out IAW the SAM. Verifications to be conducted by SLOC holders and independent checkers once every 4 years or during changeover for most items, whichever comes first.	Generally to be conducted during in / out clearance procedures. The Wing is responsible for 46 SLOCs.	1 schedule per year.	Verifications performed on time as per set schedule.
2.1.8.5.3	Coordinate the stocktaking of SLOCs. Duties include, but not limited to: Assisting account holders with stocktaking of SLOCs; Providing up to date SLOC holding report for use during stocktaking; Assisting SLOC holder with identification of material; Ensuring SLOC file contains accurate information on existing SLOC;	Most common example would be on change of SLOC holder, new SLOC holder has 45 calendar days to verify the account and return completed hand over verification to	50 stocktakings per year.	No instance of failure to provide appropriate service IAW established SOP's.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	<p>Ensuring Account Holder reports that SLOC balances are correct within 45 calendar days of receipt of new Holdings Report where account verification is required; SLOC holding records to be not more than 5 days old for use during stocktaking process, and; Notifying the DO within 48 hours when a stocktaking is not being executed according to plans.</p>	<p>Customer Services.</p>		
<p>2.1.8.5.4</p>	<p>Adjust SLOC records discrepancy within 10 working days of receiving applicable authorizations. Action discrepancies including losses IAW established SOPs; prepare account adjustment transactions; Prepare CF 152 to support Write-off as per the SAM, Vol 2, Chap "Write-Off". Report discrepancies of Controlled Goods to the CTAT office within 48 hours of final counts. Report discrepancies of weapons or ammunition to the DO and Military Police upon discovery.</p>	<p>Investigations carried-out to support shortages or overages.</p>	<p>25 discrepancies per year.</p>	<p>Discrepancies reported to the appropriate authorities according to the requirement</p>
<p>2.1.8.5.5</p>	<p>Support, co-ordinate, manage and control Inward / Outward Loans as authorized by the W Comd IAW the SAM.</p>	<p>A register of loans is set-up and maintained by the Contractor.</p>	<p>10 loan related activities per year.</p>	<p>Applicable paperwork processed for all Inward/Outward Loans as outlined in SAM.</p>
<p>2.1.8.5.6</p>	<p>Control temporary loan cards, by ensuring that: Customers return temporary loaned material as determined at time of loan; wing clearance card is signed in and out as applicable;</p>	<p>DND 638's to be reviewed 4 times per year.</p>	<p>200 loan card control activities per year.</p>	<p>No instance of failure to conduct verifications. No instance of failure to conduct in / out clearances verifications (contingent on</p>



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	temporary loan periods are IAW the SAM.			personnel presenting themselves to the supply section).
2.1.8.6	Controlled Goods			
2.1.8.6.1	Act as Controlled Goods Advisor on behalf of the Wing.	Duties to be performed as per DAOD 3003-1.	Ongoing	Requirement is continually met
2.1.8.6.2	Act as Controlled Goods (CG) Representative on behalf of the Wing. Including: Ensuring 5 Wing is CG compliant. Providing advice and guidance to 5 Wing on all CG related matter, and; Attending meetings on behalf of 5 Wing as and when required.	Nothing Additional	Ongoing	Requirement is continually met
2.1.9	WATCHKEEPING REQUIREMENTS			
2.1.9.1	Provide a customer service desk to respond to inquiries, complaints, and requirements.	Open from 0800 to 1600 hours on working days.	1 customer service desk.	No incident of desk not being staffed on working days.
2.1.10	ADDITIONAL SERVICES			
2.1.10.1	Attend supply related conferences / training.	Contractor to research conference/training opportunities and provide justification to the DO for approval.	2 events annually.	No instance of absence from conferences / training as agreed to by the DO.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.1.10.2	Additional services may be ordered on an as and when requested basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.
2.1.11	RECORDS AND DELIVERABLES			
2.1.11.1	Records			
2.1.11.1.1 1	Maintain warehouse holding records. All materiel received or issued from a stocking account must be recorded accurately in DSC / DRMIS.	See 2.1.8.2.1.	2,000 transactions per year.	No instance of failure to take appropriate action IAW established SOP's. Records available on request.
2.1.11.1.1 2	Maintain accurate and current record of all contracts. Records to be current within 5 working days.	Contracts to be made available to appropriate DND authority on request. See 2.1.8.1.3.	8 procurements per year.	No instances of failure to maintain accurate records or to provide records to appropriate DND authority.
2.1.11.1.1 3	Raise and maintain shipping records. Records include: Bill of Lading, Waybill, Consignment and Authorization Receipt Form (CARF), or any other document required to trace items within a shipment. Shipment traced within 2 hours if required.	See 2.1.8.1.1 and 2.1.8.2.4.	500 shipments per year.	Records complete and accurate.
2.1.11.1.1 4	Maintain Individual Clothing records. Upon issue of Clothing, Individual Clothing Documents must be updated and signed.	See 2.1.8.3.5.	100 records per year.	Records kept accurate and complete at the time of customer issue.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.1.11.1.5	Create record of loan card transactions.	See 2.1.8.5.6.	50 loan cards per year.	Records kept accurate and complete.
2.1.11.1.6	Create record of Inward / Outward loan card transactions.	Inward / outward loan register contains 20 active loans. See 2.1.8.5.5.	20 loans per year.	Records kept accurate and complete.
2.1.11.1.7	Maintain accurate SLOC records for materiel in use. Includes retention of auditable documents to be used for audits and investigations. Records available to DND authority on request.	Nothing Additional	200 records per year.	No instance of failure to take appropriate action IAW established SOP's.
2.1.11.2	Reports			
2.1.11.2.1	Provide SLOC holders and Individual Account holders with Holdings Report upon request by the SLOC Holder or the W Comd or as part of the Contractor schedule. Obtain the latest copy of the account.	Ensure Account Holder reports that SLOC balances are correct within 45 days of receipt of new Holdings Report.	150 requests annually. See 2.1.8.5.3 and 2.1.8.5.4.	Reports are complete and accurate. No instance of failure to follow-up with SLOC holder or representative.
2.1.11.2.2	Prepare and submit IMP forecasts and Expenditures Reports. Report to be submitted to 1 Cdn Air div quarterly and annually. This report consists of the requirement for the users on the Wing including but not limited to Ground Search Team, 444 Sqn, 5 OSS and PTA.	The report is formatted as requested.	5 reports annually. See 2.1.8.2.8.	Report is complete, accurate and delivered on time. A copy is held on file.
2.1.11.2.3	Prepare and submit to 1 Cdn Air Div HQ an Annual Stocktaking Performance Report on behalf of the DO, IAW the SAM.	Delivered to meet mandated timelines.	1 report annually.	Report is complete, accurate and delivered on time. A copy is held on file.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.1.11.2. 4	Prepare and submit write-offs, strike-offs and loss reports. Reports to be prepared IAW the SAM. Reports are submitted quarterly and yearly as required.	See 2.1.8.5.1 and 2.1.8.5.4.	15 reports per year.	Report is complete, accurate and delivered on time.
2.1.11.2. 5	Provide a Technical Inspectors list. This list to be updated whenever there are additions to or replacement of inspector.	Provided no more than 5 days after departure or replacement of an inspector.	1 list.	Up-dated list accurate, complete and current within 5 working days.
2.1.11.2. 6	Maintain accurate records of all GFE and GFM supplied. Includes any replacement items. Annual report to the DO sent within 30 days of the end of every fiscal year.	All inventory changes correctly updated within 2 working days of change.	1 report annually.	Records are kept accurate and complete. Report to the DO sent within 30 days of the end of every fiscal year.
2.1.11.2. 7	Provide reports on Controlled Goods. Quarterly report must be sent to 1 Cdn Air Div of any CG issues and provide update on Wing status regarding Controlled Goods.	Nothing additional.	4 reports per year.	Report is complete, accurate and delivered on time. A copy is held on file.
2.1.12	MATERIALS, EQUIPMENT AND ACCOMMODATIONS			
2.1.12.1	Government Furnished			
2.1.12.1. 1	Access to DSC / DRMIS for material and finance data handling.	DSC / DRMIS transaction input requires access to terminals by personnel with adequate rights to use the system (provided by DND)	1 system	No unauthorized access or use of the system.
2.1.12.1. 2	Manage weapons lock-up.	Where applicable DND will provide weapons lock-up.	1 weapons lockup.	No misuse or lack of maintenance of GFA or GFE as the case may be.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.1.12.1.3	Manage ammunition lock-up.	Where applicable DND will provide ammunition lock-up.	1 ammunition lockup.	No misuse or lack of maintenance of GFA or GFE as the case may be.
2.1.12.1.4	Utilize equipment, material and facilities identified to perform the services of this section.	For GF equipment, material and facilities required for this section are part of the Loan or Licence agreement.	As determined by the Contractor.	No misuse or lack of maintenance of GFA or GFE as the case may be.
2.1.12.1.5	Check stock for condition, shelf-life and segregated storage controls for specified materiel. Materiel must be stored according to its category as per materiel warehousing standard.	Nothing Additional	As required.	No shelf-life expired materiel found in ready for issue location. Materiel segregated by category as per materiel warehousing standard.
2.1.12.2	Contractor Furnished			
2.1.12.2.1	Provide and maintain proper storage conditions and locations for materiel. Warehousing must be set-up and maintained following DND regulations as stated in the SAM.	Nothing Additional	As determined by the Contractor.	No instance of loss or damage due to improper storage. Storage IAW supply directives.
2.1.12.2.2	Provide all other equipment, facilities and materials not otherwise provided as government furnished required to deliver the services of this section.	The GFE GFM and GFA are covered under the Loan License agreements as an addendum to the contract	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials, equipment or facilities.



2.2 Transportation Support

2.2.1 - SCOPE OF WORK

2.2.2.1 Nothing Additional

2.2.2 - DESCRIPTION OF EXISTING CONDITIONS

2.2.2.1 The section currently operates from Bldgs 340 and 249.

2.2.2.2 Fuel for vehicles is provided by DND to the Contractor for work on this Contract at cost plus applicable taxes. Access available at fuel pumps (B301 and B249).

2.2.2.3 Contractor's use of fuel for any purpose other than in direct support of this SOW is forbidden unless authorized by DND.

2.2.3 - DEFINITIONS

2.2.3.1 Nothing additional.

2.2.4 – REFERENCES

2.2.4.1 A-LM-158-005/AG-001 Transportation and Management (M).

2.2.4.2 WSO 9-900, Transportation support by ASD Provider (M).

2.2.4.3 C-04-020-006/AG-001 - Preventive Maintenance Procedures Mobile Support Equipment (M).

2.2.4.4 Manufacturers' manuals for specific equipment/systems (M).

2.2.4.5 Canadian Forces Technical Orders (M)

2.2.5 - SAFETY PROVISIONS

2.2.5.1 Nothing additional.

2.2.6 - HOURS OF OPERATION

2.2.6.1 Nothing additional.

2.2.7- PERSONNEL QUALIFICATIONS



2.2.7.1 Nothing Additional



2.2.8 TRANSPORTATION SUPPORT REQUIREMENTS

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.2.8.1	Passenger Transport			
2.2.8.1.1	Provide vehicles with drivers for tasks within a 40 Km radius.	To be used for such requests as MIR / hospital / pharmacy run, bank run, VIP visits and parades. Shuttle services can be provided only if the above priorities are not required. To be available from 0800 to 1600 Monday to Friday.	500 requests annually.	Vehicle arrives as arranged with customer. No incidence of failure to provide service or to communicate otherwise.
2.2.8.1.2	Provide Bus / vehicle service for tasks within a 40 Km radius. Requests could include transportation of exercise participants, cadets and supervised children from the Military Family Resource Center (MFRC). Vehicles arrive 10 minutes prior to designated time.	Other than the scheduled 2 evenings per week for cadets, bussing may be required after hours to accommodate exercise participants. Contractor will normally be given 5 days' notice for any after-hours bussing.	2,000 activities per year, including 1000 activities for after-hours bussing for exercises. After hours bussing for cadets required for up to 2 evenings per week, for up to 4 hours per activity.	Satisfaction 100% of the time.
2.2.8.1.3	Provide after- hours shuttle service and be able to respond to one service call at a time.	Nothing Additional.	24 activities per year - 2 to 4 hours duration of each occurrence.	No instance of service not provided when requested 5 working days in advance.
2.2.8.1.4	Provide self-drive vehicle for "one off" requirements.	As authorized by the DO on behalf of user units. A minimum of two days' notice will normally be given.	100 requests per year at an average of 2 days per requests, to a maximum of 2 vehicles simultaneously.	Vehicles readily available to users at all times in a clean and well maintained condition. No incidence of non-availability. Vehicles are to be



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
				available in sufficient time prior to the required time to enable administrative task to be completed prior to use.
2.2.8.2	Vehicles and Equipment Maintenance			
2.2.8.2.1	Provide vehicle and equipment servicing and maintenance for DND and its customers.	Vehicles include but are not limited to buses, staff cars, trucks, snow blowers and recreational vehicles. Services provided on an as and when requested basis. This is for vehicles and equipment not listed in Tables 2.2-2 and 2.2-3.	250 maintenance activities per year.	No incident of failure to maintain or repair vehicles and equipment. Servicing and maintenance to be provided IAW manufacturer's specifications.
2.2.8.2.2	Implement and perform a PM program for Canadian Forces Registered (CFR) vehicles. Perform PM Inspections to Commercial and Standard Military Pattern (SMP) vehicles IAW applicable Canadian Forces Technical Orders (CFTOs) or Original Equipment Manufacturers (OEM) manuals.	See tables 2.2-2 and 2.2-3.	See tables 2.2-2 and 2.2-3.	No instance of not providing operational CFR'd vehicles due to the lack of preventative maintenance. Overall serviceability rate maintained at a minimum of 90%.
2.2.8.2.3	Implement and perform a PM program for miscellaneous and ancillary equipment.	See tables 2.2-2 and 2.2-3.	See tables 2.2-2 and 2.2-3.	No instance of not providing operational miscellaneous and ancillary equipment



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	Perform PM Inspections to miscellaneous and ancillary equipment IAW applicable CFTOs or OEM manuals.			due to the lack of preventative maintenance. Overall serviceability rate maintained at a minimum of 90%.
2.2.8.2.4	Implement and perform Corrective Maintenance (CM) program for CFR vehicles. Perform Corrective Maintenance (CM) to Commercial and SMP vehicles IAW the applicable CFTOs or OEM manuals.	See tables 2.2-2 and 2.2-3.	See tables 2.2-2 and 2.2-3.	No instance of not providing operational CFR'd vehicles due to the lack of corrective maintenance. Overall serviceability rate maintained at a minimum of 90%.
2.2.8.2.5	Implement and perform a CM program for miscellaneous and ancillary equipment. Perform CM and limited component rebuild to miscellaneous and ancillary equipment IAW applicable CFTOs or OEM manuals.	See tables 2.2-2 and 2.2-3.	See tables 2.2-2 and 2.2-3.	No instance of not providing operational miscellaneous and ancillary equipment due to the lack of corrective maintenance. Overall serviceability rate maintained at a minimum of 90%.
2.2.8.2.6	Inspect and repair vehicles as a result of an Equipment Movement Order (EMO), In or Out.	EMOs originate from higher Command authority and are provided to the Technical Authority and forwarded to the Contractor. Lead-time is 45 days. However, exceptions may occur. Inspections	5 EMO per year.	EMO date met 90% of the time when circumstances are under the control of the contractor. Delay in meeting EMO date not to exceed 48 hours.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		and repairs to conform to applicable CFTOs.		
2.2.8.3	General			
2.2.8.3.1	Investigate all on and off road Vehicle Accidents involving DND or its customer's property. Investigations must be coordinated through 5 Wing Transportation Authority.	Nothing Additional.	20 accident investigations per year.	Investigation to begin within 2 hours of the report of an accident. FMS records completely up to date within 1 working day of the accident investigation being completed.
2.2.8.3.2	Provide on and off road driver training for DND / CAF, subcontractors and its customer personnel. Instruct drivers on courses such as RDDC, 404 qualifications and other DND driver required courses as required to keep DND and its customer personnel qualifications current. This includes updates to the FMS database.	Course size is on average 10 people.	80 slots per year.	Training is complete and conducted in a professional manner. Classes are to be no larger than 12 students. No incident of failure to provide training to personnel. FMS Information to be current within 3 working day 95% of the time and within 5 working days the remaining 5% of the time.
2.2.8.3.3	Provide goods transportation, including vehicle and driver.	Contractor will normally be notified a minimum of 2 working days in advance of tasks. An example is transporting equipment in support of exercises. May require use of	100 requests per year at an average of 4 km per request.	Collection as per time specified. Delivery by the appointed time, at least 90% of the time. No incident of goods delivered more than two hours late within working hours.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		material handling equipment.		
2.2.8.3.4	Provide HE and operator at the request of DND.	Nothing additional.	60 occasions for a total of 300 hours annually.	Required HE and operator to arrive on site by the appointed time.
2.2.8.3.5	Provide Recovery and / or Breakdown Service. Towing and repair services to be provided to DND and its clients.	This service is for DND and its customers. Similar to Canadian Automobile Association (CAA) Road Service. Service will normally be provided throughout the local area within 40 km radius. There may also be requirements for service outside the 40 km radius, to a maximum of 600 km.	24 instances per year within 40 km radius. 5 instances per year outside 40 km radius.	Vehicle recovered without damage caused during the towing operation. Time to recover the stranded vehicle and personnel is reasonable.
2.2.9	WATCHKEEPING REQUIREMENT			
2.2.9.1	Respond to bookings, complaints and inquiries within 15 minutes during normal working hours. Bookings, complaints and inquiries are to be recorded, set in priority and subsequent actions noted.	Nothing Additional	Nothing additional.	Respond to all bookings, complaints or inquiries within 15 minutes. Bookings, complaints and inquiries are to be recorded accurately and completely.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.2.9.2	Provide a contact service after hours of operation. This contact service is required to respond to urgent requests and Accident Notification throughout the year. Vehicle must arrive within 30 minutes of request.	A driver with the proper qualification to drive the required Contractor provided vehicles would be dispatched as necessary.	Daily.	No incident of failure to respond to telephone calls.
2.2.10	ADDITIONAL SERVICES			
2.2.10.1	Although there are no predetermined Additional Services, TA's may be ordered on an as and when required basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.
2.2.11	RECORDS AND REPORTS			
2.2.11.1	Provide a report on all Vehicle Traffic Accidents. Reports to be accurate, complete and a preliminary report submitted within 1 working day of accident and full report submitted within 10 working days of accident. The Accident Investigator must follow the Section 8 of A-LM-158-005/AG-001 to investigate and report on accident.	Nothing additional.	See 2.2.8.3.1	No incidence of failure to provide the report.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.2.11.2	Vehicles and equipment maintenance records. DRMIS must be used to record maintenance activity.	See 2.2.8.2 and 2.2.12.1.3. Inputs to DRMIS are validated by the system. An error report is generated monthly and sent back to the unit for correction.	1 record per vehicle.	95% of records are complete with the remaining items completed within 20 working days of the maintenance completed.
2.2.12	MATERIALS, EQUIPMENT AND ACCOMMODATIONS			
2.2.12.1	Government Furnished			
2.2.12.1.1	Utilize equipment, material and facilities identified to perform the services of this section.	Equipment and vehicles in Table 2.2-3 are GFE.	See Table 2.2-3 for Vehicles and Equipment.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.
2.2.12.1.2	Access to Fleet Management System (FMS). The Contractor is required to use the FMS to record vehicle use and maintenance activities for DND owned vehicles, DND driver proficiency records, DND 404 qualifications, accident reports / records, as well as other driver and vehicle information as required.	The FMS is an NDHQ managed database system.	1 System. Number of users as determined by the Contractor and agreed to by the DO.	No unauthorized access or use of the software.
2.2.12.1.3	Access to DND DRMIS for fleet management data.	DND will provide access to DRMIS for the Contractor to deliver the services stated in this SOW.	As determined by the Contractor.	No instance of unauthorized use of DRMIS.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.2.12.2	Contractor Furnished			
2.2.12.2.1	Provide all POL not issued at the CAF furnished refueling facilities.	Nothing additional.	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of fuels and oil products.
2.2.12.2.2	Provide Vehicles for dedicated users. Each vehicle on the Table must maintain an 80% "Vehicle availability rate". To include all maintenance and repair. Vehicles to be away for maintenance no more than 1 day without a replacement provided.	These vehicles will be assigned to specific customers or units. An average of 200,000 km will be driven yearly. These vehicles may be used for trips along the Trans Labrador Highway from time to time.	See Table 2.2-1 for vehicles and equipment to be provided to deliver the services under 2.2.8.1.4.	Vehicles readily available to users in a clean and well maintained condition. No incident of a vehicle being unavailable due to lack of maintenance.
2.2.12.2.3	Provide vehicle wash facility supplies. Equipment must include a pressure washer type washing unit and vacuuming system for interiors of vehicles. Also sufficient cleaning products, soaps, brushes and rags.	Vehicles dedicated to a unit /section can be washed by that unit / section. Facility can be current wash bay or Contractor supplied.	1 wash facility. 10 vehicles per week.	Facility fully functional and available at all prescribed times.
2.2.12.2.4	The Contractor is to provide all materials, equipment and furniture not otherwise provided as Government Furnished.	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.2.12.2.5	Provide Self Drive Vehicle for “one off” requirements.	As authorized by the DO on behalf of user units. A minimum of two days’ notice will normally be given	200 rental days per year – max of two rentals simultaneously.	Vehicles readily available to users at all times in a clean and well maintained condition. No incidence of non-availability. Vehicles are to be available in sufficient time prior to the required time to enable administrative task to be completed prior to use.



Table 2.2-1 Vehicles and Equipment Contractor supplied, DND operated

Vehicles and Equipment Contractor supplied, DND operated			
Section	Description	Location	Remarks
444 Sqn	Truck Cargo 1/2 Ton 4X4	Wing	Must be operational at least 80% of the time required.
444 Sqn	4x4 Ext/Cab W/Plow	Wing	Must be operational at least 80% of the time required.
444 Sqn	Tractor WH A/C towing	Wing	Must be operational at least 80% of the time required.
444 Sqn	Mule	Wing	Must be operational at least 80% of the time required.
444 Sqn	Mule	Wing	Must be operational at least 80% of the time required.
444 Sqn	Flood Light	Wing	Must be operational at least 80% of the time required.
444 Sqn	Flood Light	Wing	Must be operational at least 80% of the time required.
444 Sqn	Utility trailer	Wing	Must be operational at least 80% of the time required.
W HQ	SUV/Carry-all	Wing	Must be operational at least 80% of the time required.
W HQ	SUV/Carry-all	Wing	Must be operational at least 80% of the time required.
W MSS	SUV/Carry-all	Wing	Must be operational at least 80% of the time required.
W MSS	SUV/Carry-all	Wing	Must be operational at least 80% of the time required.
5 OSS	Truck Crew Cab 3/4 Ton 4X4	Wing	Must be operational at least 80% of the time required.
5 OSS	SUV/Carry-all	Wing	Must be operational at least 80% of the time required.
5 OSS	Truck Crew Cab 1/2 Ton 4X4	Wing	Must be operational at least 80% of the time required.
5 OSS	Forklift LPG 4K lbs	Wing	Must be operational at least 80% of the time required.
5 OSS	Wide Track Over Snow Vehicle	PTA	Must be operational at least 80% of the time required.
5 OSS	Wide Track Over Snow Vehicle	Wing	Must be operational at least 80% of the time required.
5 OSS	ATV	Wing	Must be operational at least 80% of the time required.



5 OSS	ATV	Wing	Must be operational at least 80% of the time required.
5 OSS	UTV Crew 4X4	Wing	Must be operational at least 80% of the time required.
5 OSS	UTV Crew 4X4	Wing	Must be operational at least 80% of the time required.
5 OSS	Utility trailer	Wing	Must be operational at least 80% of the time required.
QC	Truck Crew Cab 3/4 Ton 4X4 With Plow	Wing	QC has a ¾ Ton Pick Up with Plow
27 Heath Svcs	SUV, Carry All (Full Size)	Wing CDU	Clinic has need for SUV that can accommodate a stretcher.



Table 2.2-2 Vehicles and Equipment DND owned, DND operated

Vehicles and Equipment DND owned, DND operated						
Equipment	Qty	Manufacturer	Model	Loc	Year	Comments
Outboard Motor	2	Evinrude	115 hp			
Outboard Motor	2	Yamaha	75 hp			
Outboard Motor	1	Yamaha	25 hp			
Outboard Motor	1	Yamaha	15 hp			
Outboard Motor	1	Evinrude	9.9 hp			
Aluminum boat 16' w trailer	1					
Rigid Hull Inflatable Boat (RHIB)	1					
RHIB trailer	1					
Trailer Platform Black Rock Trailer	1					
Trailer D axle 4x10	1					
Pump Unit, Centrifugal	1	Honda				
Generator	2	Honda	1,000 Watts			
Compressor unit Reciprocating dive tank fill	1					
Snowblower	1	Honda	HS1132			
Generator	1	John Deere	DP6000			
Inverter generator	1	Honda	EV300IS			
Generator	1	Yamaha	4500ISE			
Outboard generator, 4 hp	1	Yamaha	J4RLSSM			
Chain saw Class 1A	2		MS261C			
Saw # 5-64	1					
Saw # 5-65	1					
Fire Pump #5-81 Mark 3	1					
Float pump 82029	1					
Snowblower	1	Yamaha	YS-828			



22 foot Sea Serpent fibreglass boats	2					
Outboard Motor	2		70 hp			
Outboard Motor	1	Mercury	40 hp			
Outboard Motor	1	Johnson	25 hp			
Outboard Motor	1	Yamaha	20 hp			
Generator	1	Yamaha	1,000 Watts			
Generator	1	Honda	2,500 Watts			
Generator	1	Coleman	4,000 Watts			
Gas Auger	1	Stihl				
Gas Auger	1	Jiffy	30			
Chain Saw	6	Stihl				
Heater Space Multifuel Camfire	2					
Snowmobile	12	BRP	Scandic SWT	Wing	2012	Maintain a 95% monthly serviceability rate.
Snowmobile	30	BRP	Scandic SWT	Wing	2013	Maintain a 95% monthly serviceability rate.
Snowmobile	30	BRP	Scandic SWT	Wing	2014	Maintain a 95% monthly serviceability rate.
UTV	2			WAS F	2019	New establishment on route from 1 Cdn Air Div to all Wings for WASF.
UTV Ranger	4			PTA	2010	Request to replace submitted to 1 Cdn Air Div.
UTV	5	Polaris	Ranger Crew 4X4	PTA	2010	Maintain a 95% monthly serviceability rate.



ATV	4					Keep as long as it remains 95% operational then replace.
SUV Patrol / 25 MP Flt Det	2			Wing	2015	Maintain a 95% monthly serviceability rate.
Flat Deck G/N trailer	1			Wing	2017	Maintain a 95% monthly serviceability rate.
Enclosed 8.5x24 trailer	1	American Hauler		Wing		Maintain a monthly serviceability rate of 95%.
2014 Pickup Truck	1	Ford	F250	PTA		A new establishment just received by 1 Cdn Air Div for PTA.
Snowmobile / 25 MP Flt Det	2	BRP	900 ACE	Wing	2019	Expected for Fiscal Year 2019-20.
ATV / 25 MP Flt Det	2	Polaris	Sportsman	Wing	2019	Expected for Fiscal Year 2019-20.
Snowmobile 444 Sqn	2	BRP	900 ACE	444	2019	Expected for Fiscal Year 2019-20.



Table 2.2-3 Vehicles and Equipment DND owned, Contractor operated

Table 2.2-3 Vehicles and Equipment DND owned, Contractor operated							
Description	Qty	Manufacturer	Model	Location	Used By	Procured	Performance Standard
1,635 gal water tank skid	2	C&I Equipment Company	Water Dog	PTA		2011	Maintain a monthly serviceability rate of 95%.
Bulldozer	2	Caterpillar	D-3K	PTA		2011	Maintain a monthly serviceability rate of 95%.
Detachable snowblower	1	Larue	D50	PTA		2011	Maintain a monthly serviceability rate of 95%.
Four-wheel drive farm tractor	1	New Holland	TV6070	PTA		2011	Maintain a monthly serviceability rate of 95%.
Vibratory roller compactor	1	Case	SV208	PTA		2010	Maintain a monthly serviceability rate of 95%.
13 ton dump trailer	2	Normand	2980	PTA		2011	Maintain a monthly serviceability rate of 95%.



Front end loader	1	CAT	928H	PTA		2011	Maintain a monthly serviceability rate of 95%.
Diesel self-powered water pump	1	Tsurumi	EPT3-150YD	PTA		2011	Maintain a monthly serviceability rate of 95%.
Motor grader	1	LeeBoy	685B	PTA		2011	Maintain a monthly serviceability rate of 95%.
Farm rototiller	1	Woods	SGT88	PTA		2011	Maintain a monthly serviceability rate of 95%.
Farm harrows/large tines	1	Salford	SM-16	PTA		2011	Maintain a monthly serviceability rate of 95%.
Farm tines/leveler	1	Salford	SMG-90	PTA		2011	Maintain a monthly serviceability rate of 95%.
Emergency Response UTV	1	ASAP	Wildfire	PTA		2012	Will be life cycled by DND and is to be maintained at a 95%



							serviceability rate.
Light backhoe	1	Kubota	B26			2011	Maintain a monthly serviceability rate of 95%.
Utility trailer skidoo	1			Wing			Keep as long as it remains 95% operational then replace.
Fork Lift	1	Lift King	LK10P44	PTA		2017	Keep as long as it remains 95% operational then replace.
Tow Bar	3	F18	73954, 73955,739 56	8 Hgr		2013	Keep as long as it remains 95% operational then replace.
Tow Bar	1	Hydro System	A-400	8 Hgr		2017	Keep as long as it remains 95% operational then replace.
Tow Bar	1	Tron Air	Universal	8 Hgr		2010	Keep as long as it remains 95% operational then replace.



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5 Wing Goose Bay Site Support Services
W6369-170006/B
Annex A-Statement of Work



2.3 Food Services

2.3.1- SCOPE OF WORK

2.3.1.1 Food Services requirement are described in more details in Sections 2.3.8 to 2.3.12.

2.3.2 - DESCRIPTION OF EXISTING CONDITIONS

2.3.2.1 Food Services are currently being provided from Bldg 560. Dining area is cafeteria style.

2.3.2.2 There is no ration depot at 5 Wing and all foodstuffs are delivered directly to the kitchens.

2.3.3 - DEFINITIONS

2.3.3.1 Nothing additional.

2.3.4 – REFERENCES

1. A-85-269-001/FP-001 – Canadian Forces Food Services Manual (M).
2. CAF Food Quality Specifications (M).
3. Food Safety Code of Practice (M).
4. Canada's Food Guide to Healthy Eating (G).
5. A-85-269-001/FP-004 - Flight Feeding Manual (G).
6. 1 Cdn Air Div Orders, Vol 8-006, Safety - Crew Meals - Pre-Flight and In-Flight (M).
7. Between Meal Food Entitlement Table (M).
8. Canada's food safety guidelines (M).

2.3.5 - SAFETY PROVISIONS

2.3.5.1 Nothing additional.

2.3.6 – HOURS OF OPERATION

2.3.6.1 At a minimum, food services must be available during the following times:

1. Weekdays (with exception of two-week Christmas shut down): Breakfast - 06:30-08:30; Lunch - 11:30-13:30; Dinner - 17:00-19:00.
2. Weekends and Holidays: Breakfast - 06:30-10:00; Lunch - 11:00-13:00; Dinner - 16:30-18:30.

2.3.7 PERSONNEL QUALIFICATIONS

2.3.7.1 Nothing Additional





2.3.8 FOOD SERVICES REQUIREMENTS

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.3.8.1	Operations			
2.3.8.1.1	Provide regular meals in a cafeteria / self-serve style for exercises and operations, and emergency opening requirements IAW the CF Food Services Manual and 2.3.11.1. The Contractor must offer at each meal an all-inclusive meal based on the Standard Meal Entitlement Pattern. Cafeteria / Self Service style service must be furnished to all personnel. Adequate quantities of each item will be prepared to ensure that the last diner has the same choice as the first. In addition, delivery of vegetarian and	Food is served in amounts specified by the CAF standardized cycle menu standards. Short orders and breakfast line flow rates through the line are no less than three persons per minute. Maintain the capability to provide an average flow rate through the line of no less than 6 persons per minute. For operations, exercises, contractor will be given as much notice as possible – normally two weeks, but not less than one weeks’ notice. For emergency requirements, contractor will be required to provide	25,000 meals per year.	The Contractor must not receive more than 1 validated customer complaint per month.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	spiritual meals that could be heated from frozen as required to meet the CAF Orders / Regulations.	food services within 4 hours of request.		
2.3.8.1.2	Provide meals for special events. These events may require a special set up as well as meal provisions. These events would include special Christmas dinner, mess dinners for military.	Generally, orders will be placed with a minimum of 7 days advance notice, however, last minute requirements may arise.	3 Special Events per year with 120 people. 2 outside normal working hours and 1 within.	Meals are prepared, delivered and set up on time as negotiated with the DO and in compliance with client selected menu.
2.3.8.1.3	Provide special meals for visiting dignitaries and receptions at various locations on base.	Generally, orders will be placed with a minimum of 7 days advance notice, however, last minute requirements may arise especially with visiting dignitaries.	8 Special Events per year with 25 people. 4 outside normal working hours and 4 within.	Meals are prepared, delivered and set up on time as negotiated with the DO and in compliance with the selected menu.
2.3.8.1.4	Provide additional catering and set up for coffee breaks and small meetings.	These events may require a special set up as well as meal provisions.	19 coffee breaks to include beverage and	Meals are prepared, delivered and set up on time and in compliance with



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	These events may include but not limited to coffee and other beverages with or without light snacks at various locations on the Wing.		snack, with an average of 25 people.	client selected menu.
2.3.8.1.5	Prepare Dispersed Meals - Individual Cold Box Meals. Refer to Minimum Portion Size and Standard Meal Entitlement Pattern. Each box meal is to be time and date stamped when completely assembled. Each box is to be stamped with "Consumption must be within 4 hours unless refrigerated". Meals are to be held under refrigeration IAW the Food Safety Code of	For personnel on operational duties who cannot make it to dining hall, box meals will be prepared and either delivered or picked-up by the customer as per prior arrangement.	4,000 box meals a year.	Meals are prepared, delivered and set up on time and in compliance with client selected menu.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	Practice until pick-up. The Contractor must ensure that box meals are not to be held for more than 24 hrs in refrigeration prior to disbursement.			
2.3.8.1.6	Extended Hours of Operation. The Contractor must extend the operating hours to accommodate requirement immediately upon request. Food is served in amounts specified by CAF guidelines for minimum portion sizes. Maintain the capability to provide an average flow rate through the line of	Nothing Additional.	12 occasions per year for 1 hour on average.	No incident of failure to provide support.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	no less than five persons per minute.			
2.3.8.1.7	<p>Prepare and deliver on board aircraft in-flight meals and remove and clean used in-flight catering equipment for the various types of flight operations. When quantities permit, passengers and crews must be offered a choice of menu to the extent possible.</p> <p>Preparation: All components securely wrapped to protect and insure freshness immediately after preparation. In-flight box meals must be packed in individual, sanitary cardboard boxes designed for this purpose.</p> <p>Required accompaniments must be placed in</p>	<p>It will be necessary at times to substitute certain foods due to non- availability of some items. In-flight packets will be utilized.</p>	<p>1,000 in-flight meals prepared per year.</p>	<p>Proper quality and quantity is provided IAW request. Box lunches are properly packaged and labeled. Box lunches are issued within the required time frame.</p>



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	each individual box lunch. All in-flight box lunches refrigerated at 2 degrees to 4 degrees Celsius until time of issue. Each box must be clearly stamped to indicate, prepared by, time of preparation, time of issue, and read "box lunch" and "Do not consume after 3 hours out of refrigeration". Condiments in paper or cello sealed containers must be furnished with all in-flight meals.			
2.3.8.1.8	Develop and implement a diner care quality program. The initial program is to be developed IAW the CF Food Services Manual and delivered to the DO	The DO must agree upon the survey approach and the program is to be reviewed annually and changes submitted for approval to the DO on the Contract	1 program implemented. 1 program reviewed annually.	No instance of failure to provide comment cards on dining tables. The initial program and its following yearly reviews are delivered on time to the DO.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	5 working days prior to the Handover.	anniversary date every year thereafter. This also includes the provision of a report IAW 2.3.11.4.		
2.3.8.1.9	Issue Between Meal Supplements (BMS).	In support of personnel engaged in operations, exercises, arduous work, standby posture or exposure to heat or cold, between meals supplement (BMS) may be required and authorized. Unit requests will be placed through the DO and will comply with the Between Meal Food Entitlement Table in references.	\$10,000 per year.	All specified items and quantities, IAW reference, are to be provided 95% of the time.
2.3.8.1.10	Assemble and issue Uncooked Food Items / Food Supplies in support of Wing functions outside the dining hall or operations in	Location of pick-up or requirement for delivery will be identified through the DO for food orders or requests that are picked up by the Client.	\$50,000 per year.	No incident of failure to provide requested items in quantity and quality to meet requests.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	isolated locations. Provide uncooked food items and food supplies of the right quality and in the right quantity according to the number of meals or meal-days requested, or according to the confirmed food orders authorized by the DO. Food orders must be placed no less than 3 days in advance.			
2.3.8.1.1 1	Provide other food services	The Contractor may be required to prepare and provide special request items, these items include but are not limited to the following: hot wings, sandwich trays, various types of fruit and vegetable trays. This also includes the in-flight extras.	\$10,000 and 5 food trays for 20 people each keeping 1 food tray for each of the 5 types to obtain pricing should it ever be required.	No incident of failure to provide requested items in quantity and quality to meet requests.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.3.8.1.1 2	Provide meal services to meet emergency and operational requirements such as natural disaster, civil emergency and urgent operations. Food is served in amounts specified by CF guidelines for minimum portion sizes. Maintain the capability to provide an average flow rate through the line of no less than five persons per minute.	This can be provided inside or outside normal working hours.	3 activities per year at an average of 4 hours per activity for the provision of the equivalent of 100 lunches each time. 2 activities outside normal working hours and 1 within.	No incident of failure to provide support.
2.3.8.1.1 3	Provide additional food services	Provide services as required in the other lines of this section during the two-week Christmas shut down period. Contractor will receive 4 hours' notice to provide services during the shutdown period.	As required.	No incidence of failure to provide food services.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.3.8.1.1 4	Maintain standards of food hygiene, sanitation and food inspection, as established by the Sanitation Code for Canada's Food Service Industry; Develop and implement a quarterly test to insure personnel are familiar with and following the Food Sanitation Program; Maintain standards of food hygiene, sanitation and food inspection, as established by the Sanitation Code for Canada's Food Service Industry; and Medical Examinations for food service personnel IAW the sanitation code.	Nothing additional.	All Contractor personnel and all areas, utensils, equipment, furniture used by the Contractor	Full compliance with Food Sanitation Program. No incidence of food contamination or deterioration.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.3.9	WATCHKEEPING			
2.3.9.1	Nil.			
2.3.10.1	ADDITIONAL SERVICES			
2.3.10.1.1	Although there are no predetermined additional services, TAs may be ordered on an as and when requested basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.
2.3.10.1.2	Provide additional food services (on / as requested basis) in the other lines of this section during the two-week Christmas shut down period. Contractor will receive 4 hours' notice to provide services during the shutdown period.	<u>Uncooked and / or Bulk Food Supplies.</u> The Contractor may be requested to provide uncooked food supplies. This service will be provided on a non-exclusive basis <u>Catering:</u> The Contractor may be required to provide food and service for DND special functions (including formal mess dinners, receptions, luncheons and coffee breaks) at	As required.	No incidence of failure to provide food services.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		various locations on the base. This service will be provided on a non-exclusive basis. Contractor may decide to acquire a Liquor license to provide service for special functions. To be administered and controlled solely by the Contractor.		
2.3.11	RECORDS AND DELIVERABLES			
2.3.11.1	Provide a 3-Week Cycle Menu. The 3 week cycle menu to be developed IAW NSCM (National Standardized Cycle Menu) Ref 2.3.4.	The CAF is responsible for ensuring satisfactory quality of meals. Served and may require alterations to the menus so that they conform to CAF standards.	2 menu cycles per year.	Cycle menu is acceptable, complete.
2.3.11.2	Prepare a nine day cycle menu for box meals. Box meal menus to be prepared IAW the Standard Meal Entitlement Pattern.	Nothing additional.	2 menu cycles per year.	Cycle menu is acceptable and IAW 2.3.4.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.3.11.3	Prepare and post daily menus for each meal.	Menus are to be posted prior to each meal and clearly visible to customers.	3 times daily.	Menus accurate, complete and clearly visible to the customers.
2.3.11.4	Diner care quality program report prepared monthly and submitted to the DO. Report to include: The number of survey cards filled and details of the comments provided; the Contractor's approach and timeframe to resolve issues raised by diners, and; delivered within 5 working days of the start of the new month for the previous month.	See 2.3.8.1.8.	1 report monthly.	The report is to be delivered on time.
2.3.12	MATERIALS, EQUIPMENT AND ACCOMMODATIONS			
2.3.12.1	Government Furnished			
2.3.12.1.1	Inventory and accept Government Furnished Material.	The Government will provide a minimum of a 30 day supply of	30 day supply of	No incident of failure to maintain a 30 day supply.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	Contractor to return to the Government at the end of the contract an inventory of consumable materials of equal value to that accepted by the Contractor at the start of the contract.	consumable material at the time of handover to the Contractor. Consumable material includes food stuffs.	consumables minimum.	
2.3.12.1.2	Utilize GF equipment and facilities identified to perform the services of this section.	The GF equipment, material and facilities required for this section are part of the Loan or Licence agreement.	As determined by the Contractor.	No misuse or lack of maintenance of GF equipment or facilities.
2.3.12.2	Contractor Furnished			
2.3.12.2.1	Employees in kitchens, dining halls, and food handling facilities must wear uniforms of suitable type and design for food service use IAW CF Food service manual.	Nothing additional.	A minimum of 2 complete uniforms per employee.	At all times employee is wearing complete uniform and apparel is in a clean, neat and sanitary condition when worn.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.3.12.2. 2	Provide all materials, equipment and furniture not otherwise provided as Government Furnished.	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract.	As determined by the Contractor.	No lapse in service due to lack of consumable material (including food). No incident of failure to provide Food Stuff in quantity and quality to meet the requirements of this Section, to meet Canadian Standards and Standards contained herein.



2.4 Accommodations and Janitorial Services

2.4.1 - SCOPE OF WORK

2.4.2.1 Nothing Additional

2.4.2 - DESCRIPTION OF EXISTING CONDITIONS

2.4.2.1 There are currently 12 bldgs containing approximately 680 beds in a mixture of single rooms, suites and VIP quarters.

2.4.2.2 Allocation of VIP and VVIP quarters are to be done in consultation with the DO.

2.4.2.3 Table 2.4-2 includes the Building Cleaning Specifications - Frequency document and the existing total square meters of area to be cleaned is included in Table 2.4-3.

2.4.3 - DEFINITIONS

2.4.3.1 Nothing Additional.

2.4.4 – REFERENCES

2.4.4.1 WSO Chapter 10-1004 Allocation of Accommodations Units (M).

2.4.4.2 Billeting Report template (G).

2.4.5 - SAFETY PROVISIONS

2.4.5.1 Nothing additional.

2.4.6 – HOURS OF OPERATION

2.4.6.1 Accommodations services are available 24/7.

2.4.7 - PERSONNEL QUALIFICATIONS

2.4.7.1 Nothing additional.



2.4.8 ACCOMMODATIONS AND JANITORIAL SERVICES REQUIREMENTS

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.4.8.1	Services and Management			
2.4.8.1.1	Attend meetings or briefings as required by the W Comd or his representative to prepare for special visits or respond to emergency situations. Provide information as requested.	Nothing Additional.	12 meetings per year.	No instance of absence from meetings. No incidence of failure to provide requested materials for meetings.
2.4.8.1.2	Provide and co-ordinate housekeeping services. Receive requirements for quarters from visitors and assign rooms as required and IAW WSO CHAP10-1004.	The allocation for VIP and VVIP suites is to be coordinated with the DO.	As required.	No instances of housekeeping services not being provided. No allocation of VIP or VVIP suites without prior authorization from the DO.
2.4.8.1.3	Provide special amenities as directed by the DO to the VIP and VVIP suites including but not limited to individual snacks and beverages, toiletries.	Nothing additional.	25 requests for special amenities per year.	No instance of special amenities requests not being provided as requested by the DO.
2.4.8.1.4	Provide a customer service function, including but not limited to:	The Contractor is normally aware of arrivals and	5,395 rooms assigned per year.	No incidents of service not being provided.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	reception, booking and registering of clientele, the issue and collection of meal cards and keys, collection and submission of billeting payments, responding to queries, and, an option for cash or electronic method of payment for customers using CAF accommodations (i.e., Interac and at least one major credit card).	departures through advance bookings.		
2.4.8.1.5	Manage accommodations requirement for two Emergency RHUs and APS/transient rooms in Bldg 567.	Nothing additional.	30 requests per year.	No incidents of service not being provided.
2.4.8.1.6	Maintain a system for control of keys and their duplication. Provide replacement keys where necessary.	Nothing additional.	89 replacements per year.	No unauthorized duplication of keys by Contractor. Keys provided within 1 hour of the request for 90% of request, and within 4 hours of request at all times.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.4.8.1.7	Assist occupant in gaining entry if their key has been lost.	Nothing additional.	89 assistances per year.	Authorized entry provided within 2 hours of request 95% of the time. All authorized entry provided within 4 hours.
2.4.8.1.8	Operate an after hour call-out-system to be available on-call in the case of emergency or walk-in requests e.g. unscheduled flight arrivals of up to 400 passengers, early arrivals of scheduled transient personnel. Contractor representative accessible within 1 hour.	Nothing additional.	91 call-outs per year.	No incident of inaccessibility of an authorized Contractor representative within 1 hour. Response to a need initiated within 4 hours.
2.4.9	Janitorial Services			
2.4.9.1	Provide housekeeping services to all quarters based on occupancy levels.	Standard for housekeeping requirements are listed in Table 2.4-2. List of quarters requiring cleaning is	See tables 2.4-2 and 2.4-3.	No instances of housekeeping services not being provided.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		provided at Table 2.4-1.		
2.4.10	Provide Regular Cleaning			
2.4.10.1	Provide Regular Cleaning of Accommodations.	Additional details in tables 2.4-1 and 2.4-2.	See tables 2.4-1 and 2.4-2.	At least 95% of all rooms to be cleaned as scheduled.
2.4.10.2	Provide Regular Cleaning of Office/Work/Leisure Facilities.	Additional details in tables 2.4-2 and 2.4-3.	See tables 2.4-2 and 2.4-3.	At least 95% of all Office/Work/Leisure Facilities to be cleaned as scheduled.
2.4.11	Miscellaneous Cleaning			
2.4.11.1	Provide miscellaneous cleaning not covered in Table 2.4-3.	Cleaning includes but is not limited to, clean up of flooding, special events, exercises/operations, or major cleaning of bldg. Cost for this line item is reimbursed on a firm hourly rate per the Basis of Payment.	3000 hours per year.	No incidence of failure to provide major cleaning service upon request within 4 hours.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.4.12	In-depth Cleaning			
2.4.12.1	Strip and re-wax polished flooring, deep clean carpet, mats and rugs and remove, clean and re-hang curtains/drapes.	Additional details in tables 2.4-1, 2.4-2 and 2.4-3.	See tables 2.4-1, 2.4-2 and 2.4-3.	At least 95% of floors stripped and re-waxed as scheduled, all carpets, mats and rugs cleaned as scheduled and all curtains to be dry cleaned as scheduled. Remaining 5% to be undertaken within 28 days of scheduled cleaning.
2.4.13	WATCHKEEPING REQUIREMENTS			
2.4.13.1	Provide a 24 hour customer service desk to accommodate requests for services for all sections requiring after hours services.	Minimum of 1 person at Service Desk location.	1 Customer Service Desk 24/7.	No instance of desk not being staffed or service not being provided as per specific section requirement.
2.4.14	ADDITIONAL SERVICES			
2.4.14.1	Although there are no predetermined additional services, TAs may be ordered on an as and when requested basis for	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	any work within the scope of this section.			
2.4.15	RECORDS AND DELIVERABLES			
2.4.15.1	Provide report on ration use and quarters occupancy. The report must include name of individual, unit, bldg, room number, ration card number and method of payment (cash, credit or financial code). The DO may also require that certain data be manipulated. Report submitted no later than 5 working days after the end of the month.	Nothing additional.	1 report per month.	Report accurate and complete.
2.4.16	MATERIALS, EQUIPMENT AND FACILITIES			
2.4.16.1	Contractor Furnished			
2.4.16.1.1	Provide hotel type accommodation software.	The software is to assist with room bookings and allocations, janitorial services and food service cost recovery for DND's customers. This	1 software.	No instance of not meeting performance standards for the other line items of this section due to inadequate software.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		information is required as part of 2.4.11.1.		
2.4.16.1.2	Provide all materials, equipment, laundry & dry cleaning and furniture not otherwise provided as Government Furnished.	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract.	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.

Table 2.4-1 Inventory of Single Quarters

Building	Rooms	Beds	VIP Quarters	Total Beds
305	29	29		29
*306	40	40		40
*307	36	36		36
*312	40	40		40
*313	40	51		51
*314	40	80		80
*315	40	80		80
*360	73	98		98
*361	70	74		74
568	53	53	6	59
				587

* Bldgs will be utilized as per WSO 10-1004.

For the following bldgs, accommodation services required on a limited basis at

Building	Rooms	Beds	VIP Quarters	Total Beds
567	37	47		47
822	11	11		11



1712	10	10	10
1713	10	10	10
1714	10	10	10
1715	10	10	10
			98

Note: The number of beds in AOTC bldgs can be doubled as needed.

Table 2.4-2 Cleaning Service Level Standard

SOW Ref.	Service	Service Level
2.4.9	Provide Janitorial Services	
	General	<ul style="list-style-type: none"> a. Surfaces and objects are free of dust, stains, spills, debris and soil immediately after cleaning operation; b. Passageways are not blocked by machinery or equipment and are free of trip hazards; c. Caution signs are located adjacent to affected areas on approaches; d. Furnishings moved by cleaners are relocated to their original location
	Housekeeping services to quarters based on occupancy levels	Standard for housekeeping requirements is listed in Section 2.4.9 of this Table; List of Buildings and quarters requiring cleaning is provided at Table 2.4-3.
2.4.10	Regular Cleaning	
	Spot Cleaning	<ul style="list-style-type: none"> a. Previously affected areas are free of stains, streaks and soil; b. Surfaces are free of over-spray from spray applicators
	Sweeping	Floor areas including open areas and flooring around furniture legs and into corners are free of dirt and litter
	Cleaning with a Hose	<ul style="list-style-type: none"> a. Areas are clean of dirt, mud and debris with no water ponding as a result of cleaning with a hose; b. Equipment has been removed and stored immediately after use



Dust Mopping	Floor areas including open areas and flooring around furniture legs and into corners are free of debris and dust film
Damp Mopping	<ul style="list-style-type: none">a. Floor areas including open areas and flooring around furniture legs and into corners are clean and free of surface stains, soil, mop streaks, loose mop strands and water spotting;b. Areas are swept or dry mopped immediately before damp mopping;c. Damp mopping is conducted with clean water and mop;d. Walls, baseboards and other surfaces are free of splash marks
Floor Washing	<ul style="list-style-type: none">a. Standards outlined in "Damp Mopping" are met;b. Surfaces are rinsed free of cleaning solution after floors were washed;c. Areas are free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks
Machine Scrubbing	<ul style="list-style-type: none">a. Areas are free of dirt, stains, scuff marks, splashing, cleaning chemical and water accumulations;b. Corners and other areas not accessible to a mechanical floor scrubber are scrubbed manually
Spray Buffing	<ul style="list-style-type: none">a. Following spray buffing, areas present an overall appearance of cleanliness, have a bright shine through out and are free of debris and dust;b. Spills, scuffs and stains are removed prior to spray buffing
Vacuuming	<ul style="list-style-type: none">a. Carpet surfaces have a clean overall appearance and are free of visible dust, dirt and grit;b. Vacuums with a two-motor power head design are used (1 for suction, 1 for power head)
Stain Removal	<ul style="list-style-type: none">a. Carpets and walk-away mats have no visible stains or discoloration after stain removal operation;



		b. Where stain removal involved wetting of a hard surface floor, caution signs are placed around affected work area
	Hot Water Extraction	a. Carpets and walk-away mats subjected to Hot Water Extraction are clean and free of accumulated dust, dirt and stain; b. Areas are clean to walls and corners
	Damp Wiping	a. Following damp wiping, surfaces are free of dust, stains, streaks and water spotting; b. Wiping cloths are rinsed frequently and are free of stains and odors; c. Feather dusters are not used
	Glass and Mirror Cleaning	a. Glass is cleaned from both sides, and both are free of streaks and finger marks; b. Adjacent areas including frames, casing and ledges are free of water spotting, splash marks and streaks
	High dusting	a. Surfaces are free of dust; b. High dusting is accomplished using damp rag wiping or vacuuming; c. The method specified by the TA is followed; d. Dust is contained and prevented from floating freely in the air during operation
	Clean and Disinfect	a. TA-approved, commercial disinfectant cleaner is used; b. Manufacturer's instructions are followed; c. No residual disinfectant is left on surfaces cleaned and disinfected
2.4.11	Miscellaneous Cleaning	Meet Regular and In-depth Cleaning service levels as required
2.4.12	In-depth Cleaning	
	Scrub and Refinish	a. 'Machine Scrubbing' performance standards are met; b. The coat of finish applied is compatible with existing finish;



		c. On completion of 'Scrub and Refinish', areas present an overall appearance of cleanliness free of scuffs and stains, have a bright shine and are free of debris and dust
	Strip and refinish polished flooring	<ul style="list-style-type: none"> a. 'Scrub and Refinish' performance standards are met; b. Old finishes are removed and residual stripper chemical are cleaned away; c. New finish is applied to the entirety of floors; d. Two coats of material are used in re-finishing; e. On completion of "Strip and Refinish", areas are clean and clear of stains, blemishes and dirt, and have a consistent shine free of scrapes and marks
	Scrub and refinish polished flooring	<ul style="list-style-type: none"> a. "Machine Scrubbing" performance standards are met; b. The coat of finish applied is compatible with existing finish; c. On completion of "Scrub and Refinish", areas present an overall appearance of cleanliness free of scuffs and stains, have a bright shine and are free of debris and dust
	Cleaning of Exterior Areas	<ul style="list-style-type: none"> a. Outside areas, within 15 feet of the Building are policed regularly for cleanliness, and kept free from refuse and other extraneous materials; b. There is no unpleasant or distasteful odour emanating from the Buildings / properties; c. Means of egress are left clear and unhindered; d. Garbage bins are at less than 90% capacity and free from malodour (applies to non-commercial bins only); e. External electrical and light fittings are substantially free of grit, dirt, chewing gum, leaves, cobwebs, rubbish, cigarette butts, moss growth and bird excreta; f. External surfaces of glass and exterior windows are clear of dirt, residue, chewing gum, spots and marks; g. Landings, ramps, stairwells, handrails, fire exits, steps, entrances, porches, patios, podiums, penthouses, decks, safety barriers (bollards), walkways, balconies, eaves,



		<p>external doors and doorframes are generally free of dirt, grit, chewing gum, soil and cobwebs;</p> <p>h. Door tracks and doorjambs are free of grit and debris;</p> <p>i. Ventilation outlets are kept unblocked and generally free of dust, grit, chewing gum, soil, film, cobwebs, scuffs and other marks and are kept clear and uncluttered following cleaning</p>
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Table 2.4-3 – List of Buildings Requiring Cleaning Services

Building. Number and Name	Area
5 Nav Canada Office	311.1
44 Hangar 9 444 Sqn	880.2
49 Hangar 10 444 Sqn	98.3
250 Hangar 8 (Includes rooms 217, 218, 101 & 103)	434.4
256 Military Police	500.6
271 Wing Headquarters and Administration	1,575.00
275 Air Cadets	1,218.90
295 Canada Border Services, Rangers/LFAA	1,474.50
305 CAF Barrack Block	1,215.20
310 Canuck Club	1,694.60
Tunnels	326.4
**354 Training Centre	608
381 NPF Offices / CANEX / Military Museum	366.9
388 Chapel	911.84
399 Wing Gymnasium	2,054.80
560 Wing Mess Hall	1,341.90
564 Wing MIR / MFRC	1,432.30
568 CF Barrack Block	2,377.60
* 821 QRA Workshops (see note below)	281.1
* 822 QRA Air Crew Quarters (see note below)	379.3
Grand Total	19,482.94
* QRA requires cleaning on a limited basis, and cleaning activities will be coordinated through the Wing Operations Centre (WOC) and the TA.	
** Building 354 cleaning does not include in-depth cleaning.	



2.5 Telecommunications and Information Systems (TIS) Support - General Requirements

2.5.1 - SCOPE OF WORK

2.5.1.1 Nothing additional

2.5.2 - DESCRIPTION OF EXISTING CONDITIONS

2.5.2.1 The Non-Tactical Communications Equipment is listed at Table 2.5-1.

2.5.2.2 Specialized application software system list is identified at Table 2.5-2.

2.5.2.3 ADP hardware and software is listed at Table 2.5-3.

2.5.3 – DEFINITIONS

2.5.3.1 Corrective Maintenance (CM): The action taken to restore full serviceability after failure/functional degradation has occurred. This includes what would normally be referred to as repairs.

2.5.3.2 Critical Systems: Those systems providing the 5 Wing communications infrastructure "backbone" including the cable plant, MAN, and telephone switching and those impacting flying operations. These are all identified in Tables 2.5-1 and 2.5-3.

2.5.3.3 Direct Labour Hours: Hours of labour used in actual hands-on work to provide required services excluding supply support, management and administrative support, supervision travel time and other indirect costs.

2.5.3.4 Direct Material Cost: The actual vendor invoice charges for materials used for performance of work under this contract. Direct material costs include transportation charges only when such charges are included on the invoice by the vendor.

2.5.3.5 First Line maintenance: Visual inspections of external physical damage, charging batteries as required and operational checks. This is the responsibility of the user/operator and as such must be carried out by the user/operator.

2.5.3.6 Preventive Maintenance (PM): The action required to service the equipment and assess its technical performance in relation to design criteria.

2.5.3.7 Response Time: Response time is the elapsed time from when a request is logged in by the Contractor at the trouble desk until commencement of work at the work site with the adequate number of qualified personnel, equipment, necessary tools, and parts/materials.

2.5.3.8 Metropolitan Area Network (MAN) consists of:

2.5.3.8.1 Server Windows Operating Systems of over 300 users.

2.5.3.8.2 MS Office, Windows latest version, SQL Server, FMS, Blackberry Server, Backup Server.

2.5.3.8.3 Outlook email system is connected to the national system through DEM. This service may include accompanying other DND Contractors, repairing or installing IIE resources on-site such as Defence Wide Area Network (DWAN) and performing acceptable testing of new or Contractor repaired equipment.

2.5.3.8.4 5 Wing Internet.

2.5.3.8.5 Consolidated Secret Network Infrastructure (CSNI)

2.5.3.8.6 Exercise Local Area Network (LAN).



2.5.4 – REFERENCES

- 2.5.4.1** B-GA-007-001/AF-001 1 Cdn Air Div Orders - Volumes 1, 2 and 4 (M).
- 2.5.4.2** C-06-005-012/AG-002 Info Tech / Info Systems Maintenance Policy (M).
- 2.5.4.3** C-06-020-001/AM-001 Test Equipment Calibration Policy (M).
- 2.5.4.4** B-GA-164-001/AA-001 Aerospace Control - Air Navigation Equipment Flight Inspection Procedures Manual (M).
- 2.5.4.5** C-55-040-001/TS-002 Safety Precautions and Incident Prevention Instructions - Radio Frequency Safety Standards and Requirements (M).
- 2.5.4.6** C-09-005-001/TS-000 Ammunition and Explosives Safety Manual Vol 1 Program Management and Life Cycle Safety (M).
- 2.5.4.7** C-09-005-002/TS-000 Ammunition and Explosives Safety Manual Vol 2 Storage and Facility Operations (M).
- 2.5.4.8** B-GA-297-001/TS-000 Safety Orders for CF Air Weapons Systems (M).
- 2.5.4.9** B-GT-D35-001/AG-000 Management of the Radio Frequency Spectrum (M).
- 2.5.4.10** TBITS 6.9 Telecommunications Wiring System for Government Bldgs (M).
- 2.5.4.11** Security Assessment and Authorization (M).
- 2.5.4.12** DND Owned Cable Networks, Levels of Maintenance Policy (M).
- 2.5.4.13** IMS 6002(M).
- 2.5.4.14** WSO 1-100 5 Wing Information Technology (IT) Policy (M).
- 2.5.4.15** Manufacturers' manuals for specific equipment / systems (M).
- 2.5.4.16** Building Industry Consulting Service International (BICSI) (M).
- 2.5.4.17** IMS 6002-1-3, Maintenance of Strategic Antennas, Towers, Antenna-Supporting Structures and Antenna Sites (M).

2.5.5- SAFETY PROVISIONS

2.5.5.1 Nothing Additional

2.5.6 - HOURS OF OPERATIONS

2.5.6.1 See Section 1.1 for normal hours of operation. After hours support is required for this section as detailed in 2.5.8.1.17

2.5.7-PERSONNEL REQUIREMENTS

2.5.7.1 Nothing Additional



2.5.8 TELECOMMUNICATIONS SUPPORT REQUIREMENTS

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.5.8.1	Operations and Preventive Maintenance (PM)			
2.5.8.1.1	Prepare a PM Plan for DO approval for the communications equipment, computer systems listed in this section. The plan must follow the appropriate CFTOs, equipment / manufacturer's manuals and 1 Cdn Air Div Orders Vol. 4 and be submitted no later than 1 April of each year.	Nothing additional.	Communication s equipment, computer systems listed at Tables 2.5-1, 2.5-2 and 2.5-3.	Plan to be accurate, complete and submitted by April 1 of each year.
2.5.8.1.2	Perform PM on all non-tactical communications equipment. Follow the appropriate CFTOs, manufacturer manuals and 1 Cdn Air Div Orders Vol. 4 detailed in References 2.5.4. This includes, but is not limited to all Audio / Video systems, all Command Post communication equipment, all miscellaneous electronic equipment, telephone switch, and 1st line maintenance on antennas and cable plant.	Changes to PM procedures may only be varied with the agreement of, or at the request of the DO.	Communication s equipment listed at Table 2.5-1.	At least 95% of all PM performed IAW the stated references. Any items not in conformance with the stated references rectified within 10 working days of the date the PM should have been performed.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.5.8.1.3	Perform PM on all computer systems. Follow the appropriate CFTOs, manufacturer manuals and 1 Cdn Air Div Orders Vol. 4 detailed in References 2.5.4. This includes all general purpose computer system hardware, all 5 Wing MAN network and the 5 Wing INTERNET network.	Changes to PM procedures may only be varied with the agreement of, or at the request of the DO.	Computer systems listed at Tables 2.5-2 and 2.5-3.	No instances per month of greater than 1 hour of scheduled downtime during working hours due to PM and no instances per month of greater than 1 hour of unscheduled downtime during working hours due to lack of PM. Total monthly downtime during working hours is not to exceed 9 hours.
2.5.8.1.4	Perform communications planning. This includes, when requested by the DO, participation in communications facilities planning including: Conduit design and media selection including requests for new telecom requirements and design for backbone and horizontal pathway systems IAW with TBITS 6.9; Telecommunications Wiring System for Government bldgs; Scheduling of post installation testing; and Research of technical solutions leading to procurement action which may necessitate liaising with NDHQ, 1 Cdn Air Div and other Contractors.	Historically, planning activities require an average of 12.5 hours.	4 requests per year.	Implement requests as scheduled by the DO.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.5.8.1.5	Perform Installs, Adds, Moves or Changes (IMAC) of communications equipment, software and computer systems as directed by the system Life Cycle Management Manager through the DO. Perform IMAC services and complete all testing to verify or certify communications equipment, computer system or software concerned. This also includes maintenance of MAN cable and associated infrastructure, installation, removal and relocation (copper and fiber).	Refer to Definition of MAN in 2.5.3.	427 installs per year.	Complete all IMAC requests accurately, completely and as scheduled.
2.5.8.1.6	Assist in performance of IMAC services and complete all testing to verify or certify communications equipment, computer system or software concern as directed by the system Life Cycle Management Manager through the DO.	Nothing additional.	17 installs per year.	No instance in not assisting this service in a professional manner and as scheduled by the DO.
2.5.8.1.7	Assess and process frequency requests for the CAF units and Foreign Military Training Units (FMTUs) and co-ordinate frequency requests for exercises staged at 5 Wing. Investigate and approve all requests for antennae placement at 5 Wing aerodrome and submit any resulting frequency interference reports to NDHQ as required.	Nothing additional.	3 requests per year.	All frequency requests to be submitted to NDHQ for approval within 2 working days of receipt. All antennae placement requests to be investigated and sent for approval within 2 working days where there is no frequency interference. Frequency interference reports to be



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
				submitted to NDHQ within 2 working days of identification.
2.5.8.1.8	Conduct surveys of telecommunications facilities and update Telecom records. This includes but is not limited to the identification of requirements from users, ensuring the cable plant and drawings match and any other requests made to the Contractor to research communications solutions.	Nothing additional.	37 surveys per year.	Survey is accurate, complete, current within 5 working days and as scheduled by the DO.
2.5.8.1.9	As directed by the DO, initiate installation and removal of leased and owned Telecom services IAW 1 Cdn Air Div Orders Vol 4.	Nothing additional.	20 requests per year.	Complete Telecom requests accurately, completely and as scheduled with the DO.
2.5.8.1.10	Provide 1st Line Maintenance of all of 5 Wing owned cable plant facilities IAW DND Owned Cable Networks, Levels of Maintenance Policy. This includes installation, maintenance and repair (copper and fiber) of all outside plant distribution, bldg entrance terminals, protection devices, bldg riser systems, MDFs, IDFs and cross connect terminals IAW IBDN, BICSI standard installation, TBITS 6.9 Telecommunications Wiring System for Government bldgs and 1 Cdn Air Div Orders Vol 4 As directed by the DO this	Nothing additional.	111 requests per year.	Complete requests accurately, completely and as scheduled.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	includes liaising / requesting Regional Line Troop in Halifax to perform installations, removal, modifications / upgrades on all cable plant facilities (all second line maintenance requirements).			
2.5.8.1.11	Maintain Cable TV in barrack blocks and DND occupied bldgs. Act as the coordinating agent between DND and cable service provider for any malfunctions. Provide a 2 hour response time for trouble calls.	Cable TV maintenance is 1st line maintenance in barrack blocks and DND occupied bldgs.	50 trouble calls per year.	A minimum of 95% of all trouble calls acknowledged within 30 minutes.
2.5.8.1.12	Perform Information System Security Officer (ISSO) duties. This includes performing security inspections of all workstations, standalone computers and proper user utilization of the LAN and INTERNET IAW A-IM-100-000/AG-001, 1 Cdn Air Div Vol. 4 and 5 Wing Information System Security Orders.	Nothing additional.	10 inspections daily.	No breaches of Information System Security (ISS) as a result of failure to inspect.
2.5.8.1.13	Issue and set-up of equipment for short term loans to users including but not limited to audio-visual equipment; laptop or portable computer devices; Hand Held (H/H) radios; and cellular telephones. For loaned equipment, the customer is shown how to operate the equipment and spare	Nothing additional.	58 items loaned per year.	No instances of loss of assets as result of management failure.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	components such as batteries are issued with equipment.			
2.5.8.1.14	Set-up audio / video equipment. This includes providing any technical assistance required for the operation, dismantling removal of equipment IAW manufacturer's manuals for both fixed and mobile equipment.	Nothing additional.	54 set-ups per year.	All requests to be actioned to meet the customers requested timeframes.
2.5.8.1.15	Assist Bell Aliant / Telus / Telesat and other service providers with maintenance. Assist Global Defence Network Services (GDNS) Contractor with PMs and CMs on all DND owned Satellite systems and DISDN circuits IAW 1 Cdn Air Div Vol. 4 and equipment manufacturers manuals.	Nothing additional.	2 per year.	Assistance is provided in a professional manner and as scheduled.
2.5.8.1.16	Perform PM on CSNI computer systems. Must follow the appropriate CFTOs, manufacturer manuals and 1 Cdn Air Div Orders Vol. 4 detailed in Paragraph 2.5.4. No more than 1 hr of downtime during working hours.	Changes to PM procedures may only be varied with the agreement of, or at the request of the DO.	Computer systems listed at Tables 2.5-2 and 2.5-3.	This is a critical requirement. No instances per month of greater than 1 hour of scheduled downtime during working hours due to PM and no instances per month of greater than 1 hour of unscheduled downtime during working hours due to lack of PM. Total monthly downtime during working hours is not to exceed 9 hours.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.5.8.1.17	Provide after-hours technical support as requested/required within 2 hours of notification.	For planned support requirements, DND will provide 5 days' notice when possible. For emergency callouts, Contractor will respond within 2 hours of notification.	20 callouts per year (including support to parades/ceremonies) 4 emergencies per year.	Support for scheduled events to be provided as agreed to with the DO. Response to emergencies within 2 hours of notification.
2.5.8.2	Corrective Maintenance (CM)			
2.5.8.2.1	Acknowledge all trouble calls within 15 minutes of receipt. Trouble calls are to be recorded, set in priority, and subsequent actions noted.	Nothing Additional.	1,156 trouble calls per year.	95% of all trouble calls acknowledged within 15 minutes.
2.5.8.2.2	Repair critical communications equipment, computer systems and software. Provide a 2 hour response time for trouble calls. Communications equipment, computer hardware or software repairs are completed within 4 hours or IAW a schedule negotiated with the DO.	Critical communications equipment, computer systems and software are identified in Tables 2.5-1, 2.5-2 and 2.5-3 under column titled "Criticality". Software repair will be on site and will consist	13 trouble calls per year.	99% of trouble calls are responded to within the allotted time frame of the requirement or IAW a schedule negotiated with the DO.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		of reloading, integrating and testing the software in question.		
2.5.8.2.3	Repair non-critical computer systems and software. Provide a 4 hour response time for trouble calls and service requests. Software repairs are completed within 4 hours of beginning of telephone support unless it is apparent that on-site support is required. Then, software repairs are completed within 4 hours of beginning of on-site support or IAW a schedule negotiated with the DO.	Non-critical computer systems and software are identified in Tables 2.5-2 and 2.5-3 under column titled "Criticality". Software repairs will initially consist of telephone support until it is apparent that onsite support is required. On site software repair will consist of reloading, integrating and testing the software in question.	418 calls for software and computer hardware related problems per year.	95% of trouble calls are responded to within the allotted time frame of the requirement or IAW a schedule negotiated with the DO. Software repairs are completed within the allotted time frame of the requirement or IAW a schedule negotiated with the DO.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.5.8.2.4	Repair non-critical communications equipment and provide a next working day response time for trouble calls and service requests.	Non-critical communications equipment is identified in Table 2.5-1 under column titled "Criticality".	240 trouble calls per year.	99% of service requests are responded to by the end of the next working day. Equipment repairs are completed within 8 hours or IAW a schedule negotiated with the DO.
2.5.8.2.5	Repair IT and telecommunications equipment at the PTA.	24 hour notice will normally be provided for flight departure. The materiel and equipment to be repaired will be reported against the appropriate line item of 2.5.8.1. Travel to the PTA is by air only. If DND is unable to provide air transportation to the Contractor, a TA will be raised to cover the cost of the air transportation.	1 repair per month.	Technician available to take the flight to the PTA within 1 hour of flight availability or as planned with the DO.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.5.9	WATCHKEEPING REQUIREMENT			
2.5.9.1	Nil			
2.5.10	ADDITIONAL SERVICES			
2.5.10.1	Perform CM (repair / renovation / alteration) for jobs in excess of 144 direct labour hours or \$5,000 material cost .	Nothing additional.	As recommended by the Contractor.	No instance of proceeding with the work without authorization. No instance of not completing the work within the timeframe negotiated with the DO.
2.5.10.2	Attend communications seminars, conferences and meetings as negotiated with the DO, liaise and obtain direction and technical information related to the operations at 5 Wing.	This could include TIS conferences, ISSO conferences, Helpdesk conference and Line Foreman conference and may necessitate liaising with Air Command and DND customers. Location varies.	As negotiated with the DO.	No instance of absence from meetings when required. No incidence of failure to provide requested materials for meetings.
2.5.10.3	Although there are no other predetermined additional services requests requirements, TAs may be ordered on an as required basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.
2.5.11	RECORDS AND DELIVERABLES			
2.5.11.1	Maintain an electronic record of PM activities. Record to include date, PM activity description,	Nothing additional.	See 2.5.8.1.1, 2.5.8.1.2 and 2.5.8.1.3.	Records are accurate, complete and current



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	number of direct labour hours and cost, and direct material cost. Must be current within 2 working days			within 2 working days of completion of change.
2.5.11.2	Maintain an electronic record of CM activities (help desk). Record to include SOW item number, CM activity description, number of direct labour hours and cost, direct material cost, start time and completion time. Records must be current within 2 working days	Nothing additional.	See 2.5.8.2.	Records are accurate, complete and current within 2 working days of completion of change.
2.5.11.3	Manage SLOC A2MZ-AG0123	Act as SLOC holder in response to requirements raised by Supply at 2.1.11.1.7.	See 2.5.8.1.9.	Records are kept accurate and complete information is provided to the Supply section when requested.
2.5.11.4.	Maintain all cable route drawings of all cable plant facilities including outside and inside bldg cable plant distribution IAW TBITS 6.9, Telecommunications Wiring System for Government bldgs.	Nothing additional.	12 amendments per year. See 2.5.8.1.10.	Records are accurate, complete and current within 2 working days of completion of change.
2.5.12	MATERIALS, EQUIPMENT AND ACCOMMODATIONS			
2.5.12.1	Government Furnished			
2.5.12.1.1	Access to the MAN and LAN.	Access to the MAN and LAN will be provided for the sole purpose of performing the	The number of user accounts will be as determined by the Contractor and the DO.	No unauthorized access or use of the networks.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		work under this SOW.		
2.5.12.2	Contractor Furnished			
2.5.12.2.1	Provide all materials, equipment and furniture not otherwise provided as Government Furnished.	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.



Table 2.5-1 Non-Tactical Communications Equipment

Table 2.5-1					
Non-Tactical Communications Equipment					
Item	Description	Qty	Criticality (X - critical)	CM	IMAC
Non-Tactical Radio Equipment					
1	Motorola XTS 2500 Handheld Radios	59		6	5
2	Motorola XTS 5000 Handheld Radios	11		2	2
3	Motorola XTL 5000 Base stations	6		1	2
4	Motorola XTL 5000 Mobile Radios	124		12	45
5	Transceivers ST 618	10		1	1
6	MVS GE Mobile Transceivers	2		1	1
7	Tone Remote Control Unit L3223A	8		2	2
8	HT 1000 - Transceivers	34		5	5
9	HT 1250 - Transceivers	52		5	5
10	URC 200 - Transceivers	4		2	2
11	PRC 515 - Transceivers	3		1	1
12	Vertax VXA 150 - Transceivers	3		1	1
13	SABER Motorola	9		1	1
14	Antenna bldg 5A (Control Tower)	2	X	1	1
15	Antenna bldg 110 (Command Post, RCMP)	1	X	1	1
16	Antenna bldg 256 (Telecom)	3	X	1	1
17	Antenna bldg 256 (25 MP Flt)	1	X	1	1
18	Antenna bldg 1236 (GATOR Site)	2	X	1	1
Telephone Equipment					
19	MSAT PHONES	3		1	1
20	Facsimile Machines	7		10	12
21	Secure Facsimile Machines (repairs not included)	4		4	0
22	IRIDIUM PHONES	6		2	2
23	Telephone switch and telephone	1011	X	12	240
Miscellaneous Electronic Equipment					
24	TVs	25		1	2
25	PTA VHF FM radio trunking system	1		2	1



26	Stereo systems	5		2	2
27	Video Cameras/Digital Cameras	12		1	2
28	Public Address Systems Portable and Permanent	25		2	20
29	Sound system at Arcturus Theatre –	1		2	1
30	In Focus Machines/ Presentation Machines	15		2	6
31	PTA Communications Satellite System –	1	X	5	2
32	PTA Wireless System	2			
33	Video Conferencing Equipment	1		2	1
34	Indoor and outdoor cable plants	2	X	12	6
35	MITEL SX 2000 switch and telephones				1000
Miscellaneous Electronic Equipment					
36	TVs				25
37	Cassette/CD Players/Stereo systems				5
38	Video Cameras/Digital Cameras				12
39	Public Address Systems Portable and Permanent				25
40	Sound system at Arcturus Theatre				1
41	Organ				1
42	Point of Sales Systems (Cash registers)				4
43	In Focus Machines/Presentation Machines				10
44	PTA Communications Satellite System				1
45	Video Conferencing Equipment				1



Table 2.5-2 Application Software Support List

Table 2.5-2 Application Software Support List				
National and Command management information systems				
Acronym	Title	CM	IMAC	Criticality (X - critical)
ADAM	Automated Data for Aerospace Maintenance	6	6	
AFCCIS	Air Force Command and Control Information System	6	6	X
AIMS	Ammunition Inventory Management System	6	6	
Alladin	Property Management System	6	6	
BMIMS	Base Material Information Management System	6	6	
Atlantic BC	Health Care Claims System	6	6	
CCKEMS	Canadian Classified Electronic Key Management System	6	6	
CCPS	Central Computation Pay System	6	6	
CFEMS	Canadian Forces Engineering Management System	6	6	
CFPAS	Canadian Forces Personnel Appraisal System	6	6	
CFSSU	Canadian Forces Supply System Upgrade	6	6	
CFTPO	Canadian Forces Task Planning and Operation (MIR)	6	6	
CFWS	Canadian Forces Weather Service	6	6	
CTWOS	Canadian Forces Weather & Oceanographic System	6	6	
CO-OP	Customer On-Line Order Processing, Bell Helicopter	6	6	
CPIC	Canadian Police Information Center	6	6	
Claims X	Claims production & Management	6	6	
CSNI	Consolidated Secure Network Infrastructure	5	5	X
DEMS	Departmental Electronic E-Mail System	6	6	
DHRIS	Defence Human Resource Information System	6	6	
DIN	Defence Information Network	6	6	
DVPNI	Defence Virtual Private Network Infrastructure	6	6	
DWAN	Departmental Wide Area Network	6	6	
EDMRS	Electronic Document & Records Management System	6	6	
ESMS	Enterprise Support Management System Remedy Client	6	6	
FDMS	Fire Department Management System	6	6	



FIRMS	Flight Information and Resource Management System	6	6	
FMAS	Financial Management Accounting System	6	6	
FMAP	Financial & Management Accounting Project	6	6	
FMS	Fleet Management System	6	6	
FMTCRS	Foreign Military Training Cost Recovery System	6	6	
FR SCAN	Forces Reduction Second Career Assistance Network	6	6	
FSIS	Flight Safety Information System	6	6	
GIS	Global Information System	6	6	
HCPS	Health Claims Processing System	6	6	
HRMS	Human Resource Management System	6	6	
HSMIS	Health Support Management Information System	6	6	
HUMS	Health and Usage Monitoring System	6	6	
IFSMRS	Integrated Fire Services Management Reporting System	6	6	
ITMIS	Individual Training Management Information System	6	6	
MASIS	Material Acquisition Support Information System	6	6	
MILTON	Credit Card Purchasing Accounting System	6	6	
MHDS	Military Message Handling & Distribution System	6	6	
MMA	Mission Management Application	6	6	X
MMHS	Military Message Handling System	6	6	
MVRS	Motor Vehicle Registration System	6	6	
NMDS	National Movement and Distribution System	6	6	
PeopleSoft	Enterprise System Foundation for HR application Suite	6	6	
PMS	Performance Management System	6	6	
RPSR	Revised Pay System for the Reserves	6	6	
RIIP	Reserve Integrated Information Project	6	6	
SAMPIS	Security and Military Police Information System	6	6	X
SCEM	Secure Common E-Mail part of DEMS II	6	6	
SIEM	(SMTP Internet E-Mail) Internet email to the desktop	6	6	
TSRP	Telecommunication Renewal Project	6	6	
BADP (Base Automated Data Processing):				
ABACIS	Automatic Base Accounting & Control Information System	6	6	
AFEMS	Air Force Engineering Management System	6	6	
BPHARMIS	Pharmacy	6	6	



CoFireS	Computerized Fire Incident Reporting System	6	6	
Computrol	Fuel Pump Management System	6	6	
TRACR	Runway Condition Checker	6	6	

Table 2.5-3 IT Hardware & Software

Table 2.5-3				
IT Hardware & Software				
Description	OEM	Model	Qty	Critically (X Critical)
Desktop Hardware & Operating System Software				
Workstations			150	
CSNI Workstation			50	X
Monitors			226	
Laptops			85	
Workstation UPS			50	
Blackberry Units			57	
Desktop Application Software				
Office Automation Suite			N/A	
E-Mail			N/A	
Digital Electronic Sign System			2	
Network Hardware & Operating Software				
DND Network Servers			9	X
Network Switches	Cisco	2960	32	X
Network Switches	Cisco	3750	11	
Main Network Core Switch	Cisco	6509	1	X
Network Router	Cisco	1941	40	X
Fibre Translators			40	
Printers (networked / standalone / colour / B&W) More generic, Printers Color and Printers B&W		Various	158	



Internet Servers			3	
Internet Routers		Various	68	
Scanners –			12	
Servers UPS		Smart UPS	12	
DND CSNI Network			1	X
DND UNIFI Ubiquiti Network				
Core switches			2	
Network switches			13	
Wifi Hotspots			32	
Internet routers			68	
Internet Servers			1	
MET CIS Systems				
Workstations (MET)	HP	8000	4	
Routers (MET)	CISCO	18000	1	
Pro Curve Switch	HP		1	
CFWOS Ethernet Access Switch			1	
Net Support School			1	
All MET computer equipment and peripherals are maintained by Section 2.5 and the Aviation and Defence Services Unit in Halifax				



2.6 SNIC - General Requirements

2.6.1 - SCOPE OF WORK

2.6.1.1 Nothing additional

2.6.2 - DESCRIPTION OF EXISTING CONDITIONS

2.6.2.1 See the Facilities and Equipment Catalogue

2.6.2.2 Approximate Surface Areas:

Airfield areas - asphalt pavement: 570,000 sq. m.

Airfield areas - concrete: 590,000 sq. m.

Paved areas - 352,000 sq. m.

Grass cutting - 500 ha.

Landscaped & other maintenance - 900 ha.

Non-maintained lands - 5,000 ha.

2.6.3 - DEFINITIONS

2.6.3.3 SNIC: Snow and ice control from roadway, airfield, designated bldg entrances, and sidewalks.

2.6.3.4 Grounds Structures: Structures include but are not limited to roads and pavements, drainage structures, fences, parking areas, drives, shoulders, curbs, retaining walls, sidewalks, paths, landing pads, recreation courts, signs, antennas, flag poles, airfield pavements, taxiways, water catchment areas, parking aprons magazines, storage tanks, temporary construction roads and roads under construction with associated drainage, aircraft arrestor systems and fencing.

2.6.4 - REFERENCES

2.6.4.1 ICAO standards (G).

2.6.4.2 Realty Asset Management Manual (RAMM) (G).

2.6.4.3 C-98-001-003/MS-022 Aerodrome Standards and Recommended Practices MIL 312 (E) (M).

2.6.4.4 Canadian General Standards Board (CGSB) (M).

2.6.4.5 5 Wing Snow and Ice Control (SNIC) Map (M).

National Defence Security Orders and Directives (NDSOD) (M).

2.6.4.7 B-GG-238-000/AG-001 Snow and Ice Control - Vol 1 - Canadian Forces Roads and Walkways (G).

2.6.4.8 B-GG-238-000/AG-002 Snow and Ice Control - Vol 2 - Airfield Snow and Ice Control (M).

2.6.4.9 Domestic asphalt condition survey 2012 (G).

2.6.4.10 C-09-005-002/TS-000 Ammunition and Explosives Safety Manual Vol 2 Storage and Facility Operations (M).



2.6.5 - SAFETY PROVISIONS

2.6.5.1 Nothing Additional

2.6.6 - HOURS OF OPERATION

2.6.6.1 Normal Working hours are from 0800 to 1600 hours, however some of the requirements may be required outside these hours.

2.6.6.2 Ensure a 24-hour point of contact is available to organize a response to an emergency call out or Trouble Call.

2.6.7 PERSONNEL REQUIREMENTS

2.6.7.1 Nothing Additional.



2.6.8 SNOW AND ICE CONTROL (SNIC) REQUIREMENTS

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.6.8.1	Perform Mission Support Area (MSA) / domestic SNIC IAW the SNIC Program / Plan.	Nothing additional.	See latest published SNIC Map.	No instance of failure to comply with latest published SNIC Map To be distributed prior to each SNIC season.
2.6.8.2	Clean runways, roads and bldgs as per latest published SNIC Map.	See table 2.6-1 for airfield surface areas. There are 20 kms of perimeter fence and the need to clear the perimeter.	See latest published SNIC Map.	No instance of failure to keep runways / taxi ways / ramps open. Exceptions being extreme weather conditions that do not allow for timely and effective SNIC operations. The DO must be notified immediately if this is the case.
2.6.8.3	Clear snow and ice from bldg entry ways / stairs.	These areas are to be maintained ice and snow free to allow the safe passage of personnel. Contractor will be given a minimum of five (5) days' notice of occupation.	Occupied bldgs. Extra bldgs as required.	Walkways to be clear of snow and ice within 4 hours of the end of a snow or ice storm or prior to 0700 on work days. Extra bldgs will be cleared of snow and ice prior to occupation.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
2.6.8.4	Provide and fill sand cans with scoops for bldg occupants.	Sand to be used for sanding of steps and landings by bldg. occupants between the service intervals included in the SNIC program.	60 cans located in 42 bldgs throughout the Wing. As per SNIC Map.	No instance of failure to provide service.
2.6.8.5	Ensure care when performing SNIC work. Damage caused must be made good without undue delay and at the Contractor's expense. All work must be executed with the least possible interference or disturbance to the bldg tenants and / or public.	Take all necessary precautions to protect and prevent damage to any structure and all surrounding property and installations.	Every SNIC operation.	The DO must be notified immediately if there is damage caused and agree to a schedule to rectify the damage.
2.6.9	WATCHKEEPING			
2.6.9.1	Nil.			
2.6.10	ADDITIONAL SERVICES			
2.6.10.1	Perform SNIC operations at the PTA.	A TA will be opened to cover the SNIC season at the PTA. The TA will be opened at the beginning of the season and closed at the end.	1 TA per year.	Work completed to the agreed standard of quality.
2.6.10.2	Although there are no other predetermined additional services requirements, TAs may be ordered on an as and when requested basis for any work	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	within the scope of this section.			
2.6.11	RECORDS AND DELIVERABLES			
2.6.11.1	Provide and maintain a call receipt, acknowledgement and dispatch capability that bldg occupiers can use to report issues during normal Business Hours. The call record must state: the call receipt date and time; name of the snow clearing staff member that attended; and a brief description of snow/ice removal activities that were performed.	Nothing additional.	1 report per month.	No instance of undocumented call receipt. Report submitted no later than 5 working days after the end of the month. Report accurate and complete.
2.6.11.2	Prepare and submit monthly Work Plan. Plans must: be completed and submitted at least one week prior to the first of each month; and list, by day, the location and work requirements to be	Nothing additional.	1 plan per month.	Plan accurate, complete, current within 5 working days and submitted on time.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	accomplished during the coming month. Initial monthly work plan must be reviewed and approved by the DO.			
2.6.11.3	Prepare and submit annual SNIC Map.	The SNIC Map will be established by the Contractor and approved by the DO. The initial map is to be based on the reference document (original SNIC Plan) provided. Consequent maps will be based on previous year's map as improved and discussed with the DO and SNIC Executive Committee during a post and pre-season SNIC meetings.	1 plan per year 2 SNIC meetings each year (1 post and 1 pre-season).	Plan accurate, complete, current within 5 working days of change(s) approved by the DO and submitted by end of September of every year.
2.6.11.4	Report SNIC damage within 48 hours of awareness. SNIC damages occurring during the SNIC season must be reported to the DO when identified by the operator. Plan to repair SNIC damage must be presented with the annual SNIC damage	Nothing additional.	As required.	All SNIC damage is reported within 48 hours of Contractor awareness of damage and IAW with the plan submitted in 2.6.11.5.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	report identified in 2.6.11.5.			
2.6.11.5	Repairs must be carried out IAW the repair Plan.	Report includes details of damages, including description of damage and estimated value, as well as estimated time of completion of repairs.	1 report per year.	Annual report and repair plan are complete, accurate and delivered no later than 15 June each year.
2.6.12	MATERIELS, EQUIPMENT AND ACCOMMODATIONS			
2.6.12.1	Contractor Furnished			
2.6.12.1.1	The Contractor is responsible to provide all materials, equipment and furniture not otherwise provided as Government Furnished required to deliver the services under each section.	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract.	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.



Table 2.6-1 Airfield surface area

Table 2.6-1		
Airfield surface area		
Location	Description	Area Sq. M
Runway		
08/26	Primary	214,128
16/34	Secondary	177,828
Taxiways		
Alpha	Both sides of 34 including Alpha 1	28,613
Bravo	24.4m x 137.2m	3,348
Charlie	30.0m x 137.2m	4,116
Delta	28.4m x 137.2m	3,896
Foxtrot	91.4m x 198.1m	18,106
Golf	32.8m x 492.1m	16,141
Hotel	32.8m x 1181.1m	38,740
Juliette	32.8m x 524.9m	17,212
Kilo	32.8m x 524.9m	17,212
Mike	23.0m x 200.0m	4,600
November	23.0m x 200.0m	4,600
Papa	23.0m x 3100m	71,300
Quebec (Old)	23.0m x 1100m	22,000
Quebec (New)	23.0m x 1100m	25,300
Ramps		
# 1	Civil Aviation and operations Area	87,442
# 3	Common	55,762
# 3A	Common	33,457
# 3B	Common	27,881
# 3C	Common	23,420
# 4	Common	69,000
# 4A	DND	6,505



# 4B	DND	28,438
#4C	Common	28,000
# 5	DND	32,063
# 6	DND	32,063
Run-up Pads	Common	10,037
DOB	CF-18 Operations	27,102
Hangar's 9 & 10	SAR Operations (444 Squadron)	5,576
Last Chance	Common	24,820
Total Square Metres		1,158,706

Table 2.6-2 Airfield Grounding Points

Table 2.6-2			
Airfield Grounding Points			
Area	Section	Description	Quantity
1	QRA-B	Bldg 24 (Hangar 1)	18
2	QRA	Bldg 825 (Hangar 2)	
3	QRA	Bldg 826 (Hangar 3)	
4	QRA	Bldg 827 (Hangar 4)	
5	QRA	Bldg 828 (Missile Storage)	18
6	DND	Hangar 3	1
7	DND	Hangar 4	10
8	DND	Hangar 5	34
9	DND	Hangar 6	5
10	DND	Hangar 7	26
11	DND	Hangar 8	53
12	DND	Hangar 9	15
13	DND	Hangar 10	15
14	DND	Hangar 14	38
15	DND	252 LOX Plant	N/A
16	DND	Hangar 5 (Flight Line)	31



17	DND	Hangar 5 (South Ramp Holding Area)	16
18	DND	Hangar 5	6
		TOTAL	286



Annex 3.A - Operations

3.A.1 - SCOPE OF WORK

3.A.1.1 Nothing Additional.

3.A.2 - DESCRIPTION OF EXISTING CONDITIONS

3.A.2.1 Goose Bay is a military (DND) aerodrome, which currently also serves the needs of local civil aviation community. Traffic includes high performance military fighter aircraft, all types of military transport aircraft, light civilian aircraft, medium and heavy commercial carriers, Unmanned Aerial Vehicles, all types of helicopters and float aircraft. Goose Bay also supports a variety of Canadian Armed Forces (CAF) and international military operations and training.

3.A.3 - DEFINITIONS

3.A.3. Nothing additional.

3.A.4 – REFERENCES

The notations against the references have the following meanings:

M - Adherence to the policies, procedures, act, orders and regulations contained therein is mandatory.

G - The policies and procedures contained therein are not mandatory, but proposals for alternatives must be submitted in full detail to, and be accepted by the Technical Authority. Furthermore, alternatives must fully interface with procedures in use globally.

3.A.5 - SAFETY PROVISIONS

3.A.5.1 Flight Safety is paramount.

3.A.6 - HOURS OF OPERATION

3.A.6.1 Ensure a 24-hour point of contact is available to organize a response to an emergency call out or Trouble Call.

3.A.7 - PERSONNEL QUALIFICATIONS

3.A.7.1 Nothing additional.



3.1 Aviation Weather Services

3.1.1 - SCOPE OF WORK

3.1.1.1 Provide weather services.

3.1.2 - DESCRIPTION OF EXISTING CONDITIONS

3.1.2.1 The weather office currently is located in building 5 and the external equipment, described in Table 3.1-1, is located near the building.

3.1.2.2 The equipment used in this section is normally maintained by other sections controlled by the Contractor.

3.1.3 - DEFINITIONS

3.1.3.1 EC / MSC: Environment Canada / Meteorological Service of Canada.

3.1.3.2 NAVCAN or Nav Canada: The aviation service provider responsible to and regulated by Transport Canada (TC).

3.1.3.3 NOTAM: Notice to Airman.

3.1.3.4 ICAO: International Civil Aviation Organization.

3.1.3.5 SPECI: SPECIal observations.

3.1.3.6 METAR: Meteorological Aviation Report.

3.1.4 - REFERENCES

3.1.4.1 STANAG 3052 Operation of an Air Information Service (AIS) Office (M).

3.1.4.2 MANOBS - EC / MSC Manual of Surface Weather Observations (M).

3.1.4.3 International Civil Aviation Organization Meteorological Annex 3 (G).

3.1.4.4 Goose Bay Weather Office Section Orders (G).

3.1.4.5 Operation of the Canadian Radiological Monitoring Network (CRMN) Environmental Sampling Equipment - Procedures Manual (M).

3.1.5 - SAFETY PROVISIONS

3.1.5.1 Nothing Additional.

3.1.6 - HOURS OF OPERATION

3.1.6.1 Aviation Surface Observations are taken, recorded and transmitted 24 hours per day (every hour on the hour), 365 days per year.



Requirements

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.1.8	AVIATION WEATHER SERVICES			
3.1.8.1	WEATHER OBSERVATION PROGRAM			
3.1.8.1.1	Provide synoptic weather observations and surface weather observations. Manned observation program to include Special observations (SPECI) category. The program to be delivered IAW joint EC/MSC and TC/NAVCAN policies and standards as published in MANOBS.	Nothing additional.	8,760 observations and 3,000 special observations per year.	Observations to be IAW MANOBS published standards. No instance of missing an observation.
3.1.8.1.2	Provide radiation sample collection service. The Contractor must fully comply with Health Canada (HC) radiological sampling procedures for the HiQ air sampler and for the precipitation and thermos luminescent dosimeter (TLD) sampling. More frequent emergency	As part of the Canadian Radiological Monitoring Network the weather station is required to operate a high-volume sampler to collect airborne particulate matter on filters and to mail the entire filter weekly; to collect samples of accumulated precipitation and mail samples monthly; and to collect accumulated measurements of external gamma radiation and mail the TLD samples quarterly. The shipping containers, filters and dosimeters are provided by EC and the shipping to Radiation Protection Bureau (RPB) is covered through pre-paid arrangements.	52 per year on a weekly basis particulate matters on filters; 12 monthly accumulated precipitation samples; and 4 quarterly TLD samples.	Sampling to be IAW HC radiological sampling procedures for the HiQ air sampler and for the precipitation and TLD. The samples to be mailed within 3 working days after their collection.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	sampling may be requested by HC through the EC National Data Quality Assurance Desk.			
3.1.8.2	AUDIT & INSPECTION			
3.1.8.2.1	Assist in Command inspection.	1 Cdn Air Div team will visit the site once a year to validate observing standards and review maintenance records and qualifications of personnel.	1 per year for 2 days.	Not more than one validated customer complaint per visit regarding courtesy, cooperation, or assistance.
3.1.9	WATCHKEEPING REQUIREMENTS			
3.1.9.1	Aviation Surface Observations are taken, recorded and transmitted.	Nothing additional.	24 hours per day, 365 days per year.	Reports are accurate, complete and current and there is no instance of "No Observation" for Goose Bay Station.
3.1.10	TASK AUTHORIZATION (TA) REQUIREMENTS (Additional services on an as and when requested basis)			
3.1.10.1	Although there are no predetermined TA requirements, TAs may be ordered on an as required basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.
3.1.11	RECORDS AND DELIVERABLES			
3.1.11.1	Input aerodrome observations (reports) into the meteorological weather system. Ensure that aerodrome observations are	Nothing additional.	Refer to 3.1.8.1.1.	Reports are accurate, complete and current and there is no instance of "No Observation" for 5 Wing Goose Bay.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	also made available (coded) as a METAR and SPECI report IAW ICAO standards.			
3.1.12	MATERIALS, EQUIPMENT AND FACCOMMODATIONS			
3.1.12.1	GOVERNMENT FURNISHED			
3.1.12.1.1	The Contractor to utilize equipment, material and facilities identified to perform the services of this section.	For GF equipment, material and facilities required for this section are part of the Loan or Licence agreement.	As determined by the Contractor.	No misuse or lack of maintenance of GFE.
3.1.12.1.2	The Contractor to utilize weather data provided by DND to perform the services of this section.	Nothing additional.	Nothing additional.	No misuse of data.
3.1.12.2	CONTRACTOR FURNISHED			
3.1.12.2.1	Provide all materials, equipment and furniture not otherwise provided as GF.	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract.	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.



Table 3.1-1 GFE to Support Meteorological Function

Table 3.1-1		
GFE to Support Meteorological Function		
The following is a list of major meteorological equipment, technical manuals and comments.		
Equipment	Technical Manuals	Maintenance Requirement covered by:
HP 8000 Compaq computers		Informatics Service Unit Halifax and Section 2.5 - TIS
HP software		Informatics Service Unit Halifax and Section 2.5 - TIS
Winds Altimeter Digital Display System (WADDS)		Section 3.4 - NAVAIDS
Ceilometer	TM 07.04.01/5	Section 3.4 – NAVAIDS
Remote Temperature sensor	TM 02-04-01	Section 3.4 - NAVAIDS
Dewcell	TM 02-04-01	Section 3.1 - Weather Office
Barometer	INS 141	Section 3.1 - Weather Office
TBRG (tipping bucket Rain gauge)	TM 04-01-03	Section 3.1 - Weather Office
Barograph	INS 82	Section 3.1 - Weather Office
Nipher Snow Gauge	IB 04-03-01/1	Section 3.1 - Weather Office
Air Sampler (Health and Welfare Canada)		Section 3.1 - Weather Office
Rain Gauge Type B	TM 04-02-01	Section 3.1 - Weather Office
Type 78D anemometer and display	TM 05-01-04	Section 3.1 - Weather Office and Section 3.4 - NAVAIDS
Ceiling Projector	INS 67 (MI-7-2-1/1)	Section 3.1 - Weather Office
AWOS 2 System		Section 3.4 – NAVAIDS
Communication:		
Telephone lines: GP, NTAS and commercial.		
Metro, frequency 344.6 is maintained by Section 3.4 - NAVAIDS.		
Fibre Optic link to transfer/receive data to/from METOC Halifax.		



3.2 Operations Support

3.2.1 - SCOPE OF WORK

3.2.1.1 Visual Flight Rules (VFR) control, ground control (Instrument Flight Rules (IFR) terminal radar, procedural control, and stand back supervision), manage the flying program, and manage all Flight operations in the Low Level Training Area (LLTA), PTA and on the aerodrome.

3.2.2 - DESCRIPTION OF EXISTING CONDITIONS

3.2.2.1 The control tower is located in Building 5. It has an operations cab, offices and a rest area. The Radar Terminal Control Unit is located in Building 110. It has an operations center, offices and a rest area. The NAVAIDS and Airfield Communication equipment and workshops detailed in section 8 are co-located in Building 110. The Wing Operations Centre is located in Hangar 8.

3.2.2.3 DND will conduct periodic inspections of the Goose Bay ATC Contractor. The 1 Cdn Air Div Aerospace Control Standards Evaluation Team (AECSET) will review and evaluate the level of service which is being provided.

3.2.2.4 The regulations governing ATC and Air Navigation Services (ANS) in Canada are the shared responsibility of the DND and TC. TC has transferred the responsibility for operating the ANS to NAVCAN. CAF provides ATS to all aircraft within DND airspace.

3.2.2.5 The initial cadre of the new Contractor controllers will be facility rated by the incumbent Contractor Air Traffic Controllers prior to the Handover date for this section. During the contract period, subsequent controllers will be facility rated by the new Contractor to CAF standards and have their licenses endorsed by 1 Cdn Air Div.

3.2.2.6 The ATC service is capable of providing for the safe, orderly and expeditious control of 100 movements per day routinely, including military and civilian aircraft. ATC services must also provide this same standard for a peak capacity to support an additional 50 aircraft.

3.2.3 - DEFINITIONS

3.2.3.1 16/6: The 16 hours per day, 6 days per week period from 0700 to 2300 hrs local Monday to Saturday inclusive; however, DND will have the right to reconfigure those hours within the 16/6 scope to meet operational requirements.

3.2.3.2 Aircraft Movement: Either the landing or the departure of an aircraft.

3.2.3.3 PTA: Practice Target Area.

3.2.3.4 CFRIS: Canadian Forces Range Information System.

3.2.3.5 LLTA: Low Level Training Area.

3.2.3.6 MANOPS: Manual of Operations.

3.2.3.7 WOC: Wing Operation Center.

3.2.3.8 NAVCAN: Or Nav Canada is the aviation service provider responsible to and regulated by TC.

3.2.3.9 OSCER: On Scene Commander for Emergency Response.

3.2.3.10 WFO: Wing Flying Orders.

3.2.4 - REFERENCES

3.2.4.1 NAVCAN MANOPS ATC Manual of Operations (M).

3.2.4.2 Canadian Aviation Regulations (CARs) (M).

3.2.4.3 ATC Unit Flight Safety Program (M).

3.2.4.4 B-GA-164-000/AA-001 Aerospace Control Management Orders (ACMO) including all other pubs listed in Appendix 1 (M).



- 3.2.4.5 B-GA-100-001/AA-000 National Defense Flying Orders - Flight Rules (M).
- 3.2.4.6 STANAGs NATO Standard Agreements (M).
- 3.2.4.7 STANAG 3052 (M).
- 3.2.4.8 1 Cdn Air Div Orders (M).
- 3.2.4.9 CFACM 2-813 Aerodrome Bird and Wildlife Control (M).
- 3.2.4.10 Facilities Catalogue (G).
- 3.2.4.11 Fixed Assets Register (G).
- 3.2.4.12 Goose Bay ATC Section Orders (M).
- 3.2.4.13 5 Wing Flying Orders (M).
- 3.2.4.14 5 Wing Emergency Response Plan (M).
- 3.2.4.15 2012 Traffic Statistics (M).
- 3.2.4.16 WSO 6-609 Flight Safety Program (G).
- 3.2.4.17 C-07-010-011/TP-000 Canadian Forces Air Weapons Ranges (M).
- 3.2.4.18 A-GA-135-001/AA-001 Flight Safety for the Canadian Forces (M).
- 3.2.4.19 C-98-001-003/MS-022 Mil 312(E) - Aerodrome Standards and Recommended Procedures (M).
- 3.2.4.20 WOC Orders (G).
- 3.2.4.21 5 Wing Mitigation Orders Military Training (G).
- 3.2.4.22 DND Cost Factor Manual (M).
- 3.2.4.23 CFAO 55-6 Authorization for Civil Aircraft to use DND Aerodromes (M).
- 3.2.4.24 Air Services Charges Regulations (SOR/85-414) for definition purposes only (M).
- 3.2.4.25 Canadian NOTAM Procedures Manual (M).
- 3.2.4.26 B-GA-106-000/AA-000 (TP 1820E) Designated Airspace Handbook (M).
- 3.2.4.27 B-GA-005-000/FP-005 (TP 1258E) Emergency Security Control of Air Traffic (ESCAT) Plan (M).
- 3.2.4.28 CFACM 2-840 On-Scene Controller, Emergency Response Manual (M).
- 3.2.4.29 B-GG-238-000/AG-002 Snow and Ice Control - Vol 2 - Airfield Snow and Ice Control (M).
- 3.2.4.30 Service Level Agreement between 3 Wing Bagotville and 5 Wing Goose Bay for CF-18 Operations at 5 Wing Goose Bay (M).
- 3.2.4.31 Transfer of Agreement and Control regarding the Practice Target Area (PTA) (Province of Newfoundland and Labrador Crown Transfer 106234) (M).
- 3.2.4.32 TC AIM Transport Canada Aeronautical Manual (M).
- 3.2.4.33 RCAF Flight Operations Manual (M).

3.2.5 - SAFETY PROVISIONS

- 3.2.5.1 Nothing additional.

3.2.6 - HOURS OF OPERATION

- 3.2.6.1 Goose Bay airfield is open 24/7.
- 3.2.6.2 VFR ATC services are required 24 hours per day, 365 days per year.
- 3.2.6.3 IFR ATC services are required 0700 to 2300 Monday to Saturday including holidays. Wing Operations Centre services required 0800 to 1600 local Monday to Friday excluding holidays.



Requirements

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.2.8	FLIGHT OPERATIONS			
3.2.8.1	CONTROL SERVICES			
3.2.8.1.1	Without jeopardizing flight safety, the Contractor must ensure that the military operations are not unduly delayed due to the services provided to civil aviation.	Nothing additional.	As required.	All ATC services to be conducted IAW references with no instance of ATC failure.
3.2.8.1.2	Provide VFR control services to military and civil aviation at the Goose Bay airfield to effectively and safely manage the mix of aircraft types IAW the references cited at 3.2.4. The VFR control tower must be capable of controlling three (3) concurrent four (4) ship formations every 10 minutes. Provide stand back supervision as required.	Nothing additional.	21,523 movements per year.	VFR control services conducted IAW references. No instance of ATC failure to investigate, report, and take corrective action for all VFR Control incidents, accidents and activities. No instance of absence of stand back supervision during fighter recovery or launch.
3.2.8.1.3	Provide ground control 24/7 on controlled portions of the airfield IAW the references cited at 3.2.4.	Nothing additional.	As required.	Ground Control services conducted IAW references. No instance of ATC failure to investigate, report, and take corrective action for all Ground Control



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
				incidents, accidents and activities.
3.2.8.1.4	Provide IFR control. Provide IFR services to civil and military aviation operating within the Goose Bay Terminal Control Area (TCA) to effectively and safely manage a mix of aircraft type IAW the references cited at 3.2.4. During fighter operations, the IFR control unit must ensure sufficient manning so as to be capable of controlling 2 concurrent 4 aircraft formations every 15 minutes. Provide stand back supervision as required.	Nothing additional.	18,660 movements per year.	IFR services conducted IAW references. No instance of ATC failure to report, investigate and take corrective action for all IFR Control incidents, accidents and activities. No instance of absence of stand back supervision during fighter recovery or launch.
3.2.8.1.5	Provide ATC on Sundays and outside the 16/6 hours of operation to allow Flying Operations. Provide all associated services required to provide this	48 hour notice will be provided for this flying.	5 occasions per year. (As required)	0 instance of ATC not being able to provide ATS



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	task IAW rules and regulations of operations at the Wing.			
3.2.8.2	STANDARDS / EQUIPMENT / COORDINATION			
3.2.8.2.1	Report any equipment failures and unserviceabilities. Provide sufficient UHF, VHF, FM-VHF, telephone lines, crash phones, and recording equipment to meet ATC, OSC and aerodrome operations.	See Chapter 3.4 for complete details.	As required.	Report all equipment failures and unserviceabilities IAW ATC regulations.
3.2.8.2.2	Coordinate any equipment repairs and or maintenance through the WOC.	Repairs and maintenance must be coordinated in advance with DND operations and Contractor maintenance to limit the disruption to flying activities.	As required.	All equipment repairs and maintenance coordinated with 5 OSS through the WOC to limit disruption to flying operations.
3.2.8.2.3	Comply with the ATC Standards program.	The ATC Standards Program is described in B-GA 164.	The program is dependent on the number of controllers and the amount of training required.	All corrective action directed by the ATC Standards Team implemented IAW ATC standards Program. No incidents contradicting



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
				ATC standards and/or training policies.
3.2.8.2.4	The Contractor must meet DND standards and be licensed by DND. DND will perform scheduled inspections of the Goose Bay ATC Contractor. 1 Cdn Air Div's Aerospace Control Standards and Evaluation Team (AECSET) will review and evaluate the level of service which is being provided.	1 Cdn Air Div Orders.	As required.	No instance of non-compliance.
3.2.8.2.5	Comply with all existing Memorandum of Understanding (MOU) and agreement terms and conditions with external control agencies.	Nothing additional.	6 MOUs and agreements.	No instance of non-compliance attributable to ATC related causes.
3.2.8.2.6	Participate in ATC MOU and agreement negotiation and review.	The MOUs and agreements are routinely reviewed, amended and revised. DND will remain the principal signatory. The Contractor will advise DND as the local technical expert	6 negotiations per year.	Comprehensive and timely input to MOU discussions. This will be demonstrated by attendance at all review meetings and the provision of written submissions as described in 3.2.11.6.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		and then implement the new agreements. MOUs are annexed to the ATC Section Orders.		
3.2.8.2.7	Participate in Operations Meetings.	Meetings are scheduled weekly to discuss Wing Operations and the support required. An average of 2 hours per meeting.	4 meetings per month.	Comprehensive, proactive and timely input to Operations Meetings. No instance of absence from Operations Meetings.
3.2.8.2.8	Participate in the CF Flight Safety Program. Internally develop a FS Program in consultation with the WFSO. Contractor to provide representation at the 5 Wing annual safety and annual DFS briefings. The Contractor must participate fully in the program.	ATC Flight safety program will be locally managed by a DND member. The monthly investigations require on average 20 hours each. There is generally 1 major investigation per year requiring 250 hours.	2 flight safety investigations per month. 1 major investigation per year. Participate in 2 briefings per year.	No instances of specified ATC staff failing to participate in program.
3.2.8.2.9	Respond to emergency situations.	Emergency situations are described in reference documents as in the minimum appropriate response. Situations include but are not limited to: crashes; bomb threats; hijacking; missing aircraft; aircraft and or ATC equipment	100 incidents per year.	No instance of failure to respond to emergency situation IAW specified procedures.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		failures; and fuel dumping.		
3.2.8.2.10	Participate in the development of instrument approaches. (TERPS)	Instrument approaches will be the responsibility of the DND Instrument Check Pilot (ICP). Examples of Contractor assistance include but are not limited to: assuring proper terrain clearance; reviewing radar monitoring capability; and de-confliction with other approaches.	12 approaches reviewed per year.	Comprehensive and complete review of all approaches received from the ICP. This will be demonstrated by attendance at all review meetings and the provision of written submissions as described in 3.2.11.7.
3.2.8.2.11	Assist external maintenance and calibration teams in the performance of their duties.	Any outages or delays to flying operations are to be approved by 5 OSS. Examples include but are not limited to: equipment flight checks and instrument approach flight checks.	12 instances of assistance per year.	No disruption to DND or civil flying activities by or during equipment and calibration without DND authorization.
3.2.8.2.12	Provide Aerodrome Bird and Wildlife Control. In consideration of the VMP, implement the program as developed in 3.2.11.11.	Nothing additional.	1 program.	Bird and Wildlife nuisances kept to a minimum.
3.2.8.2.13	Provide routine aerodrome management functions and services. Aerodrome management duties are IAW	They include but are not limited to: aerodrome security; aerodrome vehicle operations; aerodrome inspections; airfield marking and obstructions; (FOD)	Aerodrome inspections are done at least daily. FOD program is continuous. 100 NOTAMS	No instance of non-compliance attributable to the Contractor.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	B-GA 164 Chapter 2.	program; and issuing of NOTAMS. The Contractor is responsible for assessing and proposing solutions on all aspects of aerodrome operations, in particular: development of the civil aviation area; SNIC priorities; airfield construction / maintenance; airfield safety; and airfield security and airfield development IAW Mil 312(E).	are generated yearly.	
3.2.8.2.14	Provide Flight Planning Services. Flight planning facilities and services are referenced in B-GA 164 and STANAG 3052.	Flight planning services are limited to military aircraft or aircraft supporting military activities.	100 requests per year.	No instance of non-compliance attributable to ATC related causes.
3.2.8.2.15	Provide Aircrew In-Briefs.	Prior to flying training, Allied Aircrew are given a comprehensive briefing regarding flight conditions at Goose Bay. ATC procedures detailing VFR, IFR, recovery, airspace usage, Wing Flying Orders policies and procedures are provided. ATC portion of briefing is approx 30 minutes per briefing including 20 minutes for	25 briefings per year.	No instance of non-compliance attributable to ATC related causes.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		presentation plus 10 minutes of questions from aircrew. Time and location are flexible and controlled by the WOC normally 24 hrs. Notice is provided. Included is the responsibility to organize all airfield briefings for visiting flight crews.		
3.2.8.3	WING OPERATIONS CENTRE (WOC)			
3.2.8.3.1	Provide and operate a Wing Operation Center (WOC). The WOC must be structured to permit customers to meet face to face with WOC personnel to facilitate understanding of the local area, local procedures and applicable regulations and orders. Assess weather, requested mission types, predicted air traffic density, as well as other information or data that may impact planned operations or exercises in order to approve customer operations and training requests.	The WOC is the overall coordinator for all aspects of operations.	As required.	Responses to queries are clear, concise, precise and provided within a reasonable period of time. The length of the period of time cannot be such that operations are impacted.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	<p>Monitor weather, NAVAIDS and runway status at Goose Bay and alternate aerodromes and weather in the training areas and advises customers of operational consequences. . The WOC also monitors operations and enforces 5 Wing and Canadian rules and regulations and environmental considerations and, as required, directs resources to support customer operations including but not limited to snow clearing and Foreign Object Damage (FOD) sweeps.</p>			
3.2.8.3.2	<p>Maintain an Operation desk in the WOC area. Respond to queries directed to the operations center from all stakeholders. Provide up to date information on changes to airspace, NAVAIDS and</p>	<p>The WOC is the point of contact for all customer operational questions and requests.</p>	<p>As required.</p>	<p>Responses to queries are clear, concise, precise and provided within a reasonable period of time so as not to negatively impact operations.</p>



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	runway conditions. The WOC must coordinate and book the use of all resources involved in operations, training, and exercises (including but not limited to targets, PTA. bldgs., Airspace) and provide daily recording and reporting to the DO of WOC activities.			
3.2.8.3.3	Maintain an Operation desk in the WOC area after hours.	Respond to queries directed to the operations center from all stakeholders. Provide up to date operations related information on such matters as changes to airspace, NAVAIDS and runway conditions. The WOC is the point of contact for all customer operational questions and requests. The WOC must also coordinate and book the use of all resources involved in operations, training, and exercises (including but not limited to targets,	200 hours per year.	Responses to queries are clear, concise, precise and provided within a reasonable period of time. The length of the period of time cannot be such that operations are impacted.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		PTA. Airspaces Daily recording and reporting to the DO of WOC activities).		
3.2.8.3.4	Manage annual flying program including services to transient military aircrafts. The program needs to be updated as changes occur. The Contractor must communicate the changes to the users within one working day of the change.	The annual flying program will be established by DND in consultation with DND customers and the ATC staff.	10 changes per year.	Flying program to be amended within 5 working days of approval of change. No instance of failure to communicate changes within one working day of change.
3.2.8.3.5	Manage all resources and coordinate support for exercises and operations.	Booking system to include usage of airspace in sufficient detail to avoid conflicts, target booking to include all targets and PTA usage, which includes but not limited to, encompass ground training, maintenance, clean-up, etc.	6 flying exercises per year. Maximum of 20 aircraft concurrently.	No conflicts due to Contractor error.
3.2.8.3.6	Manage Parking space on the ramps based on a prior notice required basis and a booking system is needed for all designated spaces on the aerodrome.	Consideration of dangerous cargo, weapons and explosives must be made when assigning parking locations.	As requested and as required.	No conflicts due to Contractor error.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.2.8.3.7	Issue, plot and distribute Operational Directives. Directives to be IAW applicable DND Orders, including but not limited to 5 Wing Flying Orders, Mitigation Orders Military Training - Goose Bay, and to account for any probable flight safety implications that may arise from imposing airspace use restrictions.	Nothing additional.	50 directives per year.	Ops Directives to be issued within 1 day of receipt. No instances of required service not being provided.
3.2.8.3.8	Liaise with stakeholders.	Correspond or meet as required with DND and non-DND personnel or agencies who are affected by or influence local operations.	Daily	No instances of required service not being provided.
3.2.8.3.9	Manage and distribute Wing Flying Orders. Ensure that all changes to applicable rules and regulations are included and adequately described in the WFO. All operators on the aerodrome are to be notified of changes to WFOs. WFOs are amended once	Nothing additional.	10 copies per year.	Annual WFOs to be issued NLT 30 April. No instance of failure to communicate changes. WFO amendments to be issued within 5 working days.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	<p>annually by DND with input from the Contractor; interim amendments are produced by the Contractor as Ops Directives. The Contractor will be responsible for the distribution. The distribution is normally done as follows: annually; in the new calendar year; and issued no later than 30 April every year.</p>			
3.2.8.3.10	<p>Maintain Map Depot. General upkeep of map files, including issuing, receiving and accounting. Contractor must use DND approved online software.</p>	Nothing additional.	154 maps.	No instances of required service not being provided.
3.2.8.3.11	<p>Monitor and provide up to date information on changes to airspace, NAVAIDS and runway conditions.</p>	Reporting through various means depending on subject, including, but not limited to, NOTAM and pub amendment.	Daily 60 occurrences annually.	No instances of required information not being disseminated.
3.2.8.3.12	<p>Monitor flight operations and file occurrence reports for instances of non-compliance with regulations.</p>	Nothing additional.	40,000 movements per year with 100 occurrence reports raised.	No instance of failure to complete report once an instance is phoned in or otherwise communicated. All reports accurate and submitted on time.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	<p>Operations to be monitored to ensure compliance with all regulations, environmental restrictions and Wing Flying Orders. Deviations from established procedures to be reported as activity reports as per Annex V of 5 Wing Flying Orders.</p>			
3.2.8.3.13	<p>Maintain and track flight statistics and distribute info to appropriate offices as required IAW standard coordination centre practice.</p>	<p>Nothing additional.</p>	<p>1,200 sorties per year.</p>	<p>No instances of failure to provide service.</p>
3.2.8.3.14	<p>Manage the QRA and activate for use. Ensure site is ready for use including, but not limited to, voice and data communications.</p>	<p>See the Service Level Agreement (SLA).</p>	<p>9 activations per year.</p>	<p>QRA activated within two hours of notification.</p>
3.2.8.3.15	<p>Coordinate air transport in support of and as directed by OSS. Liaise with local service providers to coordinate air transport. Manage all</p>	<p>Nothing additional.</p>	<p>85 return flights per year.</p>	<p>No instances of failure to provide service.</p>



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	aspects of flights, including but not limited to loading / off-loading of aircraft, passenger processing, required briefings.			
3.2.8.3.16	Participate in Bi-weekly coord meeting with 5 OSS and 444 CS Sqn.	This meeting is held every two weeks to coordinate 444 Sqn's support to 5 Wing.	26 meetings per year.	Results of the meeting will form the basis of a hel-task message for 444 Sqn.
3.2.8.4	Command Post (CP)			
3.2.8.4.1	Activate and manage the CP including updating all applicable CP documents. CP documents (50 documents) to be reviewed and updated annually in consultation with 5 OSS staff. Recall activated as per ERP.	CP to be activated in cases of exercises (see 3.2.8.4.3 and 3.2.8.4.4) and real world events.	4 exercises per year in addition to actual emergencies.	No instance of CP not activated as required or CP documents not being current.
3.2.8.4.2	Staff OSCER to accommodate exercises and emergencies. The Contractor must have the ability to deploy OSCER 24/7 as per the Wing Emergency Response Plan at 3.2.4.16.	Nothing additional.	5 emergencies and 2 exercises per year.	No failure to staff OSCER with qualified personnel as required.
3.2.8.4.3	Coordinate with 5 OSS staff annual live CP exercise.	Nothing additional.	2 live exercises per year.	No failure to participate in exercise.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	Participate in live exercise as per the ERP. Contribute to live exercise debrief.			
3.2.8.4.4	Coordinate with 5 OSS staff annual "Table Top" CP exercise. Participate in administrative exercise as per the ERP. Contribute to table top exercise debrief.	Nothing additional.	2 table top exercises per year.	No failure to participate in exercise.
3.2.8.5	Civil Aviation			
3.2.8.5.1	Liaise with civilian operators through GBAC on the aerodrome and operators in the flying training areas to ensure a high degree of flight safety and, as required, advise military and civilian operators of planned activities. As required, conduct briefings or meetings to address civilian operator concerns. Be the main liaison between the Wing and GBAC with respect to aerodrome operations.	Nothing additional.	2 formal meetings per year. Daily liaison with operators as required.	No instances of failure to provide annual briefing or failure to provide notification of a change to procedures that would affect the civilian operator.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.2.8.5.2	Collect data required for all non-military aircraft landings for the purpose of collecting landing fees, parking fees and all other fees. Data captured to be IAW definitions included in Transport Canada Aeronautics Act - Air Services Charges Regulations. Data captured to be IAW definitions included in Transport Canada Aeronautics Act - Air Services Charges Regulations.	Data to include date of landing, type of aircraft, weight class of aircraft (in Kg), full customer billing address, contact person, customer phone number, customer fax number, call sign, origin, and Actual Time of Arrival (ATA).	25,000 landings annually.	All data is collected. No more than 3% error rate detected in the gathering of data monthly. All landings are captured. Errors / deficiencies corrected within 2 working days of notification.
3.2.9	WATCHKEEPING REQUIREMENTS			
3.2.9.1	Provide VFR and IFR control. The ATC Section must be staffed with a minimum of one controller, located in the tower, capable of providing continuous VFR control.	Nothing additional.	1 controller - 24/7.	No instance of ATC Section left unattended during flying activities within the specified watch keeping hours.
3.2.10	TASK AUTHORIZATION (TA) REQUIREMENTS (Additional services on and as and when requested basis)			



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.2.10.1	Although there are no predetermined TA requirements, TAs may be ordered on an as required basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.
3.2.11	RECORDS AND DELIVERABLES			
3.2.11.1	Fill out TC Flight Progress Strip. TC Forms to be completed IAW MANOPS part 11.	Nothing additional.	1 Flight strip per IFR flight.	All flight strips accurate and complete.
3.2.11.2	Fill out CF ATC Automated Statistics System. To be completed IAW B-GA-164-000/AA-001 chapter 2.	Nothing additional	1 entry per movement.	All entries accurate and complete.
3.2.11.3	Provide Air Infraction Report within 2 working days. Provide information details for Air Infraction Report IAW 1 Cdn Air Div Orders, Vol 2-001A. 1 provision of information per activities.	Nothing additional	40 activities.	All information is accurate, complete and submitted within 2 working days.
3.2.11.4	Provide CF Flight Safety Occurrence Reports within 2 working days. To be completed IAW A-GA-135	Nothing additional.	25 activities.	All reports accurate, complete and submitted within 2 working days.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	chapter 9. 1 report per occurrence.			
3.2.11.5	Fill out CF 776 ATC Log Book. To be completed IAW B-GA-164-000/AA-001.	Nothing additional.	1 log in both the VFR and IFR control units. A log also exists in the WOC.	All entries accurate and complete.
3.2.11.6	Provide input to MOU Reviews.	As per 3.2.8.2.6.	1 submission per MOU review.	All submissions accurate, complete and provided at least 5 working days prior to review.
3.2.11.7	Provide a report on instrument approach review (TERPS)	As per 3.2.8.2.10.	12 reports.	All reports accurate, complete and submitted within 2 working days.
3.2.11.8	Fill out Radar Traffic Record. To be completed IAW B-GA-164.	Nothing additional.	1 record per day.	All records accurate and complete.
3.2.11.9	Fill out CF 1046 Military ATC license. To be completed IAW B-GA-164 Annex A.	Nothing additional.	1 license per qualified controller.	All licences accurate and complete.
3.2.11.10	Provide a shift schedule for all control positions.	Nothing additional.	1 schedule per month.	Schedule accurate, complete and submitted 5 working days prior to expiry of the previous schedule.
3.2.11.11	Develop and maintain an Aerodrome Bird and Wildlife Control Program.	Program requirements described in CFACM 2-813. Goose Bay is in proximity to the Atlantic goose migratory routes.	1 program reviewed annually.	Comprehensive and complete Bird and Wildlife Control Program.
3.2.11.12	Provide a report on the performance and the effectiveness of the Aerodrome	See 3.2.8.2.12 and 3.2.11.11. Annual report to be sent to 1 Cdn Air Div as requested in CFACM 2-813.	1 annual report.	Report is accurate, complete and submitted to 1 Cdn Air Div in the timeframe specified in reference.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	Bird and Wildlife Control Program.			
3.2.11.13	Maintain a reference library.	Publications are listed in Appendix 1 to B-GA 164.	50 publications in 1 library.	Library complete and current within 10 working days of issue of new publications or amendments to existing publications.
3.2.11.14	Provide DND reports showing data for all non-military aircraft landings and parkings. The report is to be provided to the DO no later than 9 working days following the end of the previous month. Report must be broken down for each customer with all landing, parking and other relevant information identified. The report will use the latest costing data from the Cost Factor Manual.	The report includes but not limited to, the data required by DND to accurately collect for all non-military aircraft all fees for landings, parkings and all other fees. The report will be provided in the format requested by the DO.	1 report per month.	No more than 3% error rate detected in the presentation of data monthly. The report is to be provided to the DO no later than 9 working days following the end of the previous month. The report accounts for all landings and parkings of non-military aircraft. All elements of the report are provided. Errors / deficiencies corrected and report resubmitted within 3 working days of notification.
3.2.11.15	WOC weekly activity reports.	Report to be sent to appropriate agencies as requested by the DO.	Weekly reports.	Reports to be accurate, complete and current within 1 working day and submitted daily.
3.2.12	MATERIALS, EQUIPMENT AND FACILITIES			
3.2.12.1	CONTRACTOR FURNISHED			
3.2.12.1.1	Provide all materials, equipment and furniture not otherwise provided as GF	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	required to deliver the services under each section.			



3.3 Transient Servicing

3.3.1 - SCOPE OF WORK

3.3.1.1 Provision of transient alert and ramp services, air terminal services and air cargo services to transient military aircraft as well as DND customers. These services also include but are not limited to cabin cleaning, aircraft de-icing, towing. The types of aircrafts expected to be serviced include CAF aircraft and those of foreign nations.

3.3.2 - DESCRIPTION OF EXISTING CONDITIONS

3.3.2.1 Table 3.3-3 provides historical military transient traffic. Table 3.3-4 provides the type of aircraft expected to be serviced and historical volume by type.

3.3.2.2 Canada Border Services Agency (CBSA) is located in Building 295.

3.3.2.3 The Goose Bay airport terminal, Building 6, is used for Air Passenger processing.

3.3.3 - DEFINITIONS

3.3.3.1 Nothing additional.

3.3.4 - REFERENCES

3.3.4.1 See Table 3.3-1 for references for Canadian Forces Technical Orders.

3.3.5 - SAFETY PROVISIONS

3.3.5.1 All Contractor personnel performing transient services must comply with the provisions of the Occupational Safety and Health standards and directives.

3.3.6 - HOURS OF OPERATION

3.3.6.1 The Contractor must provide service and facilities as required 24 hours per day, 7 days per week. The Contractor will be expected to flight follow and respond to requests 24/7 unless indicated otherwise by the DO.



Requirements

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.3.8	TRANSIENT SERVICING			
3.3.8.1	TRANSIENT ALERT AND RAMP SERVICES			
3.3.8.1.1	Establish a single point of contact for all the activities listed in this Section. This point of contact may also respond to requests for accommodations, flight feeding, transportation, and other activities covered in other sections.	See tables 3.3-3 and 3.3-4 for historical data. Services provided IAW Table 3.3-1, industry and ICAO standards. See Transient Aircraft Servicing Priorities for precedence in servicing.	350 flights per year.	Acknowledge immediately the request for support. No instance where customer cannot contact Contractor within 5 minutes. All aircraft met and properly secured. Minimum 2 aircraft serviced simultaneously.
3.3.8.1.2	Provide Basic Services. Services required are as follows: Marshaling and chocking of aircraft; placement and removal of ladder and stairs; positioning and operating ground electrical power / air start units for starting; provision of a fire bottle; provision of baggage and transportation services for aircrew from aircraft to designated facilities (customs, lodging facilities, flight planning center) and back to the aircraft; inspect for Foreign Objects Debris (FOD) around serviced aircraft; and	Nothing additional.	500 flights per year.	Services complete and delivered in a professional and timely manner. The Contractor must maintain the capability to perform all services to a minimum of two (2) aircraft simultaneously. When the number of aircraft precludes simultaneous servicing, the Contractor must perform servicing IAW priorities established by 5 OSS.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	safety check: Assist aircraft crew in walk-around the aircraft to ensure all ground services equipment is accounted for.			
3.3.8.1.3	Provide Special Services #1 which may require the removal of snow from aircraft surfaces prior to the application of de-icing fluids. De-icing of aircraft. Type 1 de-icing to be provided. Type 4 anti-icing services to be provided only if requested. Capability for de-icing two (2) aircraft simultaneously must be provided; the annual quantity of de-icing fluid required is 30,000 litres made up of 25,000 litres of Type 1 (short-term) and 5,000 litres of Type 4 (long-term).	Special Services #1.	25 Special Service #1 per year.	Services complete and delivered in a professional and timely manner. De-icing commenced within 30 minutes of request. Capable of de-icing 2 aircraft simultaneously. No instances of improper de-icing procedures.
3.3.8.1.4	Provide Special Services #2 as follows: providing baggage and transportation services for all passengers from aircraft to designated facilities including customs, food and lodging facilities if	Special Services #2.	1,000 passengers per year on 50 aircraft. Aircraft type to move military passengers could be military pattern or civilian contracted.	Services complete and delivered in a professional and timely manner. No flight delay for failure to transport or assist passengers. Transport arrives within 5 minutes of scheduled block times 95% of the



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	<p>off base, max of 20 km round trip) or back to the aircraft; conduct passenger briefings prior to passengers leaving terminal or bus and boarding aircraft. The brief to include but not limited to, ramp restrictions, personal belongings. Passenger briefs to be completed 5 minutes prior to boarding. Always have earplugs on-hand and available for departing passengers; prepare documentation for lost / damaged baggage and forward baggage tracers to origin and en route stops. Transportation must be provided to carry minimum of 40 people (including baggage) at a time. A maximum of 200 passengers per aircraft can be anticipated; and provide passenger pre-board security screening procedures and security screening for the transport of cargo and mail. Process passengers and baggage for</p>			<p>time, within 15 minutes for the remainder. No flight delays for failure to process passengers or baggage.</p>



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	manifesting, to include the checking of passenger passports or proper documentation as required.			
3.3.8.1.5	<p>Provide Special Services #3 as follows: aircraft latrine and waste handling and disposal; aircraft water services; and aircraft garbage handling and disposal. Note: Disposal of all waste will be at a controlled landfill site in compliance with all rules of applicable regulating authorities. International waste to be treated IAW CFIA directives regarding disposal.</p>	Special Services #3	100 flights per year, 50 of those International.	Services complete and delivered in a professional and timely manner. All services begun within 30 minutes of notification.
3.3.8.1.6	<p>Provide Special Services #4 as follows: Towing of aircraft. The service would include an appropriately classified tow mule, operator, wing walkers and opening and closing hangar doors as required.</p>	Special Services #4.	30 per year.	Services complete and delivered in a professional and timely manner. All aircraft towing conducted accurately such that there are no potential for, or actual incidents.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.3.8.1.7	Provide loading equipment and manpower to effectively and safely load and unload aircraft and transport the cargo to and from the warehouse location, as required.	Special Services #5.	300 planes loaded and offloaded per year.	Aircraft loading / offloading commenced within 10 minutes of aircraft arrival or within 15 minutes of request. Completed within 2 hours of start.
3.3.8.2	AIR TERMINAL FUNCTIONS			
3.3.8.2.1	Perform functions of processing incoming and outgoing passengers, baggage, cargo and mail. Perform services IAW DND directives and references listed in table 3.3-1. Maintain all required traffic documentation including but not limited to passenger manifests.	Nothing additional.	12 flights per year.	Services complete and delivered in a professional and timely manner. No flight delay resulting from improper processing or lost cargo or mail. Documents available on request 95% of the time and within 24 hours 100% of the time.
3.3.8.2.2	Inform CBSA on inbound international flights.	95% of all international flights arrive as scheduled.	50 international flights in support of transient military aircraft.	Customs notified 100% of the time on international flights. At least 30 minutes prior to arrival 95% of the time.
3.3.8.3	AIR CARGO			
3.3.8.3.1	Ensure all cargo for air shipments are documented. Initiate all applicable discrepancy reports and document cargo received without proper documentation.	Nothing additional.	5 flights per year.	95% of all shipments properly documented.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.3.8.3.2	Perform inspection and quality control handling. Book all Dangerous Goods through DMOV Trenton. Work to be performed IAW IATA standards.	This task is to certify that dangerous goods are packaged, marked and labeled correctly for air shipment. Individuals performing this task must be qualified to handle hazardous / dangerous material.	5 shipments per year.	No incident of failure to certify hazardous cargo.
3.3.8.3.3	Palletize, cap, weigh, label, and document pallets for air shipment.	Break / rebuild pallets if loads need to be mixed. When required, rebuilding pallets will be carried out under the direction of the visiting nation or CF qualified personnel.	10 pallets per year.	No incident of improper palletization or weighing.
3.3.8.3.4	Receive, store, inventory, deliver and release cargo to respective customers. Establish storage space for classified, signature service, pilferables and mail. Consignees for refrigerated cargo must be informed immediately.	Nothing Additional.	5 flights per year.	Receive, properly store, release or deliver cargo to consignee 95% of the time within the time frames stated. Notify consignees within 12 hours of high priority shipments and 18 hours for routine shipments.
3.3.9	WATCHKEEPING REQUIREMENTS			
3.3.9.1	The Contractor will provide service and facilities as required. Special requirements such as parking on military ramp, danger cargo and Prior Permission Required (PPR) are to be coordinated through WOC.	The Contractor will be expected to flight follow and respond to requests 24/7 unless indicated otherwise by the DO.	24 hours per day, 7 days per week.	No incident of failure
3.3.10	TASK AUTHORIZATION (TA) REQUIREMENTS (Additional services on an as and when requested basis)			



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.3.10.1	Provide services outlined in Table 3.3-2.	See the Contract BoP.	As required.	Support provided within 1 hour of request and performed in a professional manner. No failure to provide support as requested.
3.3.10.2	Although there are no other predetermined Task Authorization (TA) requirements, TA's may be ordered on an as required basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.
3.3.11	RECORDS AND DELIVERABLES			
3.3.11.1	Provide DND reports showing data for all services provided. The data and reports must include flight number and registration.	Reports required become the property of DND.	350 flights per year.	Records are accurate, complete and submitted within 2 working days of services delivery.
3.3.11.2	Maintain all files and records regarding all movement / shipment of passengers, mail, and cargo and any other records needed to move and coordinate all traffic functions expeditiously. Traffic records must be maintained IAW references listed in 3.3-1.	Nothing additional.	350 flights per year. 1 file per flight.	Records are accurate, complete and current within 2 working days of services delivery. Not more than 3 instances per year of failure to create or retrieve a requested document.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.3.12	MATERIALS, EQUIPMENT, AND FACILITIES			
3.3.12.1	CONTRACTOR FURNISHED			
3.3.12.1.1	Provide storage for cargo.	There must be storage for refrigerated cargo (i.e. medical supplies). See GFA available for storage.	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of appropriate cargo storage.
3.3.12.1.2	Provide all other equipment, facilities and materials not otherwise provided as GF required to deliver the services in this section.	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract.	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.



Table 3.3-1 CANADIAN FORCES TECHNICAL ORDERS REFERENCES

Number	Publication Name	Notation
CANADIAN FORCES TECHNICAL ORDERS REFERENCES		
A-GA-135-001/AA-001	Flight Safety for the Canadian Forces.	G
A-GG-040-001/AG-001	DND General Safety Program Policy and Program.	G
A-LM-158-005/AG-001	Transportation Manual.	G
DAOD 3009-0	Quality of Materiel and Services.	G
C-02-005-013/AM-000	Maintenance Policy, Shelf Life and Storage of Material.	G
C-02-040-007/TS-001	General Safety Precautions.	G
C-02-040-009/AG-001	DND General Safety Program Vol 2 - General Safety Standards.	G
C-02-040-010/MB-001	Vehicle Driving Regulations.	G
C-05-005-021/AM-001	Tool Control System.	G
C-05-006-002/AG-001	Aircraft Servicing, Hazard Emergency Marking.	G
C-05-010-002/AG-000	Maintenance Procedure - Recovery of Aircraft.	G
C-05-010-003/AM-000	Maintenance Procedure- Aircraft Oxygen Incidents Investigation Procedures.	G
C-05-010-019/DA-000	Marshalling Signals All Aircraft.	M
C-05-010-020/DA-000	Marshalling Signals Rotary Wing Aircraft.	M
D-05-060-001/SD-003	Standard - Aircraft Refueling.	G
C-12-010-011/TP-000	Maintenance Procedures - Group to Earth Conductivity For Aircraft.	G
C-12-010-040/TR-021	Standard repair Procedures Aircraft Cleaning and Corrosion Control Exterior and Interior	G
C-19-005-002/AM-000	Maintenance Policy - Aircraft Maintenance Support Equipment (AMSE).	G
C-22-040-001/TS-000	Aviator's Breathing Oxygen.	G
C-22-040-003/TS-001	Aircrew Escape Systems.	G
C-82-005-001/AM-002	International Standardization Agreement for Aviation Fuels, Lubricants and Allied Products.	G



C-82-005-001/AM-003	Minimum Quality Surveillance for Petroleum Products.	G
C-82-010-007/TP-000	Procedures and Responsibilities for Aviation Fuels Handling.	G
D-02-006-008/SG-001	Design Change, Deviation and Waiver Procedures.	G
D-05-060-011/SD-000	International Standardization Agreement Responsibilities for Aircraft Cross-Servicing and Cross-Servicing Ground Crew Training.	M
D-05-060-011/SD-012	International Standardization Agreement Pressure Replenishment of Engine Oil.	M
B-GA-106-000/FP-000	RCAF Ground De / Anti-icing Program.	M
A-LM-117-001/FP-001	Transportation Of Dangerous Goods by Canadian Forces Aircraft.	M
CANADIAN FORCES ADMINISTRATION ORDERS		
CFAO 55-28	Disinfection, Medical and Quarantine International Requirements for Aircraft.	M
CFAO 20-19	Service Airlift - General Policy.	M
DAOD 2016-0	Approval to Travel on Canadian Forces Aircraft.	M
CFAO 20-21	Service Airlift – Material.	M
B-GA-007-001/AF-001	1 Cdn Air Div Manual of Air Movements - Volume 1, Organization & Operating Procedures.	M
B-GA-007-001/AF-002	1 Cdn Air Div Manual of Air Movements - Volume 2, Techniques & Equipment.	M
B-GA-007-001/AF-003	1 Cdn Air Div Manual of Air Movements - Volume 3, On-Job Training.	M
B-GA-007-001/AF-004	1 Cdn Air Div Manual of Air Movements - Volume 4, Telecommunications and Information Services.	M
Table 33-5	Transient Aircraft Servicing Priorities.	M
GOVERNMENT OF CANADA DIRECTIVES		
TAHD-DSAT-IE-2002-17-4	International Waste Directive.	M



Table 3.3-2 Unspecified Service

1	Any of the services identified below. These require separate pricing based on a cost per hour, start, use, litre, quantity as applicable. These services would be paid outside the firm fixed price as described in the Basis of Payment Annex of the Contract.	Estimated Quantity	Unit of measure
1.1	Air stairs (up to 747)	5	per hour
1.2	Lower compartment loader, position and operate.	5	per hour
1.3	Wide body main deck loader, position and operate.	5	per hour
1.4	90 KVA ground power, position and operate.	1	per hour
1.5	60 KVA ground power, position and operate.	1	per hour
1.6	28 Volt ground power, position and operate.	1	per hour
1.7	air start 170 PPM, position and operate.	1	per activity
1.8	air conditioning unit, position and operate.	5	per activity
1.9	baggage tug and carts with and without operator.	5	per hour
1.10	cargo dollies.	5	per hour
1.11	belt loaders, position and operate.	5	per hour
1.12	lighting carts, position and operate.	50	per activity
1.13	tow tractor without operator.	12	per hour
1.14	B-4 stands.	1	per activity up to 24 hours.
1.15	Clean passenger section.	2	per activity per type of aircraft.
1.16	Transit cabin cleaning.	1	per activity per type of aircraft.
1.17	Heater coldbuster position and operate.	1	per hour
1.18	Heater Herman Nelson, position and operate.	1	per hour
1.19	Catering truck (747 capable) with operator.	1	per activity
1.20	Crew transportation, provide baggage and transportation services for aircrew from aircraft to designated facilities (Customs, food and lodging facilities, flight planning center) and back to the aircraft.	5	per activity
1.21	Coordinate into-plane servicing of oil, ADI, oxygen, nitrogen, LOX, and other liquids/gases	90	per activity
1.22	Provide fire bottle, position by aircraft.	50	per activity
1.23	Additional manpower – Ramp attendants.	24	per hour
1.24	Additional Manpower – Supervisor.	24	per hour
1.25	Forklift, with and without operator.	12	per hour
1.26	K-Loader, with operator.	5	per hour



Table 3.3-3 Historical Military Transient Traffic

Table 3.6-3

Historical Military Transient Traffic

This information is provided for information purposes only.

MILITARY TRANSIENT TRAFFIC FLIGHTS

NATIONALITY	2009			2010			2011			2012																																					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep																	
GAF	2	4	4	3	2	3	1	1	2	5	4	2	4	6	2	3	5	5	2	4	2	4	7	4							2	3	3	9	11	3	1	3									
Germany										1	1								2	1	4										4	1	6		14	2											
RNLAF	1				2	2	4	3	3		1	4		3										2								1						8	1								
CAF	2	1	4	5	4	4	4	9	8	3	1	2	1	13	5	7	7	5	1	1	4	4	2	6	7	6	7	2	9	10	7	2	5	3	7	4	10	5	9	8	10	5					
Canada						3	3	1	2					2	5	1	2	2		1		1	1					1		1	2	1	3					1									
ITAF				2	2										1	1													2										2								
RAF			2	1	1			1	1	1				1	4		2	1		1						1					2	2	1	1													
USAF	25	29	34	20	27	19	28	13	22	24	22	45	31	27	20	15	20	22	8	22	12	11	16	12	18	36	30	18	21	11	12	21	23	7	8	8	20	14	28	31	33	19					
NATO	1	2				2	4	1		1					3	3	2		2	1												1							2	1	2						
Greece	1	1		1				1			1				1	1										2		1	1		2			2				1	2								
Turkey	2	2	2	4	2	1	1			1	2	2	1	5	2	2	2	2	2	2	2	2	2	1	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2				
Belgium	1			4															1			1																	2	2							
France	3	2			4		4			1	1			2												1	2						2				1	1		2	2						
Norway		1		1	2		1	1												1			1					2			3	1															
Sweden	1					1	1						1	1											1									1	1									1			
Egypt													1	1																												1					
Denmark		1												1																																	
Ireland																				1																											
Mexico		1					1																																								
Peru																																															
Russia																																															1
Monthly Totals	39	44	46	41	46	35	52	32	38	36	32	53	43	62	35	36	37	38	21	31	21	23	23	30	37	49	46	26	33	28	27	34	34	13	29	21	36	36	69	51	58	31					



Table 3.3-4 Military Transient Traffic Type of Aircraft and Volume

Table with columns for years (2013-2017) and months (Jan-Dec) for various aircraft types (A310, A319, A321, etc.).



3.4 Airfield Communications, Radar & Navigational / Landing Aids

3.4.1 - SCOPE OF WORK

3.4.1.1 Provide services which includes, but is not limited to: PM; CM; assist in, or carry out the installation, verification and / or certification if required by DND and / or TC / NAVCAN; technical assistance and all required preparatory work for verification and/or certification routines performed by DND and / or outside agencies; procurement advice; and administration and management control.

3.4.2 - DESCRIPTION OF EXISTING CONDITIONS

3.4.2.1 The airfield communications, radar and navigational or landing aid equipment (NAVAIDS) is listed at Table 3.4-2.

3.4.2.2 All buildings associated with airfield communications, radar and NAV AIDs are listed in reference and the Facilities and Equipment Catalogue. NAV AIDs technicians can only work from Building 110. The shop, the spare parts and the communication hub for NAV AIDs is located in that building.

3.4.2.3 Frequency of PM for each item of equipment is listed in Table 3.4-2.

3.4.3 - DEFINITIONS

3.4.3.1 Corrective Maintenance (CM): Is the action taken to restore full serviceability after failure/functional degradation has occurred.

3.4.3.2 Preventive Maintenance (PM): The action required to service the equipment and assess its technical performance in relation to design criteria.

3.4.3.3 Serviceability Rate: The percentage of time that a system is in service with at least one channel of the particular equipment serviceable, flight checked (if applicable) and available to the user for operations. The system includes both channels (if applicable), associated sub-systems, components, indicators, monitors and alarms.

3.4.3.4 Third Line maintenance: All maintenance activity that is beyond the capability of the base. This must be the responsibility of the selected Repair and Overhaul (R&O) Contractor as designated by 1 Cdn Air Div.

3.4.4 - REFERENCES

3.4.4.1 See Table 3.4-1 for references for performing the required functions.

3.4.5 - SAFETY PROVISIONS

3.4.5.1 Nothing additional.

3.4.6 - HOURS OF OPERATION

3.4.6.1 The airfield communications, radar, and NAV AIDs equipment is to be maintained within this section, as listed in Table 3.4-2, is generally in use by Customers during work days from 0800 to 1600 hours daily; however, hours of operation are also subject to service requirements, published airfield hours of operation and include any pre-opening or post-closing work that might be necessary to ascertain equipment service ability requirements.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.4.8	AIRFIELD COMMUNICATIONS, RADAR AND NAVIGATIONAL/LANDING AIDS			
3.4.8.1	OPERATIONS AND PREVENTIVE MAINTENANCE			
3.4.8.1.1	Managing and maintaining all of the on-site equipment, which was provided to the Contractor as GFE. The management of this equipment includes the repair, calibration and replacement of items with a value of less than five thousand dollars.	Nothing additional.	Table 3.4-2.	No instance of not meeting performance standards of the line items of this section.
3.4.8.1.2	Prepare a PM Plan that covers all items listed in Table 3.4-2.	Nothing additional.	Equipment listed at Table 3.4-2, PMs.	Plan to be accurate, complete and submitted by 1 March of each year and be approved by the DO.
3.4.8.1.3	Perform PM on all airfield communications, radar and navigational or landing aids equipment. Follow the appropriate CFTOs, PM review recommendations from ATESS on 19 - 21 Sep 95, manufacturer's manuals and 1 Cdn Air Div Orders Vol. 4 detailed in Table 3.4-1 and the schedule of PM	Changes to PM procedures may only be varied with the agreement of, or at the request of the DO.	Equipment listed at Table 3.4-2, PMs.	Equipment to have a 95% serviceability rate with no one piece of equipment out of service for longer than 8 hours.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	activities in Table 3.4-2.			
3.4.8.1.4	Assist in performance of Installs, Adds, Moves or Changes (IMAC) of airfield communications, radar and navigational or landing aids equipment. Assist in performance of IMAC services and complete all testing to verify or certify equipment concerned. All siting requirements are to be coordinated through ATESS, 8 Wing Trenton.	As directed by the system Life Cycle Management Manager through the DO.	25 requests per year.	Complete all IMAC requests accurately, completely and as scheduled.
3.4.8.1.5	Perform IMAC of airfield communications, radar and navigational or landing aids equipment. Perform IMAC services and complete all testing to verify or certify equipment concerned. All siting requirements are to be coordinated through ATESS, 8 Wing Trenton.	As directed by the system Life Cycle Management Manager through the DO,	15 requests per year.	Complete all IMAC requests accurately, completely and as scheduled.
3.4.8.1.6	Assist maintenance teams in the	As directed by the system Life Cycle Management Manager or DO.	14 per year.	Implement requests for assistance in a



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	<p>performance of third line maintenance. Assist DND or manufacturer specialists in performance of third line maintenance. Lead personnel around, give access to building, guiding them across the airfield.</p>			<p>professional manner and as scheduled.</p>
3.4.8.2	CORRECTIVE MAINTENANCE			
3.4.8.2.1	<p>Acknowledge all trouble calls within 30 minutes of receipt. Trouble calls are to be recorded, set in priority, and subsequent actions noted.</p>	<p>Noting additional.</p>	<p>50 trouble calls annually.</p>	<p>95% of all trouble calls acknowledged within 30 minutes.</p>
3.4.8.2.2	<p>Repair Priority 1 equipment. Provide a 1 hour response time for trouble calls. Priority 1 equipment is identified in Table 3.4-2.</p>	<p>Priority 1 equipment is identified in Table 3.4-2.</p>	<p>105 trouble calls per year.</p>	<p>99% of trouble calls are responded to within 1 hour. Priority 1 equipment repairs are completed within 8 hours or IAW a schedule negotiated with the DO.</p>
3.4.8.2.3	<p>Repair Priority 2 equipment. Provide a 1 hour response time for trouble calls received only during normal hours. Provide a next working day response for trouble calls on</p>	<p>Priority 2 equipment is identified in Table 3.4-2.</p>	<p>20 trouble calls per year.</p>	<p>95% of trouble calls are responded to within 1 hour only during normal hours. 99% of trouble calls received after normal hours of operation are responded to within the next working day. Priority 2</p>



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	Priority 2 equipment received after normal hours of operation.			equipment repairs are completed by the end of the next working day or IAW a schedule negotiated with the DO.
3.4.8.2.4	Repair Priority 3 and all other equipment identified in Table 3.4.2. Provide a 24 hour response time for trouble calls and service requests.	Priority 3 and all other equipment is identified in Table 3.4-2.	15 trouble calls per year.	99% of trouble calls are responded to within the next working day. Priority 3 equipment repairs are completed within the next 3 working days or IAW a schedule negotiated with the DO.
3.4.9	WATCHKEEPING REQUIREMENTS			
3.4.9.1	Nil.	Nothing additional	Nothing additional.	Nothing additional
3.4.10	TASK AUTHORIZATION (TA) REQUIREMENTS (Additional services on an as and when requested basis)			
3.4.10.1	Attend seminars, conferences and meetings as negotiated with the DO. As directed by the DO, liaise and obtain direction and technical information related to the operations at 5 Wing.	This could include TIPS/TIS conferences, Helpdesk conference and Line Foreman conference and may necessitate liaising with Air Command and DND.	As negotiated with the DO.	No instance of absence from meetings when requested. No incidence of failure to provide requested materials for meetings.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.4.10.2	Although there are no predetermined TA requirements, TAs may be ordered on an as required basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.
3.4.11	RECORDS AND DELIVERABLES			
3.4.11.1	Maintain an electronic record of PM and CM activities. Record to include date, PM/CM activity description, SOW line item number of direct labour hours and cost, and direct material cost.		See 3.4.8.1.2. and 3.4.8.2	Record is accurate, complete and current within 2 working days of completion of change.
3.4.11.2	Report all applicable maintenance of Airfield Communications, RADAR and NAVAIDS in the Wing Facility Report II (WFR II) System.	1 Cdn Air Div Orders Vol 4.	See Table 3.4-2 for list of Airfield Communications, RADAR and NAVAIDS.	Record is accurate, complete and current within 2 working days of completion of change.
3.4.11.3	Maintain a reference library.	Library for all on-site equipment.	One on-site library.	Library to be up to date and complete.
3.4.12	MATERIALS, EQUIPMENT AND FACILITIES			
3.4.12.1	CONTRACTOR FURNISHED			
3.4.12.1.1	Provide all other equipment, facilities and materials not otherwise provided as GF required to deliver	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	the services in this section (other than in paragraph E).			



Table 3.4-1 Reference Table

Table 3.4-1		
References	Publication Name	Notation
B-GA-007-001/AF-001	1 Cdn Air Div Orders - volumes 1, 2 and 4.	M
B-GA-007-001/AF-001	1 Cdn Air Div Orders, 1-807 - Radio Frequency Radiation Safety Policy and Program.	M
C-06-020-001/AM-001	Test Equipment Calibration Policy.	M
B-GA-164-001/AA-001	Aerospace Control - Air Navigation Equipment Flight Inspection Procedures Manual.	M
C-55-040-001/TS-001	Safety Precautions and Incident Prevention Instructions - Radio Frequency Radiation Safety.	M
C-09-005-002/TS-000	Ammunition and Explosives Safety Manual Vol 2 Storage and Facility Operations.	M
B-GA-297-001/TS-000	Safety Orders for CF Air Weapons Systems.	M
B-GT-D35-001/AG-000	Management of the Radio Frequency Spectrum.	M
L-06-010-242/LM-001	RVR Sensor System	M
Table 8-2	Airfield Equipment Restoration Priority.	M
C-53-A35 Series (UDS2440)	CFTOs	M
C-53-409 Series (KY-92)	CFTOs	M
C-54-466 Series (GRR23 & 24)	CFTOs	M
C-54-467 Series (GRT21 & 22)	CFTOs	M
C-54-760 Series (Beacon Receiver)	CFTOs	M
C-54-635 Series (GRC171)	CFTOs	M
C-54-765 Series	CFTOs.	M
C-54-776 Series	CFTOs.	M
C-54-903 Series (GRC211)	CFTOs	M
C-56-465 Series (8-Channel Amp)	CFTOs	M
C-57-NDB Series (Beacon NRB2)	CFTOs	M
C-57-615 Series	CFTOs.	M
C-57-638 Series (ILS)	CFTOs	M
C-59-826 Series (DOME)	CFTOs.	M
C-59-980 Series (REDDS)	CFTOs	M
C-62-230 Series (Cabinet Land Vision)	CFTOs.	M
C-63-110 Series	CFTOs.	M
Manufacturers' manuals for specific equipment/systems.		



1108-A- 00987A01_EDO_01_L13 Vols 1-10	ASR-NG Maintenance Manuals	M
30003066_EDO_000_10	SSR Maintenance Manuals	M
30019250_EDO_000_03	SSR Maintenance Manuals	M
30073939_EDO_000_04	SSR Maintenance Manuals	M
Frequentis VCS3020	Vendor Maintenance Manual	M
Eventide Nexlog 740	Vendor Maintenance Manual	M
AWOS DI-ILS-007-ESP	Vendor Maintenance Manual	M
ATC Simulator	Vendor Maintenance Manual	M
AirStat	Vendor Maintenance Manual	M
Vaisala PTB330TS	Vendor Maintenance Manual	M
RCU C5501/G	Vendor Maintenance Manual	M
WADDS	Vendor Maintenance Manual	M
ATIS	Vendor Maintenance Manual	M
IBBU	Vendor Maintenance Manual	M
Transport Canada Aviation Pubs 4-3	Vendor Maintenance Manual	M
HF Radio RT7000	Vendor Maintenance Manual	M



Table 3.4-2 Airfield Communications, RADAR and NAVAIDS

Item	Description	OEM	Model	Restoration Priority	Qty	PMs	Reference	Materiel delivered within 5 working days of request.
1	TACAN, Tactical Airborne Navigation System including antenna and associated equipment (TACAN 57615), in addition to the Control System PC.		AN/GRN 516	1	1	500	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals, CFTOs C-57-615 series and Preventive Maintenance Review ATESS 19-21 Sept 95	Equipment to have at least one channel serviceable and operationally available 95% of the time. The remaining 5% is to be resolved within 96 hours.
2	ILS, Instrument Landing System.	Philips	PHL 7801	1	1	220	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals, CFTOs C-57-638 series and C-57-487 series (Remote), Preventive Maintenance Review ATESS 19-21 Sept 95, and NAVCAN Books, 4-3 ILS Series 4-4 F/M-34-3 and GP Series 4-4 F/M-4.	
3	ASR-NG (Area Surveillance Radar) including modems and other associated equipment.	Hensoldt	AN/FPN-507	1	1	252	1 Cdn Air Div Orders Vol 4, equipment / Mfs manuals and CFTOs C-59-759 series.	Equipment to have at least one channel serviceable and operationally available 95% of the



								time. The remaining 5% is to be resolved within 96 hours.
4	REDDS, Radar Environmental and Data Display System. Includes FDET II and NAMS II.		FYQ-CP-5151 (V)	1	1	437	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs C-59-980 Series.	
5	SSR Secondary Surveillance Radar.		AN/GP X 504(v)	1	1	857	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs C-59-560, C-59-566, and C-59-567 Series.	Equipment to have at least one channel serviceable and operationally available 95% of the time. The remaining 5% is to be resolved within 96 hours.
6	RAMP Radar Microwave		GLEN AYRE LYNX. 19c	1	1	2	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and applicable CFTOs.	
7	ATC Site Simulators			3	4	1	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals, applicable CFTO's and PM Review ATESS 19-21 Sept 95	
8	Frequentis		VCS30 20	1	1	420	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and applicable CFTOs	



9	NexLog (Digital Voice Recorder / Reproducer)	Eventide	Nexlog 79C	1	1	379	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals, CFTO C-56-610 series	
10	YR Beacon including antenna	Nautel	ND4000	2	1	2	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals, (Nautical Electronic Labs), CFTOs	
11	Beacon Monitor Receivers.	Nautel	NRB2	2	2	2	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTO C-54-760 Series.	
12	RVR Sensor and Monco (including Control System PC)	PEP	PEP9012	1	1	4	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals, applicable CFTO C-21-172 Series. (Presentey Engineering Products Ltd)	Equipment to have at least one channel serviceable and operationally available 95% of the time. The remaining 5% is to be resolved within 96 hours.
13	WADDS, Wind/Altimeter Digital Display System. Model	PEP	ID-5147/G MQ-504	1	1	4	1 Cdn Air Div Orders Vol 4, CFTOs and Mfs Pub Vols. 1, 2 and 3 (Presently Engineering Products Limited)	
14	Ceilometer	Vaisala	CT25K	3	1	52	1 CDN AIR DIV Orders Vol 4, equipment/Mfs manuals and CFTOs	
15	AWOS System-2	AWI		1	1	248		



16	SARSAT LEOLUT System. (Low Earth Orbit Local User Terminal)	Honey well (EMS Tech)	LEOL UT 600	1	1	4	1 Cdn Air Div Orders Vol 4, equipment/Mfs (Honeywell) (Canadian Astronautics limited) manuals and applicable CFTOs.
17	Single Channel Receivers.		AN/GR R 23 (VHF)	3	17	377	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and applicable CFTOs
18	Single Channel Receivers.		AN/GR R 24 (UHF)	3	26	377	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and applicable CFTOs
19	Single Channel Transmitters.		AN/GR T 21 (VHF)	3	18	377	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals, CFTOs C-54-467 series
20	Single Channel Transmitters.		AN/GR T 22 (UHF)	3	27	377	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals, CFTOs C-54-467 series
21	MultiChannel Transceivers,		AN/GR C211 (VHF)	2	2	377	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs C-54-636 series
22	MultiChannel Transceivers,		AN/GR C 171 (UHF)	2	6	377	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs C-54-636 series
23	MultiChannel Transceivers.		KY-92 (VHF).	2	2	377	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and



							CFTOs C-53-409 series	
24	MultiChannel / MultiMode Transceivers.		URC 200	3	2	2	1 Cdn Air Div Orders Vol 4, Mfs manual # 68-P36745M, and applicable CFTOs	
25	MultiChannel / MultiMode Transceivers (Operated by GAF)		VT130	1	1	1	1 Cdn Div Orders Vol 4 and equipment/Mfs manuals	
26	Remote Control Unit.		C5501/G	1	7	12	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals, applicable CFTOs and Interim Info Manual by DND DCEM	
27	Communications Control Units.		C-5401/G	1	2	12	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs C-54-765 series	
28	Radio Telephone Interface Unit.		Model RTU-10	3	2	2	1 Cdn Air Div Orders Vol 4 and equipment/Mfs manuals	
29	Cabinet Land Vinson.			3	1	4	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs C-62-230 series.	
30	Remote Control Interface Unit (2/4 wire interface).		AMDU 002094	3	7	12	1 Cdn Air Div Orders Vol 4 and equipment/Mfs manuals	
31	Antenna Coupler.		CU-547/GR	3	6	6	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and applicable CFTOs	
32	Antenna Coupler (VHF).		CU-5135/F	3	35	12	1 Cdn Air Div Orders Vol 4,	



			RC, CR8- 207SP				equipment/Mfs manuals and applicable CFTOs	
33	Antenna Coupler (UHF).		CU- 5136/F RC, CR8- 307SP	3	35	12	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and applicable CFTOs	
34	Independent Battery Backup Units (IBBU's)		Models 12v- 24v and 24v- 24v.	3	1	4	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs C-54-012 series.	
35	Antenna Building 5A (top of tower bldg)			3	12	12	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs consisting of the following types with pub's: (1) AS-5003U, CFTOs C-63-110; (2) AT-119/GR, CFTOs C-63-112; (3) SRL-217-C, CFTOs C-63-195; (4) CHU model CA-1028, CFTOs C-63-201; (5) 437B-, CFTOs C-63-280; (6) SRL-238, CFTOs C-63; and (7) AC-1-8-30 (sloping V), CFTOs C-63.	
	Antenna Building S110 (60" self support Trylon)			3	7	7		
	Antenna Building 1236 (4 x 110" Wooden Poles)			3	17	17		
	Antenna Building 1236 (80' Wooden Pole) Delta			3	1	1		
	Antenna Building 1223 (TACAN)			3	1	1		
	Antenna Building 1587 (Gator Site)			3	18	18		
	Antenna Building 1274 (Glidepath)			3	2	2		
	Antenna Building 1253 (ADF Site) Marconi Radar 1 ASR + 1 SSR			3	2	2		
	Antenna Building 1551 (Weather Radar)			3	1	1		
	Antenna Building 1275 (Localizer)			3	16	16		
	Antenna Building 817 (Beacon 150' Canada Bridge Steel)			3	1	1		



	Antenna Building 1587 (30' Wooden Pole) Pintree UHF ATIS			3	1	1		
36	ATIS, Automatic Terminal Information Service.		Part No. 112500 01	2	1	4	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs.	
37	LOS VHF/UHF GES Radios.			1	1	1	1 Cdn Air Div Orders Vol 4, and equipment/Mfs manuals.	
38	VIDS (Visual Information Display System) PC's			3	4	1	1 Cdn Air Div Orders Vol 4 and equipment/Mfs manuals and CFTOs	
39	Channel Amplifiers.		AM- 5310/U	3	1	1	1 Cdn Air Div Orders Vol 4 and equipment/Mfs manuals and CFTOs	
40	Bogan Amplifier and associated equipment.		Model CT100 B	3	1	1	1 Cdn Air Div Orders Vol 4 and equipment/Mfs manuals	
41	Fans.		2E300 A	3	8	1	1 Cdn Air Div Orders Vol 4 and equipment/Mfs manuals	
42	Jack fields.		Models JC-4- 24M and JC- 2-48M	3	12	12	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs	
43	Power Supplies.		Model HF627 4B	1	1	5	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs	
44	Radio Telephone Interface Unit		RTU- 292	1	4	3	1 Cdn Air Div Orders Vol 4 and equipment/Mfs manuals	



45	Portable Altimeter		VAISA LA, PTB 33C	3	2	1	1 Cdn Air Div Orders Vol 4 and equipment/Mfs manuals and CFTOs	
46	AIRSTAT			2	1	0	No PMs, only CMs and IMAC as required.	
47	In-house Cable and Termination.			3	1	12	1 Cdn Air Div Orders Vol 4 and equipment/Mfs manuals.	
48	HF Transceiver.	Datron	RT700 0	2	1	4	1 Cdn Air Div Orders Vol 4, equipment/Mfs manuals and CFTOs.	
49	Remote Weather reporting station (PTA)	Rainwi se	MonoP od	3	1	2	1 Cdn Air Div Orders Vol 4 and equipment/Mfs manuals	
50	SARSAT MEOLUT System. (Medium Earth Orbit Local User Terminal)	Thales	MEOL UT NEXT	1	1	4	1 Cdn Air Div Orders Vol 4, equipment/Mfs (Thales) manuals and applicable CFTOs.	



3.5 Emergency Services

3.5.1 - SCOPE OF WORK

3.5.1.1 Provide services which includes, but is not limited to: Crash fire, emergency rescues, hazardous material incident first response, fire protection, emergency response including Aircraft Rescue and Fire Fighting (ARFF), domestic and airfield structural firefighting, natural cover fire services, fire prevention program, Respiratory Protection Program and confined space entry. These services may be required on and off the Wing.

3.5.1.2 Provide medical emergency response services as required by the Wing.

3.5.1.3 Plan, develop and sustain a fire protection and fire prevention program, allowing inspections of all Emergency Service related areas by the DO or his/her designate.

3.5.1.4 Scale, issue, inspect, test (to include hydrostatic testing), repair, maintain and control inventory of all portable fire protection systems on the Wing. Scale, inspect, test (to include hydrostatic testing), all fixed fire protection systems on the Wing.

3.5.1.5 The Contractor is expected to meet the performance standards for emergencies outlined for all the requirements in this section, unless more than one emergency occurs simultaneously.

3.5.2 - DESCRIPTION OF EXISTING CONDITIONS

3.5.2.1 Fire Prevention and Fire Protection Coverage: Provided for approximately 283 buildings, 232 RHUs, 100 million litre fuel farm and an average of 30,000 aircraft movements per year.

3.5.2.2 Facilities: The fire station at 5 Wing provides physical cover for all emergency vehicles plus full fire service, administrative, technical workshops, stores and recreational facilities.

3.5.2.3 Airport ARFF Category, Structural Fire Protection.

3.5.2.3.1 Airport ARFF Category 5 for 24hr a day, 7 days per week basis. Increased ARFF services are provided on request. The structural fire protection HAZMAT first responder, and medical first responder are provided 24/7.

3.5.2.3.2 The provision of Medical Emergency Response is included in the minimum essential personnel requirements for Structural and ARFF responses. The Wing Fire Chief contacts the CO 5 OSS if the ARFF Cat 5 is going to be degraded.

3.5.3 - DEFINITIONS

3.5.3.1 Airport Category 5: IAW DAOD 4007-3, supplemented by FMD 2003. Additionally, in the event that foreign nations are using 5 Wing Goose Bay facilities, STANAG 3712 and STANAG 7145 with Canadian reservations must also be met. For civil aviation, ICAO Category 8 is also to be met IAW the Canadian Aviation Regulations (CARs).

3.5.3.2 (RCAF FM) / CFM: Royal Canadian Air Forces Fire Marshal and Command Fire Marshal.

3.5.3.3 (RCAF CFM): Royal Canadian Air Forces Command Fire Marshal.



3.5.3.4 FDMS: Fire Department Management System Computer Management.

3.5.3.5 NFCC or NFC of C: National Fire Code of Canada.

3.5.3.6 NBCC or NBC of C: National Building Code of Canada.

3.5.3.7 Medical Emergency Response: Medical Emergency Response by Fire Protection Services in fire or rescue vehicles as required by the Wing.

3.5.3.8 Movement (Aircraft): One aircraft taking off or one aircraft landing.

3.5.3.9 Personal Qualities: As described in NFPA 1001.

3.5.3.10 Physical Fitness Standards: IAW DAOD 4007-4, Fire Fighter Physical Fitness Maintenance Program.

3.5.3.11 Shift/Platoon: A cross section of supervisory and firefighting staff, who are normally on duty together to form the duty crew.

3.5.3.12 Watch room or Alarm Room Attendant: A person who is detailed to continually receive calls, answer queries and maintain the Log Book and the electronic fire department management system / program. If the Alarm Room Attendant is a firefighter and part of the response crew, he can respond to emergencies only when appropriate measures are in place to transfer communications and alarm systems to an alternate location.

3.5.3.13 Watch room or Alarm Room: The designated area where notification of incidents, fire alarms and other emergencies are received 24/7 and the crews are normally dispatched.

3.5.4 – REFERENCES

3.5.4.1 A-GG-005-000/AG-001 - Fire Protection Program (M).

3.5.4.2 FMD 1009 – Canadian Forces Fire Marshall Directive (M).

3.5.4.3 4000 Series – Defence Administrative Orders and Directives (DAOD) (M).

3.5.5 - SAFETY PROVISIONS

3.5.5.1 IAW NFPA 1500, recognize the hazards inherent to the trade and working environment such as:

3.5.5.1.1 Long term effects of high noise levels;

3.5.5.1.2 Electricity;

3.5.5.1.3 HAZMAT substances e.7. Including but not limited to, Carbon fibres and hydrazine.

3.5.5.1.4 Powered and pressurized systems;

3.5.5.1.5 Working in Confined Spaces; and

3.5.5.2 Ensure the correct procedures and training for operating with breathing apparatus are carried out IAW the DAOD 5021-1, C-87-040-000/MS-001, CSA Z94.4-02 and CSA Z180.1-00.

3.5.6 - HOURS OF OPERATION

3.5.6.1 Airport ARFF Category 5 and ICAO Category 8 for 24 hrs a day, 7 days per week basis. The structural fire protection, HAZMAT first responder, medical emergency response, are provided 24/7.

3.5.7 - PERSONNEL QUALIFICATIONS

3.5.7.1 All personnel employed as fire fighters must be physically and medically fit, with the personal qualities suitable for employment with the Fire Service IAW the Canadian Forces Fire Marshal Directive FMD 1004-DND Firefighter Training Requirements. The necessary number of personnel must be trained to the Province of Newfoundland's and Labrador Emergency Medical Responder (EMR) Standard. Where prospective employees are not fully trained, details must be passed to the DO, for forwarding to Departmental Fire Staff to check that the necessary training has been provided.



3.5.7.2 Breathing Apparatus Maintainer (BAM): A Fire Officer or Fire fighter qualified by the Breathing Apparatus manufacturer to maintain all aspects of the Fire department Self Contained Breathing Apparatus (SCBA) including SCBA cylinders.

3.5.7.3 Chief Fire Inspector (CFI): A Fire Officer accredited by IFSAC or ProBoard to NFPA 1031 fire inspector level 2, Public Fire Educator NFPA 1035 Public Fire Educator Level 1 and NFPA 1033 Fire Investigator level 1. Fire Officer I IAW NFPA 1021, Fire Inspector NFPA 1031, Public Fire Educator NFPA 1035 and Fire Investigator (Fire Investigation Level II) 1033. Chief Fire Inspector must have a minimum of three years of experience in fire prevention.

3.5.7.4 Fire Inspector: A Fire Prevention Officers accredited by IFSAC or ProBoard to NFPA 1031 Fire Inspector level 1, NFPA 1035 Public Fire Educator Level 1.

3.5.7.5 Fire Fighters: All fire fighters are to be trained to NFPA 1001 level II fire fighter, NFPA 1002 Standard for Fire Apparatus Driver / Operator Professional Qualifications (Pumper and ARFF) and NFPA 1003 Airport Fire Fighter through an accredited IFSAC or ProBoard training establishment. Fire Fighters must have a thorough working knowledge of the unit, civil and other foreign military aircraft emergency escape systems shut down procedures and aircraft weapon systems. They must be trained in AAS and Barrier operations and be capable to conduct post arrestor engagement reset procedures. No firefighting personnel are allowed to operate AAS or Barrier systems without the authorization by the Technical Authority. The fire fighters must develop a thorough knowledge of the airfield operations, and be prepared to direct aircraft, and carry out airfield tasks as required by Air Traffic Control. Fire Fighters must also possess a detailed knowledge of all infrastructure and facilities as it pertains to firefighting operations.

3.5.7.6 Driver Operators: Fire Fighters must hold the appropriate license for the vehicles they are required to drive. Additionally, they are required to be "tactically" qualified for the operation of ARFF and structural fire fighting vehicles, including pumps and associated equipment IAW NFPA 1002. All drivers must obtain a Ramp Defensive Driver Course certificate.

3.5.7.7 EMRs: Fire Fighters must be qualified to the Province of Newfoundland and Labrador's EMR standard. The medical training is to be a minimum qualification level of St. John Ambulance Standard First Aid (IAW DND Fire Fighter Trade Specifications) or to such higher level as required by the Medical Officer. The Medical Officer refers to the Wing Medical Officer or such medical officer or physician that may be appointed from time to time.

3.5.7.8 Wildland: Fire Officer and Fire fighter must be qualified as per FMD 2004 as a minimum personnel responsible for primary wildland fire fighting duties should be trained to the same standard as their provincial wildland fire fighting counterparts. Fire Officer should also be trained in and have a working knowledge of the Canadian Forest Fire Danger Rating System, and be conversant with the Canadian Forest Fire Prediction (FBP) System.

3.5.7.9 HAZMAT: Fire Officer and Fire fighter must be qualified as per NFPA 472 Standard for Competence of Responders to Hazardous Materials / Weapons of Mass Destruction Incidents to the Operation level with the mission specific qualification IAW the risks present on base. Fire Officer shall also be qualified to the Incident Commander level.



Requirements

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.5.8	EMERGENCY SERVICES			
3.5.8.1	FIRE SERVICES			
3.5.8.1.1	Maintain a system of carrying and delivering firefighting agent at the appropriate delivery rate.	Replenish firefighting Agent to required capacity within 30 minutes of the incident being declared safe. The delivery rate must be IAW 11MD 2003.	Agent requirement not less than Cat 5. Minimum Aircraft Rescue and Fire Fighting (ARFF) discharge rate not less than Cat 5 and ICAO Cat 8.	95% of required capacities and delivery rates are met; 90% of replenishments completed on time; remaining replenishments to be completed within 1 hour of the termination of an incident.
3.5.8.1.2	Respond to ARFF emergencies.	On duty platoon to respond to all declared aircraft emergencies on the airfield or in the area encompassing the unit that is accessible by ARFF or other emergency vehicles. Response time IAW 9AOD 4007-3. On duty platoon departs for off base crash response immediately upon notification.	20 ARFF Emergencies annually.	95% of required first ARFF vehicle response time is met each month. No instance of not responding to a call.
3.5.8.1.3	Suppress Fire.	Control and extinguish a fire in the critical area as specified in DAOD 4007-3. Control the fire for sufficient time to ensure completion of rescue operations or until such time as additional or recalled resources can be on scene to	As required.	Extinguish and control IAW DAOD 4007-3.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		assist with ARFF operations or the fire is extinguished.		
3.5.8.1.4	Effect Rescue.	Effect rescue on military aircraft IAW DAOD 4007-3 of aircraft occupants that are involved in an aircraft crash or other related life threatening situations. Conduct ARFF operations to control life threatening fire or other hazards in the critical area for the time necessary for able bodied aircraft occupants to escape without help and extricate those severely injured or pinned in the wreckage.	As required.	Control fire or other hazards long enough for able bodied aircraft occupants to escape without help and for emergency crews to extricate those severely injured or pinned in the wreckage.
3.5.8.1.5	Provide medical emergency response and provide first aid to casualties as required.	Wing medical emergency response is to consist of 2 EMR qualified fire fighters sustained 24/7.	20 calls per year.	No instance of first aid not being provided to casualties as required.
3.5.8.1.6	Provide additional ARFF services.	Provide additional ARFF services, including but not limited to, "alert standbys" for fueling ops, engine run-ups, weapons and armament loading, hazardous cargo for aircraft utilizing the airfield as required by Unit's operations. All possible advance information will be given to the Contractor.	600 activities per year.	95% of appropriate personnel and vehicles to be available for alert standby services when requested.
3.5.8.2	STRUCTURAL FIRE AND EMERGENCY RESPONSE SERVICE			



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.5.8.2.1	Respond to structural fires	Structural response IAW DAOD 4007-2 Structural Fire Response. Take-over is not until 15 March 2021.	90 calls per year.	95% of incidents of intervention, rescue and firefighting operations are initiated IAW DAOD 4007-2.
3.5.8.2.2	Respond to Emergency Incidents.	IAW the applicable NFPA or other Fire / Emergency response standards the Duty Platoon must be qualified and capable to provide a wide range of emergency response. This includes, but is not limited to, medical emergency first responder, natural cover fire, wildland fire, auto extrication, natural disaster and hazmat incident where there is a threat to life or the potential for the loss of property.	30 incidents per year.	Duty Platoon to provide an immediate response to 100% of emergencies IAW stated applicable standards.
3.5.8.2.3	Provide firefighters for off-base incidents.	Contractor to be available to assist with any off base fire or other emergency when required. This may require an airlift to an aircraft crash scene complete with the fly away kit or other equipment.	As directed by the DO.	Response to include at least 2 firefighters and equipment to support an off base fire or other emergency.
3.5.8.3	RESPIRATORY PROTECTION PROGRAM			
3.5.8.3.1	Conduct all requirements for the DND Respiratory Protection Program (RPP).	Conduct an ongoing RPP IAW DND standards. This includes all SCBA testing and maintenance and training of 5 Wing Personnel and air	1 Program.	95% of RPP mandate being met.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		quality testing for air compressors and other requirements. The RPP to conform to DAOD 5021-1 supplemented by the C-87-040-000/MS-001 and- WSO Chap 6-601.		
3.5.8.4	AAS SUPPORT			
3.5.8.4.1	Respond to all aircraft arrestor incidents (AAS & Barrier) and provide assistance.	As directed by Air Traffic Supervisor or AAS servicing team, provide post arrestor engagement reset; Provision of assistance IAW 1 Cdn Air Div Order Vol. 1-110, C97-101-006/AM-000, and ACO 55-30. See Section 2	5 engagements per year.	Respond in IAW with stated references.
3.5.8.4.2	Conduct or provide assistance for positioning the AAS cable (up or down).	As directed by Air Traffic Supervisor or AAS servicing team, reconfigure the AAS as required. See Section 2.	5 calls per year.	Respond to 100% of requests to conduct or provide assistance in positioning AAS cable. Response time not to exceed 2 minutes.
3.5.8.4.3	Access to the Canadian Aircraft Arresting Systems On Line Database (CAASOLD) – Database is GFE.	DND will provide access to the CAASOLD for the Contractor to deliver the services stated in this SOW.	The number of user accounts will be as determined by the Contractor.	No unauthorized access or use of the software.
3.5.8.4.4	Provide Airfield Operations Support.	As directed by Air Traffic Supervisor or other authority the duty platoon may have to provide miscellaneous duties including but not limited to Runway checks; FOD	100 activities per year.	Respond to 100% of requests each year for assistance to Air Traffic Control.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		collecting; Crowd control; and Bird and Wildlife control.		
3.5.8.4.5	Inspect airfield crash exits.	Gates to be inspected for serviceability of locking and hinge mechanisms, width and height clearance for fire/emergency vehicles and pavements. Serviceability of gates to be recorded in Log Book. Raise Work Order to have repairs effected.	4 gates inspected weekly.	75% of gates are inspected weekly and work orders are raised to effect repairs.
3.5.8.4.6	Conduct daily inspections of the AAS at the beginning of each weekend day and holiday day.	Fire fighters inspecting gear must use the appropriate checklists and must be trained by the AAS Supervisor. All aspects of this requirement as per 1 Cdn Air Div Orders 1-110A.	115 Daily checks per year.	No instance of inspection not being carried out at the beginning of the weekend day and holiday day.
3.5.8.5	TRAINING REQUIREMENTS			
3.5.8.5.1	Conduct training IAW training syllabus for Fire Department Personnel.	The training must cover all aspects of fire service requirements on the unit or within its environs. Maintain a high standard of on-job training. Training to include all facets of the work including but not limited to: training on AAS and Barrier systems; training on aircraft escape systems, the handling, safety, crash, emergency and fire procedures for aircraft weapons systems; training in	An average of 2 hours firemanship training per fire fighter per shift and an average of 1 hour of PT per fire fighter per shift, to be planned and carried out per shift when activity levels allow it.	Training plan is IAW the CFMM training program. Each duty shift requires a training session IAW the Fire Protection Program.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		structural fires, medical emergencies, difficult rescues, confined space entry and coordinated major emergencies requiring all fire hall resources; undertake ARFF re-certification training. Train and sustain currency of all firefighters to Emergency Medical Responder level.		
3.5.8.5.2	Participate in joint training exercises.	Joint training with the Local Authorities (LA) Fire Services, RCMPs and Forestry or other Emergency Services as required must be carried out as availability of unit and LAs manpower may allow.	1 per year.	No occasions of an annual joint exercise not being attempted.
3.5.8.5.3	Carry out fire training for DND personnel and its customers.	Personnel to be trained on the action in the event of fire, portable firefighting equipment and fire safety orders in their areas of responsibility. Provide report as per 3.5.11.8.	1 training session per month; Contractor personnel to be retrained every 3 years.	90% of training to be achieved on time; all of remaining training to be carried out within 1 month date training due.
3.5.8.5.4	Provide new arrival and annual fire training for service and civilian personnel including trade specific personnel.	Personnel to be trained in the areas relevant to their works service site. Provide report as per 3.5.11.8.	40 personnel per year.	95% of new personnel to be trained within 1 month of commencement of Contract.
3.5.8.5.5	Carry out training for building custodians (Fire Wardens) in fire	To be trained as the fire department representative in fire prevention and as Fire	10 personnel trained monthly.	95% of building custodians to be trained within 1 month of



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	prevention and fire evacuation drills.	Evacuation Officer. Provide report as per 3.5.11.8.		taking over as building custodian.
3.5.8.5.6	Carry out practice evacuation drills.	Practice drills IAW the NBC of C and NFC of C in all areas with a life or strategic risk.	100 practices annually.	At least 95% of drills to be carried out on time; Remaining 5% to be completed within 1 month.
3.5.8.6	WATER SUPPLIES			
3.5.8.6.1	Perform tests and inspections of all fire hydrants.	Perform tests and inspections of all fire hydrants in IAW the Fire Protection Program. Visual inspection to include checks for, accessibility, leaks, corrosion and cleanliness. All hydrants to be flushed and control valves fully opened and closed. Details of test to be recorded in PM log book. Area flow tests and graphs to be included. Request repairs as necessary.	210 fire hydrants.	25% of fire hydrants are inspected each year. No incidents of faulty fire hydrants resulting from failure to request repair.
3.5.8.6.2	Inspect, test, monitor and / or maintain fire suppression and detection systems standpipe systems and fire booster pumps.	In IAW with the Fire Protection Program, inspect, test and monitor all unit fire suppression and detection systems. Flush and maintain all standpipe systems and flow fire booster pumps. These systems, based upon the standards, may require monthly, quarterly, semi-	There are 122 suppression systems, 173 standpipes and 16 fire booster pumps (14 are diesel driven and 2 electrically driven).	All systems inspected, tested or maintained IAW with applicable standards.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		annually or annual inspection, maintenance or testing. See section 4.3.7 for CMs and repairs.		
3.5.8.7	FIRE PREVENTION			
3.5.8.7.1	Inspect all buildings, structures, facilities and outside storage areas and write-up a report for each inspection.	Buildings to be classified IAW NBC of C and to be inspected at the appropriate intervals according to this classification and CF Fire Prevention policy. Write-up a report for each inspection IAW Fire Protection Program. Report as per 3.5.11.4.	254 buildings (includes every structure from bldgs, bike shelters and tennis court) and 232 RHUs.	95% of buildings or areas to be inspected each year.
3.5.8.7.2	Carry out "follow up" inspections.	To be carried out when a major discrepancy had been identified.	40 discrepancies annually.	90% of "follow up" inspections completed each year.
3.5.8.7.3	Inspect clubs and messes for risks following notification of special events.	Any recommendations regarding high fire risks to be reported to the DO at time of inspection.	10 events per year.	95% of inspections carried out prior to event.
3.5.8.7.4	Carry out "cease work" inspections in technical areas, as requested by engineering staff.	When an area is considered to have an exceptionally high risk.	5 inspections per year.	95% of inspections carried out within 1 working day of notification.
3.5.8.7.5	Conduct Fire Committee meetings.	Form a Fire Committee IAW QR&O Vol I, Chap 30. Invite representatives from all sections to send a representative. Members to meet quarterly as part of the Wing's General Safety Committee.	4 meetings per year.	Meetings conducted quarterly in a professional manner with representation from all sections.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.5.8.7.6	Issue Hot Work or other Hazardous Process Permit.	Issue Hot Work or other Hazardous Process Permit IAW Fire Protection Program, to any personnel carrying out burning / welding / cutting operations on the Wing. Area of operations to be checked prior to and following hot work or hazardous process operations. High risk areas may require fire personnel to stand by during operations.	350 permits per year.	95% of "hot work" covered by issue of permit.
3.5.8.7.7	Ensure all DND occupied and unoccupied buildings have assigned Fire Wardens.	Fire Wardens assigned as per FMD 1013. See Facilities catalogue.	1 Fire Warden per building	No instance of a building not being assigned a Fire Warden
3.5.8.8	FIRE INVESTIGATION			
3.5.8.8.1	Carry out preliminary fire investigations.	Carry out a preliminary fire investigation immediately following a fire incident. Major incidents to be reported to the DO within 30 minutes. CFFM to be notified within 12 hours IAW DAOD 4007-2. All reports to be in the Integrated Fire Service Management and Reporting (IFSMR) format. Provide report as per 3.5.11.1.	10 investigations per year.	95% of major incidents are reported to DO within 30 minutes of notification; 95% of reports of preliminary fire investigation are raised within 2 working days. No incident of preliminary investigation not occurring.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.5.8.8.2	Request assistance of CFFM's Staff for investigations into Category 1 fires / incidents.	As required in DAOD 4007-1, Reporting and Investigation of Fires and Incidents, CFFM staff must be called to assist or give advice.	1 request per year.	Request made within 24 hours of incident.
3.5.8.8.3	Attend as a participant of a Board of Inquiry into a fire or other incident.	Provide specialist technical advice on fire matters to the board, and offer recommendations where necessary.	1 Board of Inquiry per year.	Provide accurate and complete technical advice on fire matters. No activity of not attending a Board when requested.
3.5.8.8.4	Participate in Exercise or the execution of Wing Emergency Response Plan.	To ensure all aspects of the plan are compatible with other areas of the unit and outside agencies.	1 exercise per year or as required by the W Comd and real world events as required.	Participation in exercise is relevant and includes all aspects of plan.
3.5.8.9	FIRE ALARM, EXTINGUISHERS AND PROTECTION EQUIPMENT			
3.5.8.9.1	Issue, inspect, inventory control and carry out servicing, recharge and maintenance of fire extinguishers including hydrostatic testing.	To be checked and serviced IAW NFC of C policy and manufacturer instructions.	1,685 extinguishers inspected annually, 550 serviced annually.	95% of inspections to be completed on time; remaining 5% to be completed within 1 day; and no instance of unserviceable extinguishers not being replaced immediately.
3.5.8.9.2	Monitor monthly user section checks of fire extinguishers.	Fire Section to monitor that building custodian / inventory holders are carrying out their responsibilities and verifying equipment. In the case where the building custodian/ inventory holders are	5 extinguishers per building/area.	95% of checks to be completed on time; Remaining 5% to be completed within 1 week.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		delinquent in their duties advise the DO.		
3.5.8.9.3	Carry out checks, inspections and tests on all fire alarms and fire protection equipment.	Carry out checks, inspections and tests on all fire alarms, fire phones and fire protection equipment IAW Fire Protection Program. Results to be recorded as per 3.5.11.1.	283 alarm systems checks per month.	95% of all systems to be tested on time; Remainder to be tested within 28 working days.
3.5.8.10	MISCELLANEOUS			
3.5.8.10.1	Review all engineering plans generated or received by the Contractor.	Review all engineering plans generated or received by the Contractor, to ensure compliance with the National Fire and Building Codes, NFPA and other fire and life safety codes. Ensure all plans adequately address fire and life safety protection means of escape and means for fighting fire.	144 reviews per year.	All plans are reviewed in a timely and professional manner and 95% of discrepancies are reported.
3.5.8.10.2	Respond to HAZMAT and POL spillage.	Provide 24 hour support for accidental POL spillages and first responses to HAZMAT incidents. As directed by Air Traffic Control, OSCER, unit or engineering operations, Fire Service is to provide first response to POL spills and HAZMAT incidents. The response work lasts an average of 30 minutes per spill or incident.	80 activities per year of 30 minutes 1st response per incident.	95% of the time respond to a fuel spill or HAZMAT incident within 2.5 minutes of notification. The remaining 5% within 5 minutes.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.5.8.10.3	Assist and support Staff Inspections visits and correct discrepancies.	Inspections will be made IAW Air Command Instructions. Correct all discrepancies following staff inspections made by the DO, Air Command and Canadian Forces Fire Marshal Staff, and provide a report of actions taken. All records, files, reports to be available for inspection. Some inspections may be made without prior notice.	Annual Inspections. Routine Staff Inspection bi-annual. Other staff inspections at least every 3 months during first year of the Contract.	Submit action plan of discrepancy report within 30 days of receiving inspection report.
3.5.8.10.4	Provide support to Wing sanctioned events.	Contractor will be required to provide a fire truck as requested by the DO for Wing sanctioned events including but not limited to Family Day and Block Party. The fire truck may be required to use sirens and spray water. Events would last an average of 1 hour.	3 events per year	No instance of service not being provided as requested by the DO.
3.5.9	WATCHKEEPING REQUIREMENTS			
3.5.9.1	Maintain alarm and emergency communications monitoring.	Monitor alarm and emergency communications systems on a 24/7 basis.	8,760 hours per year.	100% of time alarm system or emergency communications are continuously monitored.
3.5.9.2	Maintain DOAD 4007-3 Cat 5 or ICAO Cat 8 for 24/7 daily.	Nothing additional.	DOAD 4007-3 Cat 5 or ICAO 8 24/7.	95 % of Cat 5 or ICAO 8 is met 24/7.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.5.9.2.1	Provide crash / fire cover for visiting aircraft.	(STANAG Airport Category 7). Size of aircraft may require enhancement of ARFF service to STANAG Cat 7 when requested. Contractor will be given 5 days' notice whenever possible, but could be as little as 24 hour's notification.	Contractor will be given 1 coverage per month.	90% of appropriate personnel and vehicles to be available for ARFF STANAG Category 7 for type of Aircraft.
3.5.10	TASK AUTHORIZATION (TA) REQUIREMENTS (Additional services on an as and when requested basis)			
3.5.10.1	Clean-up of HAZMAT and POL spillage's after 1st response.	When the 1st 30 minutes of 1st response of 3.5.8.10.2 does not suffice to contain the spill, the time required to complete the containment will be covered under a TA.	2 activities per year of 2 hours per incident.	Work completed to the agreed standard. No instance of not proceeding with the work as required to prevent additional environmental damage.
3.5.10.2	Track, recommend, and undertake ARFF re-certification training.	Maintain and track individual fire fighter training records, and recommend ARFF recertification training schedule to the DO, based on technical information related to the qualification requirements and operations at 5 Wing. Training to be undertaken at an institute recognized and approved by the DO.	Nothing additional.	No instance of not undertaking ARFF recertification training as negotiated with the DO.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.5.10.3	Although there are no other predetermined TA requirements, TAs may be ordered on an as required basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.
3.5.11	RECORDS AND DELIVERABLES			
3.5.11.1	Provide all Fire reports and Fire service forms in Fire Department Management System (FDMS) or IFSMR format.	As per FDMS / IFSMR.	As required.	Reports are accurate, complete and submitted within 2 working days of incident. No incident of reports not being submitted on time.
3.5.11.2	Maintain a log of all firefighter training and qualifications and input all training data in FDMS.	FDMS training log to include details of which firefighters received training, who was the instructor and what subject or drill was conducted. Details of training courses and qualifications gained that are not DND are to be included. Fire Safety Training Database (FSTD) allows for all these requirements.	1 file per firefighter. Submit no more often than monthly.	FDMS training log is accurate, complete and current within 5 working days of training.
3.5.11.3	Report on Joint Training Exercise.	Report should include details of Local Associations contacted, content of request and responses received.	See 3.5.8.5.2.	Reports are accurate, complete and submitted within 2 working days of incident. No incident where a report is not filed even when joint training exercises are not held.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.5.11.4	Maintain Fire Prevention Inspection Reports.	Reports maintained IAW fire Protection Program. See 3.5.8.7.1	800 reports annually.	95% of reports are accurate, complete and submitted within 5 days of inspection completion.
3.5.11.5	Maintain Fire Vehicle Daily Check List Log.	Contains a comprehensive list of all items of equipment of each individual vehicle. Log up-dated at each shift change.	1 log per vehicle.	95% of log entries are accurate and complete.
3.5.11.6	Maintain Pre-Fire Plans per bldg.	Maintain plans as required by the Fire Protection Program and designed IAW NFPA 1620. To include details of all relevant information for all infrastructure on the unit that will assist the emergency services. One copy of the plan kept in the Alarm Room and one copy in the duty Platoon Chief's vehicle.	167 plans.	All plans to be reviewed annually or at a change of use of infrastructure. 95% of plans are current within 5 working days and in proper location.
3.5.11.7	Forward a monthly report to the DO on buildings or areas that are considered to be inadequately fire protected.	Following a change or use or legislation, DO to forward report to Command Fire Marshal.	1 report per month.	Report is accurate, complete and raised within 5 working days of the end of the month.
3.5.11.8	Maintain records of training for personnel other than Contractor personnel.	Training to be recorded in appropriate training module. Individual names to be recorded in a locally established indexed book.	300 entries annually.	95% of training is recorded accurately, completely and within 5 working days following each training session.
3.5.11.9	Review the Wing Emergency Response Plan.	Review Emergency Response Plan, and where actions to enhance the plan are deemed	1 review at least annually. Reports	Report is submitted at least annually or as required.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		necessary, submit a report detailing these to the DO.	on amendments as required.	
3.5.11.10	Maintain a reference library.	Library to include the manuals referred to in paragraph 3.5.4, a full inventory of DND, NFPA, IFSTA, and other manuals and Administrative Publications, Manuals of Firemanship, and all other books, manuals, periodicals applicable to relevant firefighting and emergency services.	1 reference library.	95% of documents to be up to date and fully amended.
3.5.11.11	Submit report to the DO on recommended ARFF training schedule.	See line item 3.5.10.2 above.	One report annually, on or before 15 January.	Report must be complete, accurate, and submitted on time.
3.5.11.12	Emergency Medical Response			
3.5.11.12.1	Prepare and submit Emergency Medical Response Plan for approval by the Technical Authority.	Provide in the Emergency Medical Response Plan information regarding emergency medical support available in the event of aircraft accident, or declared emergency, including description of facilities, services and levels of care; ambulance response	1 plan.	Plan to be developed, submitted and approved prior to end of transition.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		information (including but not limited to, number, response times.), and other pertinent information. Submit the plan to the Technical Authority. DND will provide the existing 5 Wing Emergency Response Plan to be used as guidance.		
3.5.11.13	Aircraft Rescue and Fire Fighting (ARFF)			
3.5.11.13.1	Provide an ARFF Plan for approval by the Technical Authority.	Detail in the ARFF Plan how emergency procedures will be implemented (including response priorities and rescue and extraction of aircraft occupants) when an emergency call is received or in the event of a crash. Indicate in the plan how the ARFF services will be provided with the details of the firefighting equipment on location at 5 Wing. Submit the plan to the Technical Authority. DND will provide the existing 5 Wing Emergency Response Plan to be used as guidance.	1 plan.	Plan to be developed, submitted and approved prior to end of transition.
3.5.11.13.2	Provide Fire Orders.	Fire Orders to contain all relevant fire response information expected to be required by building occupants, to include diagrams and comply with the NFCC.	1 set of Fire Orders.	Fire orders to be developed, submitted and approved prior to end of transition.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		Post the fire orders in each building stated in the Facilities sub-paragraph within paragraph 8 of each section of the SOW. DND will provide the existing 5 Wing Fire Orders to be used as guidance.		
3.5.12	MATERIALS, EQUIPMENT AND ACCOMMODATIONS			
3.5.12.1	GOVERNMENT FURNISHED			
3.5.12.1.1	Access to IFSMR.	DND will provide access to the IFSMR for the Contractor to deliver the services stated in this SOW.	The number of user accounts will be as determined by the Contractor.	No unauthorized access or use of the system.
3.5.12.1.2	Access to FDMS.	DND will provide access to the FDMS for the Contractor to deliver the services stated in this SOW.	The number of user accounts will be as determined by the Contractor.	No unauthorized access or use of the system.
3.5.12.1.3	Access to FSTD.	The Canadian Forces Fire Marshal training program FSTD can be used and is available upon request.	The number of user accounts will be as determined by the Contractor.	No unauthorized access or use of the program.
3.5.12.2	CONTRACTOR FURNISHED			
3.5.12.2.1	Provide station dress and personal protective equipment.	All firefighting protective clothing and equipment must meet the appropriate NFPA standard.	As determined by the Contractor based on the requirements of the section.	95% of duty crew are properly dressed, equipped and ready for duty.
3.5.12.2.2	Provide Class A or equivalent uniforms for three fire officer personnel.	Fire Chief, Dep Fire Chief and and/or Chief Fire Inspector to be uniformed when attending functions, conferences, boards, investigations on behalf of the Wing.	As determined by the Contractor.	Officers are appropriately dressed at functions.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.5.12.2.3	Maintain an inventory of reserve fire suppressing agent.	IAW DND standards, retain 1 charge in the vehicles and 2 in reserve for each vehicle. Reorder as required using only DND approved chemicals.	As determined by the Contractor based on the requirements of the section.	Fire suppressing agent positioned IAW related information. No incident where operational reserve of agent is not available.
3.5.12.2.4	Provide all materials, equipment and furniture not otherwise provided as GF.	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract	As determined by the Contractor based on the requirements of the section.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.



3.6 Security Services

3.6.1 - SCOPE OF WORK

3.6.1.1 Provide services which includes, but is not limited to administrative service, personnel, physical security, alarm monitoring and response, incident response, guard post / access control, pass administration, key control and monitor, dispatch and coordinate section activities.

3.6.2 - DESCRIPTION OF EXISTING CONDITIONS

3.6.2.1 The Contractor Security Section offices are currently co-located with 25 MP Flt Detachment in Building 256 and can remain there.

3.6.2.3 Criminal and Administrative Actions. Contractor employees may be subject to criminal and/or administrative actions as allowed by law. Some offences that would warrant such action include, but are not limited to, violations of Federal and / or Provincial Law, the standards of conduct provisions of this SOW, and violations of regulations or general orders or instructions or commands by lawful authority, falsification or unlawful concealment, removal, mutilation, or destruction of official documents or records, or concealment of material facts by willful omission, wrongful appropriations of, or unauthorized use of, Government property, to include theft, vandalism, destruction, sabotage, immoral or lewd conduct, unethical or improper use of official authority or credentials, impersonation of an official Provincial or Federal Agent, security violations, and possession, use, or sale of controlled substances.

3.6.2.4 The Canadian Corps of Commissionaires has the Right of First Refusal for provision of Security Guard and Security related services at Federal Government Sites in Canada. The rates charged by the Corps cannot exceed the rates contained in the Federal National Master Standing Offer. The Corps is represented in Goose Bay by the Newfoundland Division located at 207A Kenmount Rd, St-John's, NL, A1B 3P9.

3.6.3 - DEFINITIONS

3.6.3.6 Guard: Member of the Contractor Security Section. The term "Security Officer" will not be used to identify Contractor security personnel in any form or fashion.

3.6.3.2 Individual Reliability Program (IRP): An administrative means, developed and monitored by the Contractor, of assessing the reliability of individuals being considered for employment, the continuous assessment / evaluation of personnel already employed assessing their character, trustworthiness and fitness against standards expected of the security profession.

3.6.3.3 Neglect of duties: including but not limited to, sleeping on duty, unreasonable behavior or delays or failures to carry out assigned tasks, conducting personal affairs during duty hours, refusing to render assistance or co-operate in enforcing the law, willful failure to report neglects or criminal actions on the part of others, any other act or failure to act which shows a negligent disregard for the foreseeable consequences, disorderly conduct, use of abusive or offensive language, quarrelling, intimidation by words, actions or fighting, disrespectful conduct towards a person, supervisor or person in authority (insubordination); and participation in disruptive activities that interfere with normal and efficient Government operations and persons charged to conduct those operations.



3.6.3.4 Post: A station or task to which guards are assigned, including but not limited to a gate, roving vehicle patrol, desk, traffic control point.

3.6.3.5 Security and Military Police Information System (SAMPIS): SAMPIS is a tool used by dispatchers to record information on the computer system that can be accessed by the roving patrol to gain and enter information to describe ongoing activities. The system is used nationally.

3.6.4 - REFERENCES

3.6.4.1 National Defence Security Orders and Directives (NDSOD) (M).

3.6.4.2 CGSB 133.1-2017 - Security Guards and Security Guard Supervisors (M).

3.6.4.3 Air Force Orders (http://airforce.13il.3a/aco/index_e.8tml) (M).

3.6.4.4 WSO 7-700 Security - General (M).

3.6.4.5 Post Orders for Access Gates (M).

3.6.4.6 WSO 7-704 - Key Control Program (M).

3.6.4.7 Objectives and Duties of Roving Patrols (M).

3.6.5 - SAFETY PROVISIONS

3.6.5.1 Nothing Additional.

3.6.6 - HOURS OF OPERATION

3.6.6.1 The Contractor must provide a uniformed guard force 7-days a week, 24-hours a day as described in paragraph 3.6.8.1



Requirements

Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.6.7	SECURITY SERVICES			
3.6.7.1	ADMINISTRATIVE			
3.6.7.1.1	Control and protect documentation, files, reports, information, IAW to DND practices, the Canadian Privacy and Access to Information Act.	Release of Privacy Act information outside the Goose Bay Security Section is prohibited unless authorized by the Commander 5 Wing or authorized Government representative.	168 Administration files, 48 Physical Security Surveys.	Control and protect documentation, files, reports, and information, IAW the Canadian Privacy and Access to Information Act. Documentation, files, reports and information stored correctly IAW DND practices. No incident of non-compliance with Canadian Privacy and Access to Information Act.
3.6.7.2	PERSONNEL			
3.6.7.2.1	Conduct a pre-duty briefing and uniform inspection of oncoming shift personnel. Uniformed guards and supervisors must wear identical uniforms. Each uniformed employee must be issued a Contractor provided uniform. Ensure that on-duty Goose Bay	Nothing additional.	365 days per year. One inspection per shift.	Each oncoming shift is briefed and inspected. Briefing is accurate and complete. Security personnel are dressed in uniform, neat, properly attired and well groomed.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	Security Section personnel are neat, well-groomed, properly attired and dressed in uniforms approved by the W Comd.			
3.6.7.2.2	Maintain an Individual Reliability Program (IRP) for security personnel.	The IRP must maintain satisfactory standards of security personnel competency, conduct and integrity, and take such corrective or disciplinary action against employee(s) as may be necessary.	1 program.	Security personnel to display satisfactory standards of competence, conduct and integrity at all times. Corrective / disciplinary action taken immediately if required.
3.6.7.3	PHYSICAL SECURITY			
3.6.7.3.1	Detain any person observed committing a misdemeanour / summary offence or any person suspected of committing such in the maintenance of law and order IAW A-SJ-100-001-AS-000. All detainments must be reported to the 25 MP Flt Det immediately. Persons detained	Nothing additional.	12 detainments per year.	No incident of non-compliance with A-SJ-100-001-AS-000.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	must be remanded to the custody of the 25 MP Flt Det or appropriate military authority as soon as possible.			
3.6.7.3.2	Supply two guards for each implementation / exercise of plans including the Emergency Response Plan.	Exercises can last up to 8 hours each, incidents could last up to 12 hours each.	2 exercises per year; 6 incidents per year.	At least 2 guards participate as required in each exercise and incident.
3.6.7.3.3	Conduct security related demonstrations / briefings / training / planning / assistance / recommendations as required or requested by the 25 MP Flt Det.	Provide security related assistance as required or requested by the DO. Requests will be made with 72 hours notice, where possible, and not to exceed 4 hours per request.	30 requests per year.	Assistance is appropriate, competent and provided as requested.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.6.7.3.4	Provide specific site security.	Provide the required number of guards to meet the requirement identified. Normally 24 hour notice will be provided; however on occasion service may be required in as little as 4 hours. The requests could be of various length in hours, days or number of personnel.	20 requests per year.	The service is provided on time and in a professional manner. Zero instance of personnel not being provided and wearing appropriate attire.
3.6.7.4	INCIDENT RESPONSE			
3.6.7.4.1	Respond to all incidents / requests / reports.	Response consists of a fully qualified, properly uniformed security personnel arriving at the scene of the incident / report / request ready to implement action in accordance with NSODS and locally approved plans. Record dates, times, incident, investigation and results as they occur in daily log/ police blotter.	1,000 requests for assistance per year.	Response is to be provided within 10 minutes of incident / request / report.
3.6.7.5	GUARD POSTS / ACCESS CONTROL			
3.6.7.5.1	Provide access control. Deter and report unauthorized personnel and vehicular entry onto the secure area. Refer to Post Orders For Gates.	Positive access control is required as determined by the DO.	2 gates.	Guards display professionalism and dedication to duty. No unauthorized persons gaining entry through Contractor error.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	24/7 operation. MSA Gate and Gate 7 must be staffed on a 24/7 basis.			
3.6.7.5.2	Inspect and report any unserviceability, vulnerabilities and breaks in all 5 Wing security fences and gates. Fences must be inspected for serviceability IAW and NDSP. Raise Work Order to have repairs effected.	Fences must be inspected for serviceability in accordance with NSODS. Raise Work Order to have repairs effected. There are approximately 40 kilometers of security fences at Goose Bay, 22 km of which are accessible and are to be inspected. Gates and fences inspected 4 times a day at random times every 24 hours.	2 inspections per day.	Gates and fences inspected 4 times at random times every 24 hours. Work orders for immediate CM raised and submitted within 2 hours. No unauthorized persons gaining entry through Contractor error.
3.6.7.6	PASS ADMINISTRATION			
3.6.7.6.1	Establish and maintain (administration and processing) a pass control system. Pass control must be responsible for monitoring, registering and issuing visitor passes, temporary passes and	Pass control must be responsible for monitoring, registering, and issuing visitor passes, temporary passes. Goose Bay Airport Commission (GBAC) will be the access authority for the civil aviation tenants. See NSODS.	250 visitor / temporary passes per month. 200 GRA Passes per year. 250 Civil Aviation GRA passes per year.	All passes to be processed within 2 working days.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	General Restricted Area (GRA) passes.			
3.6.7.6.2	Provide Photographic services for all personnel (including Contractor) requiring GRA photo IDs. The DND Special Area Pass (form CF908) may be used. See NDSP Chapter 29 - Passes.	Nothing Additional.	1,000 IDs / year.	GRA ID Data to be processed within 2 working days.
3.6.7.6.3	Provide processing of permanent Identification Cards for CAF, DND Civilian and NPF personnel. Process IAW NDIS specifications by fingerprinting, photographing and providing appropriate information for said ID cards.	Access authority for DND and military personnel will be the DO. See NSODS.	100 ID cards per year.	Routine request will be scheduled, processed and sent to NDIS within 10 working days. Priority request will be scheduled, processed and sent to NDIS within a week.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
	Forward film and information to NDIS for completion once per week.			
3.6.7.6.4	Provide processing of Military Family Identification Cards (MFID) for CAF Member's Dependents.	Nothing Additional.	50 ID cards per year.	Routine request will be scheduled, processed and produced locally within 2 working days.
3.6.7.7	KEY CONTROL			
3.6.7.7.1	Operate a Key Control Program. Receive, secure, issue, log, and inventory, all keys placed in the custody of Contractor IAW the 5 Wing Key Control Program. Approximately 200 buildings and gate key sets placed in custody of Contractor.	Nothing additional.	30 sets of keys issued daily.	Key inventory accurate. Records accurate, complete and current within 1 hour. No unauthorized persons gaining entry through Contractor error.
3.6.7.7.2	Assist authorized persons with entry.	Assist occupant in gaining entry after verifying right of entry.	360 assisted entries per year.	Assistance is appropriate, competent and provided as requested. No unauthorized persons



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
				gaining entry through Contractor error.
3.6.7.7.3	Change codes on all coded door locks semi-annually. This includes exterior and interior door codes.	Nothing additional.	155 door codes.	No instance of door codes not changed semi-annually.
3.6.7.8	MONITOR, DISPATCH AND COORDINATE			
3.6.7.8.1	Monitor radio and telephones, intrusion detection and alarms, and CCTV and provide proper response action.	Establish and implement: a monitoring, logging, reporting, and evaluating surveillance, observations and alarm situations; and response coordination. Establish and implement a notification matrix for approval by DO for any situation requiring a security response. Monitored equipment consists of Intrusion Alarm, Fire Alarm Backup System, Military Police Radio, Command Post phones, Crash Alarm Telephone, Police Emergency Telephone, 25 MP Flt Sqn. Telephone (x2), CCTV monitoring System for 25 MP Flt building (5 cameras), QRA (4 cameras), Hangar 8	24 hours per day, 365 days per year.	Monitor alarms and controls continuously and respond as per DO direction.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		(5 cameras), Hangar 9 (1 camera), Building S-110 (1 camera), 25 MP Flt Secure Fax Machine, and 25 MP Flt Unclassified Fax Machine.		
3.6.7.8.2	Provide information to patrol vehicles through Canadian Police Information Center (CPIC) terminal and NL Motor Vehicles Registration System.	25 MP Flt Det to provide training on CPIC and NL Motor Vehicles Registration System. Requests may be made 24 hours per day, 365 days per year.	365 requests per year.	At least 1 employee per shift on the security service desk trained in CPIC and NL Motor Vehicles Registration systems. Respond to requests for information within 15 minutes.
3.6.7.8.3	Operate a base radio station to communicate with the roving patrols, airfield access control points and 25 MP Flt Det.	25 MP Flt Det will use this network as their primary communications and will have transmission priority. Existing frequency is available. Equipment is described in the Fixed Assets Register and Section 46.	1 network operating continuously on 1 frequency.	Station operating 95% of required hours; restored to operational capability within 30 minutes of downtime.
3.6.7.8.4	Report all Intrusion Alarm activations to the response agency.	Reporting consists of immediately alerting the response agency which will provide the armed response. The response agency might be 25 MP Flt Det or RCMP personnel.	100 alarm activations per year.	Report intrusion alarm activation within 1 minute.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.6.7.8.5	Operate the SAMPIS.	The central dispatch enters details of policing activities on the computer system. The information is then transmitted to the Roving patrol with all relevant information regarding the incident or event to monitor. The patrol can fill in the reports in the vehicles thus keeping a profile on the road.	All policing activities recorded as required.	No instance of not operating SAMPIS.
3.6.8	WATCHKEEPING REQUIREMENTS			
3.6.8.1	Provide random patrols and land surveillance of Goose Bay Aerodrome and domestic areas. Refer to Objectives and Duties of Roving Patrols document. Patrols can be mutually supportive and can leave their respective patrol area to assist other patrols. Patrol must make one rotation every 2 hours.	Nothing additional.	24 hours per day, 365 days per year.	Patrol cover 95% of aerodrome and domestic areas in every 24 hour period. Incidents of mutual support must not be longer than 60 minutes without back-up assistance being generated.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.6.8.2	Provide central dispatch. Implement a monitoring, logging, reporting, evaluating, surveillance observations and alarm system and coordinate response by implementing a notification matrix for approval by the DO for any situation requiring a security response.	Nothing additional.	24 hours per day, 365 days per year.	No instance of failure to provide central dispatch.
3.6.9	TASK AUTHORIZATION (TA) REQUIREMENTS (Additional services on and as and when requested basis)			
3.6.9.1	Although there are no predetermined TA requirements, TAs may be ordered on an as required basis for any work within the scope of this section.	See Contract Terms and Conditions for details regarding negotiation of TA jobs.	Nothing additional.	All jobs completed IAW the conditions and requirements stated in the negotiated TA.
3.6.10	RECORDS AND DELIVERABLES			
3.6.10.1	Provide copy of daily log to 25 MP Flt Det personnel.	The daily log consists of a complete, legible chronological log of all	1 log per 24 hour day period.	Log is accurate, complete, legible and submitted by 0700 hrs each day.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
		events occurring during the shift regarding security services. Use the Daily Log to log on / off each Security duty shift by time / date / initial of shift dispatcher / recorder reporting on duty.		
3.6.10.2	Complete a summary of Security actions including, but not limited to, the following actions, in Contractor's format: Incidents; training; personnel strength; and equipment status.	Nothing additional.	1 report per month.	Summary is accurate, complete and submitted within 3 working days of the end of the month.
3.6.10.3	Provide written procedures in Contractor's format for the monitoring, coordinating, and reporting of situations involving centrally-controlled alarms.	See 3.6.8.8	1 set of procedures updated as required.	Procedures are accurate, complete and current within 5 working days.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.6.10.4	Provide written procedures in Contractor's format for the response initiation, alerting and reporting of situations involving DND and Allied facilities or any other situation.	See 3.6.9.1	1 set of procedures updated as required.	Procedures are accurate, complete and current within 5 working days.
3.6.10.5	Review the Wing Emergency Response Plan.	Review Emergency Response Plan and, where actions to enhance the plan are deemed necessary, submit a report detailing these to the DO.	1 review at least annually. Reports on amendments as required.	Report is submitted annually or as required.
3.6.11	MATERIALS, EQUIPMENT AND ACCOMMODATIONS			
3.6.11.1	GOVERNMENT FURNISHED			
3.6.11.1.1	Access to SAMPIS.	Software program used to communicate with MPs, to record activities associated with MP and security matters.	The number of user accounts will be as determined by the Contractor.	No unauthorized access or use of the software.
3.6.11.1.2	Utilize GF equipment, material and facilities identified to perform the services of this section.	The GFE, GFM and GFA are covered under the Loan License agreements as an addendum to the contract.	As determined by the Contractor.	No misuse or lack of maintenance of GF equipment or facilities. No misuse of GF materials.



Item No.	Requirement	Related Information	Estimated Quantity	Performance Standard
3.6.11.2	CONTRACTOR FURNISHED			
3.6.11.2.1	Provide uniforms.	See 3.6.6.1 and 3.6.8.1.	As determined by the Contractor based on the requirements of the section.	All guards are properly dressed.
3.6.11.2.2	Provide all materials, equipment and furniture not otherwise provided as GF.	It is the contractor's responsibility to select a supply source and arrange for delivery to meet contract requirements.	As determined by the Contractor.	No instance of not meeting performance standards for the other line items of this section due to a lack of materials.



Annex A-4 Engineering

4.1 Provide Real Property Services

4.1.1 Introduction

4.1.1.1 Among its strategic objectives, DND is committed to responsible stewardship of its real property assets, including:

- a) Providing workplaces that are safe, healthy, secure and affordable, contributing to the productivity of Occupiers;
- b) Maintaining a high level of Occupier satisfaction based on timely delivery of integrated and customized services; and
- c) Ensuring that buildings are managed effectively in a manner that is financially, socially, functionally and environmentally sustainable.

4.1.2 Purpose and Scope

4.1.2.1 DND's purpose in contracting for the services set out in this Annex of the SOW is to support the attainment of DND's strategic objectives by engaging the Contractor to:

- a) Provide responsive real property services in a manner that:
 - i. Enables DND and the CAF to focus resources on service administration and Occupier relationships, and
 - ii. Maximizes the benefits of the Contractor's service delivery expertise;
- b) Manage risk effectively, which includes ensuring due diligence and compliance with applicable legislation and policy;
- c) Improve the financial, social, functional and environmental sustainability of its assets, and assist Canada in balancing related considerations, including:
 - i. Implementation of approved investment strategies, consistent with direction provided by the Technical Authority,
 - ii. Ensuring financially sound and affordable investments, and
 - iii. Reducing the environmental impact of its assets and operations and meeting DND Sustainable Development Strategy (SDS) targets and other environmental targets; and
- d) Demonstrate, on an ongoing basis, that it is ensuring Best Value in the services it provides and receives, considering cost, quality, competition and transparency.

4.1.2.2 The scope of Work includes the provision of the services described in this Annex, including Real Property Services, Construction Engineering and Maintenance Management Services, Facility Maintenance Services, and, if Canada exercises its option for one or more of these, the provision of one or more Optional Services. Depending on the nature of the service and associated basis of payment, services are provided on a firm, cost pass-through, or as-requested basis via Additional Work Requests.

4.1.2.3 Buildings are typically stand-alone; however, there are some facilities that provide common services to other buildings. Building requirements vary according to their functional use and the needs of Occupiers.

4.1.3 Acronyms



ABP	Annual Building Plan
AMP	Asset Management Plan
AST	Above Ground Storage Tank
BCR	Building Condition Report
BIM	Building Information Modeling
BOMA	Building Owners and Managers Association
BPR	Building Performance Review
CADD	Computer-Aided Design and Drafting
CCME	Canadian Council of Ministers of the Environment
CEAA	Canadian Environmental Assessment Act
CETO	Construction Engineering Technical Orders
CFCEM	Canadian Forces Construction Engineering Manual
CFESA	Commercial Food Equipment Service Association
CGSB	Canadian General Standards Board
CLC	Canada Labour Code
CM	Corrective Maintenance
CMMS	Computerized Maintenance Management System
CSA	Canadian Standards Association
DDR	Due Diligence Review
DGENS	Director General Environment and Nuclear Safety
DHW	Domestic Hot Water
DRMIS	Defence Resource Management Information System
ECMP	Environmental Compliance Management Plan
EIA	Environmental Impact Assessment
EMS	Enterprise Management System
EnMS	Energy Management System
FCI	Facility Condition Index
FMS	Facility Maintenance Services
FOB	Freight on Board
GFA	Government Furnished Accommodations
GFE	Government Furnished Equipment
GFI	Government-Furnished Information
GFM	Government Furnished Materials
HM	Hazardous Material
HMMP	Hazardous Material Management Plan
HRAI	Heating, Refrigeration and Air Conditioning Institute (of Canada)
HVACR	Heating, Ventilation and Air Conditioning and Refrigeration
HW	Hazardous Waste
IAW	In accordance with
IEEE	Institute of Electrical and Electronics Engineers
IPM	Integrated Pest Management
ITM & ITM&R	Inspection, Testing, Maintenance & Repair
LEED	Leadership in Energy and Environmental Design
LOX	Liquid oxygen
m and m ²	metre and square metre
MG	Motor Generator Set
MRPDP	Master Realty Property Development Plan
NAIRS	Nuclear Activity and Ionizing Radiation Source
NMS	National Master Specification
NSOD	Nuclear Safety Orders and Directives
O&M	Operations and Maintenance
ODP	Ozone Depletion Prevention (Certificate)
OHS	Occupational Health and Safety



OMP	Optimized Maintenance Program
OSCRE	Open Standards Consortium for Real Estate
PCRA	Project Complexity and Risk Assessment
PDF	ISO 32000 Portable Document Format
PDR	Project Delivery Regime
PI	Performance Indicator
PMBOK	Project Management Body of Knowledge
PMI	Preventative Maintenance Inspection
POL	Petroleum, Oil & Lubricants
POP	Program of Projects
PTA	Practice Target Area
QMS	Quality Management System
RAMM	Realty Assets Management Manual
RHU	Residential Housing Unit
RP-KPI	Real Property Key Performance Indicator
RP Ops (N)	Real Properties Operations North
RPDRL	Real Property Deliverable Requirements List
RP-PMR	Real Property - Performance Measurement Regime
RUPS	Rotary Un-interruptible Power Supply
SCADA	Supervisory Control and Data Acquisition
SCI	Systems Condition Index
SPCSC	Single Point of Contact for Service Calls
SDR	Service Delivery Regime
SDS	Sustainable Development Strategy
SLTN	Service Leak Test Notice
SNIC	Snow & Ice Control
SOP	Standard Operating Procedures
SOR	Statement of Requirement
SOW	Statement of Work
SRCL	Security Requirements Checklist
TA	Task Authorization
TB	Treasury Board
UPS	Un-interruptible Power System / Supply
WCC	Work Control Center
WHMIS	Workplace Hazardous Materials Information System
WMS	Work Management System

4.1.4 Definitions

Refer to Appendix A for definitions pertaining to this Annex of the SOW.

4.1.5 References

4.1.5.1 General

4.1.5.1.1 References pertaining to this Annex of the SOW are provided in Appendix B. The references provided are for information and do not constitute an exhaustive set of legislative, standards-based or equipment manufacturer-related requirements for the delivery of services. The applicability of the references, associated compliance requirements, or requirements for specific services to be consistent with them are generally as set out in the main body of this Annex of the SOW and its Appendices. In the course of providing the services set out in the SOW, the Contractor is responsible for complying with and otherwise meeting the more stringent of requirements set out in:

- a) Federal legislation, including regulations and codes;



- b) DND and CAF policies, directives, technical orders and standards;
- c) Newfoundland and Labrador legislation, including regulations and codes; and
- d) Municipal requirements.

4.1.5.1.2 If there is conflict among the requirements, advise the Technical Authority and recommend an appropriate course of action for acceptance.

4.1.6 Organization of the Statement of Work

4.1.6.1 This Annex of the SOW is organized as follows:

Subsection 4.1 sets out requirements that apply to the entirety of this Annex of the SOW;
Subsection 4.2 sets out requirements that apply to the delivery of Construction Engineering and Maintenance Management Services;
Subsection 4.3 sets out requirements that apply to the delivery of Facilities Maintenance Services;
and
Subsection 4.4 sets out requirements that apply to the delivery of Additional Services, including Optional Services.

4.1.7 Contractor Totally Responsible for Service Delivery

- 4.1.7.1 The Contractor is totally responsible for delivering the services and for acting independently and making decisions required to achieve acceptable performance.
- 4.1.7.2 The Contractor is responsible for its Service Delivery Regime (SDR), including the programs, quality management and other systems, processes, procedures and performance management capabilities needed to fulfill the Contract requirements.
- 4.1.7.3 The Contractor is accountable to the Technical Authority for the delivery of services, and is required to report and be answerable for the performance and consequences of the services provided.
- 4.1.7.4 The Contractor is not Canada's agent, except as specifically identified in relation to acting as OHS Control Authority, as set out in the Provide Integrated Services and Ensure Health and Safety in Real Property Subsections.
- 4.1.7.5 Obtain written acceptance from the Technical Authority for deliverables and respond to requests from the Technical Authority.
- 4.1.7.6 Collaborate with third parties engaged by Canada to monitor the quality of Work performed by the Contractor and, as requested, to support oversight of activities undertaken by third parties engaged by Canada to perform construction work in buildings.

4.1.8 Have and Follow a Service Delivery Regime

4.1.8.1 Scope of the Service Delivery Regime

4.1.8.1.1 The scope of the SDR covers the processes and procedures associated with the provision of each of the services set out in this Annex of the SOW and the Contractor's management regimes, programs, processes and capabilities required to support the delivery of those services, including the Contractor's:

- a) Application of the Quality Management System (QMS) to this Annex of the SOW;
- b) Real Property Performance Measurement Regime (RP-PMR);
- c) Specific Occupational Health and Safety (OHS) measures for Real Property Services;
- d) Sustainability Program, including its subordinate Energy Management System (EnMS) and Optimized Maintenance Program (OMP);



- e) Application of the Environmental Management System to this Annex of the SOW;
- f) Hazardous Waste Management Program;
- g) Information Management Methodology;
- h) Specific capabilities for managing the delivery of the services set out in this Annex of the SOW incorporated in the Contractor's Enterprise Management System (EMS); and
- i) Project Delivery Regime (PDR).

4.1.8.2 Have Service Delivery Processes and Procedures

4.1.8.2.1 Meet the Service Levels set out in Appendix E.

4.1.8.2.2 Have processes, procedures, documentation and tools required to provide Real Property Services, Construction Engineering and Maintenance Management Services, Facilities Maintenance Services, and, if Canada exercises its option for one or more of these, the provision of one or more Optional Services. Provide copies of the Contractor's existing procedural documentation covering the scope of the SDR in accordance with the Real Property Deliverable Requirements List (RPDRL) in Appendix C.

4.1.8.3 Ensure the Quality Management System Meets Real Property Requirements

4.1.8.3.1 Ensure that the QMS meets the needs of the services and requirements set out in this Annex of the SOW.

4.1.8.4 Have a Real Property Performance Measurement Regime

4.1.8.4.1 Have a Real Property Performance Measurement Regime (RP-PMR) that meets the needs of the services and requirements set out in this Annex of the SOW.

4.1.8.4.2 Ensure that the RP-PMR is capable of providing data and information in a manner that will enable the Contractor and DND to assess performance.

4.1.8.4.3 Ensure that the RP-PMR is:

- a) Results-oriented, focusing on outputs and outcomes;
- b) Reliable, producing data and information that are accurate and consistent over time;
- c) Accessible, providing results that are available to the Technical Authority on an ongoing basis; and
- d) Life cycle-based, enabling continual improvement over time.

4.1.8.4.4 Ensure that the RP-PMR is capable of providing for the collection and production of performance measurement data and information to support the Performance Indicators (PIs) identified in Appendix D, Performance Measurement Regime Information, and the following Real Property Key Performance Indicators (RP-KPIs) aimed at ensuring successful service delivery:

- a) Asset Integrity RP-KPI: success in sustaining the value and condition of assets, complying with applicable policy and legislation;
- b) Satisfaction RP-KPI: success in meeting Technical Authority expectations, promoting Occupier satisfaction, safeguarding the well-being of Occupiers and promoting ease of doing business; and
- c) Financial RP-KPI: success in providing services that are cost-effective and represent Best Value.



4.1.8.4.5 Ensure that the RP-PMR is capable of generating performance measurement data and information for each service appropriate to the buildings and other assets in the Contract, identifying:

- a) Inputs, in terms of financial and non-financial resources used to deliver activities, produce outputs and accomplish outcomes;
- b) Activities, in terms of processes required to meet requirements and produce deliverables; and
- c) Outputs, in terms of direct products generated from the services provided.

4.1.8.4.6 Ensure that the RP-PMR:

- a) Provides performance measurement data and information to an appropriate level of detail; and
- b) Aggregates PIs into RP-KPIs.

4.1.8.5 Have an Occupier Relationship Management Program

4.1.8.5.1 Have an Occupier Relationship Management Program that meets the needs of the services and requirements set out in this Annex of the SOW, including:

- a) Processes and procedures for providing Occupier services;
- b) An Occupier Communications Program, including a listing of Occupier contacts, written communications such as newsletters, desk-drops and emails, to promote effective communications with Occupiers;
- c) A methodology for assessing levels of Occupier satisfaction; and
- d) Capabilities to conduct Occupier satisfaction surveys, when requested, and to analyze results to determine issues affecting Occupier satisfaction, and develop action plans to respond to problems and issues.

4.1.8.6 Have Occupational Health and Safety Capabilities for Real Property Services

4.1.8.6.1 Have OHS Programs that meet the needs of the services and requirements set out in this Annex of the SOW, consistent with the most current release of CAN/CSA-Z1000 – Occupational Health and Safety Management Standard.

4.1.8.6.2 Ensure that the OHS Programs include measures to comply with applicable legislation, and DND policy and obligations.

4.1.8.6.3 Ensure that appropriate hazard communication procedures are in place.

4.1.8.7 Have a Sustainability Program

4.1.8.7.1 Have a Sustainability Program that meets the needs of the services and requirements set out in this Annex of the SOW, balances consideration of financial, social, functional and environmental factors in service delivery, and supports:

- a) Financially sound and affordable investments;
- b) Attainment of DND SDS targets and other sustainability-related targets;
- c) A socially responsible approach to management of real property;
- d) Assurance of Best Value; and
- e) Good decision-making.



4.1.8.7.2 Ensure that the Sustainability Program employs capabilities, processes and approaches that will foster sustainability in service delivery, including:

- a) Ongoing awareness of:
 - i. Heritage stewardship,
 - ii. Environmental and sustainability-related legislation and policies to which DND is subject, and
 - iii. Guidelines, plans and targets associated with DND sustainability strategies;
- b) Processes, procedures and automated tools, and processes to evaluate, monitor and report on the program; and
- c) Sustainability reporting.

4.1.8.7.3 Ensure that the Sustainability Program:

- a) Includes approaches to sustainable design and selection of sustainably produced or recycled materials.
- b) Provides for application of sustainable practices in Operations and Maintenance (O&M) processes, tools and supplies.
- c) Applies life cycle management as its foundation, including:
 - i. Use of appropriate tools, considering the variety of factors that influence the life cycle of buildings, building components and systems, and the long-term impact of decisions on financial, social, functional and environmental outcomes; and
 - ii. Consideration of the long-term costs and benefits of available options in developing Best-Value approaches to delivering the services set out in this Annex of the SOW.

4.1.8.8 **Have an Optimized Maintenance Program for Real Property**

4.1.8.8.1 Have an OMP as part of the Sustainability Program, and optimize O&M strategies using a reliability-centered approach and a Computerized Maintenance Management System (CMMS) to:

- a) Foster innovation in maintenance practices and management;
- b) Reduce life cycle cost;
- c) Minimize unscheduled repairs and eliminate unnecessary maintenance activities;
- d) Identify the best opportunities to perform maintenance;
- e) Minimize disruptions to Occupiers; and
- f) Maximize building availability.

4.1.8.8.2 Ensure that the OMP provides capabilities to:

- a) Analyze failure data to identify maintenance problems and challenges, and improve reliability and operating efficiency; and
- b) Rationalize spares, consumables and supply requirements.

4.1.8.8.3 Ensure that the OMP provides maintenance strategies for the systems, equipment and components that influence overall building availability, including:

- a) Inspection, testing and maintenance of life safety and fire protection and control equipment;
- b) Heating, ventilation, air conditioning and refrigeration (HVACR) systems;



- c) Electrical supply and distribution systems;
- d) Structural and architectural components;
- e) Results of seismic screening and assessments, carried out in accordance with DND policy;
- f) Vertical transportation systems;
- g) Energy systems;
- h) Water, sewer and plumbing systems;
- i) Building envelopes; and
- j) Storage tanks and associated piping systems.

4.1.8.8.4 Ensure that the OMP provides for assessment of individual buildings to determine the optimum balance between repairs and predictive, preventive and corrective maintenance, considering factors such as:

- a) The nature of operations and reliability;
- b) Maintenance service requirements;
- c) The building age, condition, structure, construction details, risk of hidden deterioration, exposure conditions, systems and equipment;
- d) Failure rates;
- e) Service call trends;
- f) Capital investment strategy;
- g) Total lifecycle cost; and
- h) Heritage designation.

4.1.8.9 Have a Real Property Energy Management System

4.1.8.9.1 Have an EnMS, as part of the Sustainability Program, consistent with the most current release of CAN/CSA-ISO 50001 – Energy Management Systems – Requirements With Guidance for Use, that meets the needs of the services and requirements set out in this Annex of the SOW.

4.1.8.9.2 Ensure the EnMS provides for inspections and energy audits of buildings at intervals commensurate with operational requirements.

4.1.8.10 Have an Environmental Management System

4.1.8.10.1 Ensure the Environmental Management System meets the needs of the services and requirements set out in this Annex of the SOW.

4.1.8.11 Ensure the Enterprise Management System Meets Real Property Requirements

4.1.8.11.1 Ensure that the Enterprise Management System (EMS) incorporates Work management capabilities that meet the needs of the services and requirements set out in this Annex of the SOW to ensure disciplined methods for:

- a) Initiation and authorization of Work;
- b) Implementation and control of Work;
- c) Inspection of completed Work; and
- d) Financial management, payment and tracking of progress and expenditures.



4.1.8.11.2 Ensure that the EMS includes time tracking capabilities for the services and requirements set out in this Annex of the SOW, at the individual resource and summary levels, including:

- a) The employee's actual total work hours performed on a weekly basis;
- b) The specific services, as set out in this Annex of the SOW, to which the employee's work hours pertain;
- c) A unique identifier, e.g. employee number, to readily differentiate among employees with similar names; and
- d) Time reporting capabilities for employees performing Work, within a weekly time frame, indicating the nature of the Work and number of hours applicable to each individual project and service.

4.1.8.12 Ensure Real Property Information Management Capabilities Meet Requirements

4.1.8.12.1 Ensure that the Contractor's Information Management Methodology meets the needs of the services and requirements set out in this Annex of the SOW.

4.1.8.12.2 Ensure that the Information Management Methodology provides for configuration control and traceability mechanisms for the RP-PMR and Environmental Management System.

4.1.8.13 Obtain Acceptance of the Real Property Service Delivery Regime

4.1.8.13.1 Ensure that actions required of the Contractor to obtain acceptance of the SDR Specification, including adjustments to resolve problems, and to respond to issues and risks identified by the TA are completed no later than one year after Contract Award.

4.1.8.13.2 Submit an SDR Acceptance Review Plan within 21 calendar days following Contract Award, in accordance with the RPDRL, setting out how the Contractor will undertake the Work to obtain acceptance of the SDR, including:

- a) Key contacts;
- b) A schedule and milestones;
- c) A Labour Resource Plan and a Travel Plan covering the SDR Acceptance Process labour resource requirements; and
- d) Other costs.

4.1.8.13.3 Submit an Acceptance Review Risk Dashboard, within two weeks after delivery of SDR Acceptance Review Plan with subsequent updates, in accordance with the RPDRL.

4.1.8.13.4 Document the Contractor's SDR in an SDR Specification in accordance with the RPDRL, ensuring that the specification of each SDR component:

- a) Is appropriate, clearly articulated and reflects an understanding of DND and Occupier needs;
- b) Is consistent with and traceable to the Contractor's proposal;
- c) Provides for results that will comply with the requirements set out of the SOW, including:
 - iii. Compliance with applicable policy and standards, and
 - iv. Demonstration of due diligence regarding compliance with applicable legislation;
- e) Is consistent with good industry practice, considering unique-to-government requirements; and
- f) Will result in services that represent Best Value.



4.1.8.13.5 Manage and participate in an SDR Acceptance Process, covering the scope of this Annex of the SOW, including two reviews:

- a) A Preliminary Acceptance Review, based on high-level descriptions of the SDR components and more detailed descriptions of selected SDR components, to achieve Acceptance-in-Principle; and
- b) A Final Acceptance Review, to achieve an SDR Acceptance milestone.

4.1.8.13.6 Provide appropriate presentation material, documents, samples and demonstrations for each SDR Acceptance Review, including:

- a) Descriptions of programs, systems, processes, procedures and information templates, and other documentation indicating how services will be delivered, their performance measured and their quality assured, to a level of detail commensurate with the purpose of the specific SDR Acceptance Review; and
- b) Demonstrations and documentation samples, additional information and further explanation as requested by the Technical Authority.

4.1.8.13.7 Provide an advance sample of information to the Technical Authority, within three weeks after Contract Award, in the form of a description of a program, a system, processes, procedures and information templates, demonstrations and sample documentation applicable to a selected Facilities Maintenance service, to enable the Technical Authority to provide feedback as to the adequacy of the information that the Contractor proposes to submit at the Preliminary SDR Acceptance Review.

4.1.8.13.8 Plan and administer SDR Acceptance Reviews of an appropriate duration, to be held at DND facilities in Goose Bay.

4.1.8.13.9 Provide an updated SDR Acceptance Review Plan no later than two weeks prior to each review session, setting out the proposed approach, schedule and deliverables for the review session, and:

- a) Content of advance submission of deliverables to be reviewed;
- b) Draft agendas; and
- c) Proposed turnaround times for Contractor follow-up and response to issues and concerns raised by the Technical Authority.

4.1.8.13.10 Provide additional information and explanation, and revise the SDR Specification as required to respond to issues and concerns raised by the Technical Authority as a result of each SDR Acceptance Review in relation to conformance with the requirements of the SOW.

4.1.8.13.11 Conduct the Preliminary Acceptance Review

4.1.8.13.11.1 Plan, coordinate with the Technical Authority and conduct the Preliminary Acceptance Review session no later than 60 calendar days before the Operational Start Date, or as requested.

4.1.8.13.11.2 Undertake required activities, provide and present information to obtain Acceptance-in-Principle of the SDR as an outcome, to enable the Contractor to enable fulfillment of Operational Transition requirements.

4.1.8.13.11.3 Provide the following no later than two weeks in advance of the scheduled review session:



- a) Overviews of the proposed processes and procedures associated with each service set out in this Annex of the SOW, in the form of presentations;
 - b) A description and the status of Contractor capabilities that will support the delivery of those services, a preliminary gap analysis in relation to the requirements of the SOW and a plan for closing identified gaps; and
 - c) Detailed descriptions of selected components of the SDR, as determined by the Technical Authority, including how the Contractor will:
 - i. Manage incidents and respond to service calls,
 - ii. Provide selected capabilities for managing information, reporting and keeping records,
 - iii. Provide environmental management services and Environmental Management System capabilities, including emergency response capabilities for environmental incidents,
 - iv. Use and maintain Government Furnished Accommodations,
 - v. Measure and provide performance information,
 - vi. Ensure OHS,
 - vii. Use the WMS, including labour time reporting and cost control,
 - viii. Operate building systems and equipment,
 - ix. Provide maintenance services,
 - x. Manage energy and utilities, and
 - xi. Provide other selected management regimes, services, programs, processes or capabilities as requested.
- 4.1.8.13.11.4 Provide an acceptable follow-up plan to rectify deficiencies and respond to issues, risks or problems identified by the Technical Authority by the end of the review session.
- 4.1.8.13.11.5 Provide information to the Technical Authority within two weeks after completion of the review session, including evidence to confirm that required changes to the Contractor's SDR arising from the Preliminary Acceptance Review session have been made.
- 4.1.8.13.11.6 Obtain SDR Acceptance-in-Principle within four months after Contract Award, as the basis for proceeding to deliver services as of the Operational Start Date, in a manner consistent with the SDR information provided.
- 4.1.8.13.11.7 Conduct the Final Acceptance Review
- 4.1.8.13.11.8 Plan coordinate with the Technical Authority and conduct the Final Acceptance Review session no later than one year post Contract Award.
- 4.1.8.13.11.9 Provide the SDR Specification no later than 10 calendar days in advance of the Final Acceptance Review session.
- 4.1.8.13.11.10 Conduct the review process, aimed at achieving SDR Acceptance no later than one year post Contract Award.
- 4.1.8.13.11.11 Provide confirmation, before the end of the second year of the Contract, that the SDR is fully implemented for the services as set out in this Annex of the SOW.

4.1.9 Propose and Implement Innovation Opportunities for Gain Sharing

- 4.1.9.1.1 Meet the Service Levels set out in Appendix E.



- 4.1.9.1.2 Identify innovation opportunities to improve services, assets and value for money throughout the Contract Term. DND will provide mechanisms to enable the Contractor to share in savings resulting from innovative proposals approved by the Technical Authority and implemented.
- 4.1.9.1.3 Prior to implementing any innovative idea, present a shared savings proposal to the Technical Authority for review, including:
- a) A detailed description of the proposal,
 - b) An outline implementation plan,
 - c) A Capital investment proposal (If applicable),
 - d) Near- and long-term O&M savings generated, and
 - e) Payback period calculation.
- 4.1.9.2 Conclusively demonstrate financial savings over an extended period and obtain the Technical Authority's written approval to proceed to implementation.
- 4.1.9.3 Where the Contractor's proposed innovation involves a financial investment, then the proportion of shared savings will be based on the amount of the financial investment by the respective parties. For example: if the Contractor invests 40 percent of the implementation cost, then the shared savings with Canada will be 40/60. The Contractor's maximum financial investment, and thus share of potential savings, is limited to a maximum of 50 percent.
- 4.1.9.4 Following implementation, savings may be shared between the parties where the total saving is proven to be above \$5,000 annually. The payback period cannot extend beyond the term of the original contract (extensions to the contract term are excluded).
- 4.1.9.5 Where the contractor's innovation involves no financial investment but results in savings above \$5,000 annually to Canada, then the Contractor can negotiate the portion of actual savings to be paid to the Contractor. *The proportion of savings paid to the contractor will not exceed 50% of the savings achieved during the remainder of the Contract term.*
- 4.1.9.6 *Canada will pay the Contractor's gain share if actual savings in excess of \$5,000 annually are achieved and supporting evidence of the saving is provided to the Technical Authority's satisfaction. The Contractor's gain share entitlement will be the previously-agreed share of the actual savings made during the year, but with no entitlement to gain share beyond the original Contract completion date.*

4.1.10 Product Standards

Ensure that products, equipment, fixtures, fittings, devices, wiring and other materials installed under the Contract must meet the appropriate CSA, CGSB or ULC standard and be clearly marked to show compliance. Where no CSA or ULC standard exists for a material or product being installed, utilize materials or products that follow good industry practice and are fit for purpose.

4.1.11 Qualifications of Labour Resources under the Contractor's Authority

- 4.1.11.1 *Ensure that labour resources under the Contractor's authority, whether employees or sub-contracted, undertaking design work and supervision are members, as applicable, of one of the following professional bodies within the Site jurisdiction:*
- a) Professional Engineers & Geoscientists Newfoundland and Labrador; or
 - b) Royal Architecture Institute of Canada (RAIC).
- 4.1.11.2 *Make copies available to the Technical Authority of required trade, professional and other required certifications from the applicable regulatory authority at the commencement of Work and upon renewal of certificates.*
- 4.1.11.3 *Meet the requirements set out in Table 1: Resource Qualification Requirements, and otherwise ensure that labour resources under the Contractor's authority:*



- a) Are suitably trained and supervised to perform assigned Work;
- b) Have required licenses and certifications applicable to the associated construction, operations and maintenance discipline to carry out the Work; and
- c) Meet minimum security requirements set out in the Contract before being allowed on Site or in DND buildings.

4.1.11.4 *If Work is to be carried out by Apprentices, Engineers in Training or Architect Interns, in accordance with a provincially-approved requirements, ensure that a suitably trained and qualified resource provides direct and comprehensive supervision of the Work.*

Table 1: Resource Qualification Requirements

Nature of Work	Requirements
General	Personnel have suitable and sufficient instruction, training and knowledge on the safe use of products and materials before being allowed to handle and use products and materials on the site.
	Personnel are trained in proper disposal methods for the products/equipment used on site and have the knowledge required to comply with applicable federal, provincial, and municipal regulations.
	Personnel have suitable and sufficient instruction, training and knowledge on the safe use of machinery and equipment before being allowed to operate machinery or equipment on the site.
	Personnel are provided with suitable and sufficient personal protective equipment (PPE) and are trained in the correct use of PPE in relation to the activity being undertaken.
	Personnel have the knowledge required to comply with applicable federal, provincial, and municipal regulations as they apply to the activities being undertaken.
Design - General	Persons performing architecture or engineering design Work must be licensed to practice architecture or engineering in Newfoundland and Labrador.
Electrical	Persons working on electrical systems, including electrically-powered door systems are licensed with Trades Journeymen Qualification Certificates in accordance with the Newfoundland and Labrador Government's Electrical Safety Authorities.
	Persons working on or altering the configuration of electrically-powered systems are licensed in accordance with the Newfoundland and Labrador Electrical Safety Authority.
HVACR	Persons working on HVACR installations are appropriately trained and experienced, and are licensed in accordance with the requirements of the Government of Newfoundland and Labrador.
	Persons installing or servicing air conditioning/refrigeration equipment are licensed in Newfoundland and Labrador as refrigeration mechanics and possess an Ozone Depletion Prevention (ODP) certificate issued by the HRAI, or provincially-recognized proof of environmental awareness training in locations where the ODP certificate is not issued.
Gas-fired Systems	Persons working on gas-fired systems hold a valid G1/G2 Gas Technician Certificate appropriate to the systems on which they are working.
Plumbing	Persons working on plumbing have a Newfoundland and Labrador Plumbing License.
	Persons implementing, altering the configuration of, or seeking code approval for work on plumbing installations possess a Master Plumber License/Examiner's Certificate.



Nature of Work	Requirements
Fire Suppression	Persons installing, modifying, inspecting, testing or maintaining water- or foam-based suppression systems are certified Sprinkler System Installers (Red Seal Interprovincial recognized).
	Persons installing, modifying, inspecting, testing or maintaining Inspection, Testing and Maintenance (ITM) of clean agent, chemical, carbon dioxide suppression systems are qualified to manufacturer requirements for the specific systems and are certified by the manufacturer for each type of system.
	Persons installing, modifying, inspecting, testing or maintaining of suppression systems containing halocarbons are qualified to manufacturer requirements and certified by the Underwriters' Laboratory of Canada (ULC) to the service category for the type of suppression agent associated with the system being maintained.
Life Safety Systems	Persons installing, modifying, inspecting, testing or maintaining Life Safety Systems are competent and licensed as required in Newfoundland and Labrador.
Lifting installations	Persons installing, modifying, inspecting, testing or maintaining lifting installations or equipment are duly licensed for the Work and device. Copies of mechanic's certificates are provided to the Technical Authority prior to commencement or Work and upon renewal of certificates.
Storage tanks	Persons installing, modifying, inspecting, testing or maintaining storage tanks are suitably qualified, trained and supervised in the inspection of Above Ground Storage Tanks (ASTs) in accordance with Federal storage tank regulations.
Water Sampling	Persons performing water sampling are suitably qualified, trained and supervised in the collection and testing/analysis of raw water samples. Persons undertaking other environmental services as requested are suitably qualified, trained and supervised.
Fire alarm or voice communication systems	<p>Persons installing, modifying, inspecting, testing or maintaining fire alarm or voice communication systems are qualified as follows:</p> <ul style="list-style-type: none"> a) Are currently registered by the Canadian Fire Alarm Association (CFAA) as having successfully completed the "Fire Alarm Technology" program and have a minimum of one years' experience; b) Are certified and registered electricians having completed a recognized post-secondary program or course for fire alarm systems Maintenance approved by Canadian Forces Fire Marshal (CFFM); or c) Work for a fire alarm company listed under the Fire Alarm Certificate Service of Underwriters Laboratories of Canada.
Hazardous Materials	Persons working with Hazardous Materials have appropriate training and experience in handling and managing Hazardous Materials; if a new Hazardous Material is introduced under the Contract, take reasonable steps to ensure that operatives receive appropriate information, instruction, training and equipment to safely manage the new material.
Integrated Pest Management	In addition to standard trade training, e.g. in WHMIS, persons performing Pest Management Work are trained and licensed in Newfoundland and Labrador on proper use of pest control products and equipment and have the knowledge required for their proper use, handling and storage in accordance with applicable regulations.
Kitchen Systems	Personnel working on kitchen systems are certified by Commercial Food Equipment Service Association (CFESA) or a similar industry-accepted organization, and meet Plumber or Electrician licensing or certification.

4.1.12 Description of Existing Conditions

Refer to the Facilities Catalogue provided in Appendix G and Fixed Assets Registry provided in Appendix H.



4.1.13 Hours of Operation

4.1.13.1 Requests for services will normally occur between 08:00 to 16:00 hours Monday to Friday, excepting statutory holidays. Some services set out in this Annex of the SOW may be required outside these hours, anytime of the day and year Refer to Appendix F – Performance Standards.



4.2 Provide Construction Engineering and Maintenance Management Services

4.2.1 General

- 4.2.1.1 Provide Construction Engineering and Maintenance Management Services in accordance with the Service Levels set out in Appendix E, and the Service Standards set out in its Attachment 1 and in accordance with the accepted SDR Specification and associated TA's.
- 4.2.1.2 Ensure that Work complies with applicable legislation and is consistent with government-wide policies, directives and standards. Comply with the National Building Code, the National Fire Code of Canada and applicable Newfoundland and Labrador legislation and municipal building and fire codes, meeting the more stringent of these requirements. If there is conflict among them, advise the Technical Authority, recommend an appropriate course of action and obtain its acceptance.
- 4.2.1.3 Support DND in complying with legislation and government-wide policies, directives and standards, and other applicable guidance documents, and, as requested, in implementing DND strategies and initiatives.
- 4.2.1.4 Collaborate with DND and work together in an environment of mutual respect and trust.
- 4.2.1.5 Participate in regular meetings to develop a shared vision and values that will govern the relationship.
- 4.2.1.6 Establish and maintain close business and operational relationships with the Technical Authority and, as requested, with other stakeholder organizations.
- 4.2.1.7 Establish and maintain a co-operative and professional approach when liaising with Occupiers and ensure a high level of Occupier satisfaction.
- 4.2.1.8 Ensure that the Contractor's employees and other labour resources under the Contractor's authority interact with DND, Occupiers, the public and other contractors in accordance with a Code of Conduct and the accepted SDR Specification.
- 4.2.1.9 Plan and schedule Work in consultation with Occupiers to minimize disruption to Occupier operations or programs.
- 4.2.1.10 Deliver solutions that provide Best Value to Canadians, based on the optimal use of allocated labour, financial and other resources, in a manner consistent with the TB Policy on Management of Real Property and the TB Guide to the Management of Real Property.
- 4.2.1.11 Manage the quality of products and services and continually evaluate and propose new industry processes and innovations to improve the efficiency and effectiveness of services, and initiate changes to the SDR accordingly.
- 4.2.1.12 Use processes and tools to promote efficient sharing of information and knowledge across the Contractor and DND organizations.

Ensure trades labour resources under the Contractor's authority have appropriate personal protective equipment and corporate work wear, and uniforms bearing the Contractor's corporate identification.

4.2.2 Provide Integrated Services

- 4.2.2.1 Collaborate with other stakeholders to promote service integration, to avoid surprises such as unplanned shutdowns and unauthorized costs.
- 4.2.2.2 Integrate services, ensuring that services are provided and administered in a transparent, efficient, effective, healthy and safe manner, whether those services are provided by the Contractor or by others, and:
 - a) Collaborate with third parties engaged by DND to provide services in or for the buildings;
 - b) Include activities performed by others, as identified in Annual Building Plans;



- c) Act as Constructor for construction projects and, as Canada's agent, as OHS Control Authority for the buildings;
- d) Participate in planning, Occupier liaison and communications, commissioning and quality assurance, including environmental protection and conservation, for projects delivered by DND, or by third parties;
- e) Coordinate with and respond to requirements of authorities having jurisdiction;
- f) Provide transparent access to the Contractor's quality documentation and performance management, process and procedural information to enable others to perform their roles, as requested;
- g) Determine how to provide services that will meet performance outcomes over the assets' life cycles;
- h) Support the implementation of work undertaken by others, in collaboration with the Technical Authority, ensuring appropriate due diligence and that adequate funding is identified in plans to cover projected costs;
- i) Identify opportunities to reduce the total cost of ownership in support of DND's objective of providing sustainable real property services that provide Best Value; and
- j) Improve the quality of services, and reduce costs, where possible, through appropriate industry practices.

4.2.3 Measure Real Property Performance

4.2.3.1 Apply the RP-PMR, in accordance with the accepted SDR Specification.

4.2.3.1.1 Provide performance measurement data and information in accordance with the RP-KPIs and PIs identified in Appendix D.

4.2.3.2 Measure and report on performance:

- a) Calculate the PIs and RP-KPIs and submit these no later than five days after the end of each month;
- b) Provide the Technical Authority with unrestricted, real-time access to performance measurement information used to calculate each PI;
- c) Submit new data records, together with the rationale for the change, for acceptance by the Technical Authority to:
 - v. Correct errors or omissions,
 - vi. Resolve disagreement between the Technical Authority and the Contractor regarding the accuracy of the information, and
 - vii. Reflect audit results; and
- d) Coordinate with the Technical Authority and plan, host and participate in joint quarterly meetings to review performance, and:
 - i. Analyze performance as indicated by PIs,
 - ii. Prepare a Monthly Real Property Performance Report in accordance with the RPDR, to ensure understanding of performance status, including identification of performance issues and problems, and actions being taken to resolve these,
 - iii. Submit the report at least one week in advance of the scheduled meeting, and



- iv. Present the report and an action plan to the Technical Authority to support the review of performance results.
- 4.2.3.3 Identify and recommend continual improvement opportunities for the service levels indicated by the PIs for the following year, and submit these to the Technical Authority by May 15 of each year for consideration as part of the management review with the Technical Authority.
- 4.2.3.4 Incorporate changes to the PMR resulting from the addition or suspension of PIs.

4.2.4 Manage Real Property Stakeholder Relationships

4.2.4.1 General

4.2.4.1.1 Collaborate with the Technical Authority and other stakeholders, as requested, at the various levels of management of the Contractor's, DND's and Occupier organizations, to:

- a) Co-operatively monitor performance of the services;
- b) Respond to strategic issues; and
- c) Continually improve operations.

4.2.4.1.2 Interact with various organizations, as required, in a manner that promotes DND and Occupier satisfaction, and sound stewardship, including:

- a) government organizations, including:
 - b) Occupiers,
 - i. DND authorities,
 - ii. various federal regulatory authorities and other federal stakeholders, and
 - iii. DND national and regional centres of expertise; and
- b) third parties, including:
 - iv. Other contractors and organizations engaged by the Technical Authority and DND participating in Quality Monitoring and service administration for the buildings in the Contract,
 - v. Other contractors providing services for the buildings in the Contract,
 - vi. Municipal, provincial and territorial regulatory authorities and other authorities having jurisdiction, and
 - vii. Public service union representatives, as requested.

4.2.4.2 Maintain Effective Relationships with Stakeholders

4.2.4.2.1 Designate a single point of contact for Real Property matters, to manage the relationship with the Technical Authority, with the required authority to commit the Contractor, following due process.

4.2.4.2.2 Propose ideas and share service delivery experience gained in working with the Contractor's other clients.

4.2.4.2.3 Organize and participate in meetings and other forums aimed at fostering collaboration:

- a) Organize monthly meetings co-chaired by the Real Property Lead and the Technical Authority;
- b) Participate in other Real Property meetings and committees with the Technical Authority and other stakeholders, as requested, including:
 - i. Monthly Regional meetings,



- i. Real Property Quality Monitoring workshops, and
 - ii. Periodic national sessions sponsored by DND, which may involve other contractors engaged in a similar capacity, such as quality circles; and
- c) provide input to strategic decisions and direction to:
- iii. Promote the Contractor's sense of ownership and accountability, and
 - iv. Support DND asset and portfolio management.

4.2.4.2.4 Advise and support the Technical Authority in making recommendations for requirements to be included in DND national investment strategies and Annual Building Plans.

4.2.4.2.5 Provide flexibility and responsiveness in adjusting to changing DND priorities and requirements.

4.2.4.2.6 Ensure effective engagement and collaboration between the Contractor's Real Property managers and the Technical Authority, and other designated DND representatives in monitoring stakeholder satisfaction and developing joint communication strategies, as requested.

4.2.4.2.7 Following a protocol to be established by the Technical Authority, interact directly with various resources that support the Technical Authority, including:

- c) DND national and regional centres of expertise;
- d) DND functional authorities for certain services; and
- e) Other government and private sector entities that may be involved in projects, in the provision of specialized services not included in this Annex of the SOW, or in supporting Quality Monitoring.

4.2.4.3 Maintain Effective Relationships with Occupiers

4.2.4.3.1 Act as the primary point of contact for Occupier representatives responsible for their accommodations, and manage the day-to-day relationship with Occupiers.

4.2.4.3.2 Conduct Occupier satisfaction surveys, as requested, analyze results to determine issues affecting Occupier satisfaction and develop action plans to respond to problems and issues.

4.2.4.3.3 Support the Technical Authority and ensure that they are aware of issues, risks, problems and the status of activities for which the Contractor is responsible.

4.2.4.3.4 Ensure that the Technical Authority is aware of ongoing activity related to initiatives that involve direct relationships between the Contractor and Occupiers.

4.2.4.3.5 Encourage Occupiers to initiate action by contacting the Contractor's designated Single Point of Contact for Service Calls (SPCSC).

4.2.5 Provide Real Property Planning Services

4.2.5.1 General

4.2.5.1.1 Develop annual plans for buildings and other assets, in accordance with the RPDR, including:

- a) A Labour Resource Plan;
- b) Annual Building Plans (ABPs) for each designated building; and
- c) A Real Property Roll-up Plan.

4.2.5.1.2 Ensure that planning is undertaken considering:



- a) DND objectives, strategies and priorities;
- b) Opportunities to improve the condition of buildings, and extend the life of assets;
- c) Use of industry-accepted condition indices, including Facility Condition Index (FCI)¹ and Systems Condition Index (SCI), to provide objective evidence of condition improvement over time; and
- d) Sustainability, in accordance with the Sustainability Program.

4.2.5.1.3 Provide site knowledge and expertise and otherwise assist the Technical Authority to develop targeted strategies for inclusion in Asset Management Plans aimed at improving FCIs and SCIs .

4.2.5.2 Develop the Labour Resource Plan

4.2.5.2.1 Develop an annual Labour Resource Plan to support the Task Authorization (TA) process for Additional Services, including Optional Services, if Canada exercises its option for one or more of these:

- a) Describe the organizational strategy, key roles and responsibilities of the Contractor’s core organization and provide an organization chart;
- b) Describe other key roles and responsibilities or functions that are subcontracted or otherwise provided; and
- c) Provide an estimate of the cumulative labour costs for resources under the Contractor’s authority for the planning year, including employees and subcontracted labour resources.

4.2.5.2.2 Organize the labour resource information so that labour allocations can be readily presented at both the building and Contract levels.

4.2.5.2.3 Submit the proposed Labour Resource Plan one month in advance of the required Annual Building Plan submission date, to enable its analysis as part of the Annual Building Plan acceptance process.

4.2.5.2.4 Present the Labour Resource Plan to the Technical Authority, respond to questions and adjust accordingly to obtain acceptance of the plan and to support related TA’s..

4.2.5.3 Develop Annual Building Plans

4.2.5.3.1 Develop Annual Building Plans and:

- a) Participate in Annual Building Plan familiarization presentations;
- b) Collaborate in Annual Building Plan preparation kick-off meetings to confirm objectives and priorities;
- c) Analyze relevant DND documentation to reflect DND’s real property priorities, strategies and plans, considering the recommendations provided in the Building Performance Review (BPR), the Asset management Plan (AMP) as available, building-specific strategies, plans and other relevant information;

Maintenance, Repair, and Replacement Deficiencies of the Facility
 FCI = -----
 Current Replacement Value of the Facility



- d) Recommend appropriate building service levels; and
- e) Adhere to the requirements in Call Letters as may be issued by DND, and the Technical Authority's instructions, setting out associated objectives, priorities, issues, timing, content, format, benchmarks and other aspects to be considered.

4.2.5.3.2 Submit a proposed prioritized Minor Works List, covering maintenance and repairs up to \$7,500, with costs included in accordance with 'Repair Threshold', as defined in Appendix A. and:

- a) Present a proposed prioritized building-level Minor Works List; and
- b) Collaborate with the Technical Authority and obtain acceptance of the recommended Minor Works List, including Corrective and Preventive Maintenance, adjusting and finalizing the list to reflect allocated funding.

4.2.5.3.3 Submit proposed prioritized Project Listings to seek acceptance of planned projects in accordance with the requirements for each Project Category, as described in the Provide Optional Project Delivery Services Subsection, for the coming Fiscal Year, or Fiscal Years, as applicable, and:

- a) Obtain acceptance of the recommended project costs for each Category I Project, and once project funding has been allocated, present a collated Category I Project Listing;
- b) Present a proposed prioritized Category II Project Listing, and provide additional planning information as requested;
- c) Present a proposed prioritized Project Listing for Category III Projects;

4.2.5.3.4 Present the Annual Building Plans to the Technical Authority, respond to questions and adjust accordingly to obtain acceptance of Annual Building Plans and to support related TA's..

4.2.5.3.5 Submit proposed changes to the Work set out in the Annual Building Plan as the basis for supporting decisions for new TA's or amendment of existing ones.

4.2.5.4 **Develop the Real Property Roll-up Plan**

4.2.5.4.1 Develop an annual Real Property Roll-up Plan, including:

- a) A strategic overview and management analysis;
- b) A roll-up and summary of planning information; and
- c) A subcontracting plan.

4.2.5.4.2 Submit a proposed prioritized Minor Works Program, collating the inputs from individual Minor Works Lists included in Annual Building Plans. Collaborate with the Technical Authority in establishing an overall funding envelope for Minor Works Program. Provide for planned and unplanned Minor Works, including Corrective and Preventive Maintenance, for the coming Fiscal Year, and:

- a) Present the proposed prioritized Minor Works Program to the Technical Authority, and provide additional planning information as requested; and
- b) Obtain acceptance of the recommended Minor Works Program, and once funding has been allocated, present a finalized Minor Works Program, updating Works Lists and funding allocations included in individual Annual Building Plans.

4.2.5.4.3 Present the Real Property Roll-up Plan to the Technical Authority, respond to questions and adjust accordingly to obtain acceptance of the plan and to support related TA's..

4.2.5.5 **Provide Input to Asset Management Plans**



4.2.5.5.1 Review available AMPs annually, provide information, participate in meetings to support the development of AMPs and Building Condition Reports (BCRs) by DND, and undertake associated Work to support the AMP development process, as requested.

4.2.5.6 Help Develop and Test Emergency Plans

4.2.5.6.1 Collaborate with DND and Occupiers in emergency response planning, and assist them in fulfilling their respective responsibilities:

a) Assist Occupiers in developing Building Emergency Plans to meet legislated requirements, as requested; and

b) Support Occupiers in implementing emergency response plans.

4.2.5.6.2 Support DND and Occupiers in fulfilling their legislated health and safety obligations in DND space as set out in the Canada Labour Code (CLC), Part II, and the National Fire Code, and assist Occupiers in assuring due diligence, as requested, by:

a) Assisting in preparing, regularly updating and implementing a fire safety plan for each building, in co-operation with fire department authorities, other applicable regulatory authorities and Occupier workplace health and safety committees and representatives;

b) Keeping a copy of the fire safety and emergency evacuation plan at a central location in the lobby or entrance area of each building, and ensuring that it is readily accessible to police, fire and ambulance service personnel;

c) Providing a copy of the fire safety and emergency evacuation plan to responsible supervisory resources under the Contractor's authority in each building and to emergency wardens; and

d) Posting fire safety and emergency evacuation procedures, with floor schematic diagrams, in the elevator lobby or entrance area of each floor and adjacent to the exit stairwells on each floor.

4.2.5.6.3 Participate in and assist with the coordination of fire and emergency evacuation, as requested.

4.2.5.6.4 Provide responsible labour resources under the Contractor's authority with required information concerning the location of portable and installed fire protection and emergency equipment.

4.2.5.6.5 Assist Occupiers, as requested, in developing emergency procedures related to other emergencies such as explosions, earthquakes, power failures, chemical accidents or spills, medical emergencies, demonstrations, entrapments in elevator cars and violence against personnel.

4.2.5.6.6 Notify the Technical Authority if it is apparent that Occupiers are not fulfilling building emergency planning obligations.

4.2.5.7 Support the Development of Emergency Plans

4.2.5.7.1 Assist the Technical Authority and Occupiers, as requested, in developing emergency plans.

4.2.5.8 Provide Building Infrastructure Continuity Planning and Readiness Services

4.2.5.8.1 Recommend development of new Building Infrastructure Continuity Plans for buildings where these are not available but are needed.

4.2.5.8.2 Maintain Infrastructure Continuity Plans for each designated building in accordance with the RPDRL.

4.2.5.8.3 Ensure that Building Infrastructure Continuity Plans include information on:



- a) Building systems, including equipment and component Operations and Maintenance (O&M) manuals and tombstone data such as manufacturer, model and serial numbers;
- b) Supplier contacts and resource requirements;
- c) Equipment use, system redundancies and impact of system failure on building operations; and
- d) System recovery and impact mitigation plan.

4.2.5.8.4 Ensure that labour resources under the Contractor's authority are prepared to respond to emergencies in accordance with plans.

4.2.5.8.5 Familiarize Occupiers with the plans as requested.

4.2.5.8.6 Collaborate with Occupiers to ensure that their business resumption plans are coordinated with Infrastructure Continuity Plans.

4.2.5.8.7 Test plans, participate in Quality Monitoring and assessments and evaluations of the testing of plans, recommend improvements, and activate plans in emergencies or on system failure.

4.2.5.8.8 Develop a Risk Assessment, Monitoring and Control Plan for the Buildings in the Contract. Assess each building and provide a Risk Assessment Report with treatment, monitoring and control recommendations to the Technical Authority within three months of service commencement.

4.2.6 Manage Real Property Incidents

4.2.6.1 Manage and respond to incidents in accordance with the accepted SDR Specification and consistent with DND requirements, or as requested, and:

- a) Minimize risk to the safety of people and assets; and
- b) Maintain performance and Occupier satisfaction.

4.2.6.2 Manage and respond without delay to unexpected events that could result in injury to persons, damage to equipment, material or the environment, or the temporary disruption of essential services and where immediate action is required

4.2.6.3 Notify designated authorities, respond and take corrective measures within defined timeframes.

4.2.6.4 Communicate in accordance with defined criteria, advising the Technical Authority on progress during incidents, including the following milestones for critical incidents:

- a) Incident cause identified;
- b) Responders called and on site;
- c) Response to incident under way;
- d) Incident resolved and report submitted; and/or
- e) Incident escalating to critical incident or emergency, potentially leading to building shutdown.

4.2.6.5 Submit incident reports in accordance with the RPDR and the applicable DND policies with appropriate format, quality, conciseness and response timelines, or as requested.

4.2.6.6 Comply with investigation and reporting requirements of regulatory authorities.

4.2.6.7 Collect data and analyze incident trends to identify root causes, recommend measures to reduce incidents, identify improvement opportunities, including rectification of operational deficiencies, inadequate asset maintenance and shortcomings in Annual



Building Plans or BPRs, and provide reports in accordance with the RPDRL or as requested.

4.2.7 Ensure Health and Safety in Real Property

4.2.7.1 General

4.2.7.1.1 Assume control and exercise responsibility for workplace OHS matters in relation to Work being carried out, except as specifically excluded in writing by the Technical Authority, whether carried out by:

- a) The Contractor and its subcontractors; or
- b) Occupiers, and other contractors and subcontractors under contract to them.

4.2.7.1.2 Follow general safety requirements as set out in Section A-0 of the SOW. Undertake Work in a safe manner in accordance with good industry practices, ensuring that appropriate safe work procedures are put in place and followed for repair work.

4.2.7.1.3 Represent DND on Occupier health and safety committees, as requested.

4.2.7.1.4 Support DND and Occupiers in meeting their responsibilities as employers under the CLC, Part II, and the TB's Fire Protection Standard and Standard for Fire Safety Planning and Fire Emergency Organization – Chapter 3-1.

4.2.7.1.5 Comply with the requirements of authorities having jurisdiction, and, except as specifically excluded in writing by the Technical Authority:

- a) Act as Construction Contractor for construction project Work; and
- b) Act as OHS Control Authority, as Canada's agent, for:
 - i. Work carried out to provide the services in accordance with the SOW, and
 - ii. Work carried out by third parties.

4.2.7.1.6 Protect the health and safety of persons granted access to the workplace, including federal government employees, CAF personnel, labour resources under the Contractor's authority, employees of other contractors under contract to DND and the public.

4.2.7.1.7 Prepare and follow an OHS plan for each building so designated in the Fixed Asset Register (Appendix H), in collaboration with Occupier OHS committees, in accordance with the requirements of the OHS Program, including an OHS Code of Practice for safe operating procedures and other requirements.

4.2.7.1.8 Develop specific OHS requirements and safe work procedures and practices, including a job hazard and risk analysis for critical tasks, to eliminate or mitigate foreseeable hazards associated with Work to be performed.

4.2.7.1.9 Comply with CSA Z462: Workplace Electrical Safety and the province's Electrical Safety Code when conducting electrical work.

4.2.7.1.10 Identify and provide a contact list of key personnel responsible for the OHS Program and building- and project-specific OHS plans and emergency action plans for handling emergency work when normal procedures cannot be followed.

4.2.7.1.11 Implement OHS hazard communication procedures for labour resources under the Contractor's authority.



4.2.7.1.12 Ensure that persons granted access to the workplace comply with building- and project-specific OHS plans.

4.2.7.1.13 Ensure that appropriate parties obtain necessary approvals and permits from authorities having jurisdiction, including building permits and confined space entry permits prior to performing Work, such as asbestos abatement work, raised platform work, trenching and excavation work, hot work and live-steam work.

4.2.7.1.14 Ensure that labour resources under the Contractor's authority are fully aware of, and adhere to, the requirements of applicable OHS legislation when performing Work.

4.2.7.1.15 Ensure that materials used in the workplace are classified and labeled according to the Workplace Hazardous Materials Information Systems (WHMIS2015) and that Material Safety Data Sheets for materials are available immediately upon request.

4.2.7.1.16 Keep a binder with copies of Material Safety Data Sheets (MSDS) and Technical Bulletins on the premises. Update these when new products are introduced on Site. Ensure 'full disclosure' on MSDSs. Where information is not fully disclosed, contact suppliers to obtain this information. Make the binder available to the Technical Authority upon request.

4.2.7.1.17 Ensure that equipment used to perform Work is fit for purpose and is in a state of good repair. The Technical Authority reserves the right to have equipment judged to be unsafe, not suitable or defective and taken out of service.

4.2.7.1.18 Ensure that necessary barricades, signage and other necessary measures are in place to ensure a safe environment and prevent door use during Contractor's activities.

4.2.7.1.19 Ensure that an appropriate safe work procedure is put in place and followed for work on electrical circuits associated with Door Systems. Ensure suitably qualified and trained individuals use appropriate tools, notices and equipment, plan and execute Work that involves isolation and/or lock out of circuits.

4.2.7.1.20 Ensure that labeling (circuit identification, main switches etc.) is maintained in place. Keep and maintain drawings of circuits, notices, data etc., in known and accessible locations. Ensure that single line schematic drawings are updated and revised to show the current status of circuits and equipment. Keep and maintain drawings of circuits, system schematic layouts, notices, data etc. in elevator motor rooms or other accessible locations. Update single line schematic drawings to ensure they indicate the current status of circuits and equipment.

4.2.7.1.21 Undertake elevator and lifting systems Work safely in accordance with the most recent version of ASME A17.1 / CSA B44-16.

4.2.7.1.22 Handle and store chemicals, lubricants or other potentially harmful substances, etc., that need to be kept on site in a manner that meets WHMIS Standards. Supply special cabinets, etc., required to store supplies. Supplies that do not have suitable storage facilities are removed from site after each service call.

4.2.7.1.23 Do not store propane or other pressurized containers inside DND buildings. Ensure they are removed and stored in a safe, ventilated and secure location at the end of each working day.

4.2.7.1.24 Assess risks prior to executing environmental work and then, if considered safe by the Contractor, undertake Work in a safe manner in accordance with good industry practices and in a manner that reduces risks to human safety, environmental impact and damage to buildings to the lowest practicable level.



4.2.7.1.25 Ensure that suitable and sufficient equipment and risk mitigation measures in place for workers and other persons potentially affected by the hazards when reacting to Hazardous Material spills or when testing or remediating designated substances.

4.2.7.1.26 Comply with Newfoundland and Labrador health and safety regulations regarding the generation and disposal of Hazardous Material is generated and disposed.

4.2.7.1.27 Ensure that personnel have the appropriate information, instruction, training and equipment to safely work around Hazardous Materials or undertake Hazardous Material handling activities in fulfillment of this Contract.

4.2.7.1.28 Take immediate steps to affix warning notices to the system and advise the Technical Authority of the system failure if a life safety system is found to be unsafe or unsuitable for use.

4.2.7.1.29 Immediately advise the Technical Authority of Hazardous Waste that is identified in a waste stream.

4.2.7.1.30 Maintain overall control of activities regarding OHS management, coordinate and control Work in buildings and at Sites, and establish appropriate safeguards to protect health and safety:

- a) Manage other contractors' access to buildings, in conjunction with building security measures;
- b) Assign project work sites to other contractors, and coordinate and schedule use of elevators, loading docks and work site access routes;
- c) Identify and communicate issues related to scheduling of Work;
- d) Provide an orientation to other contractors granted access to the site, and provide them with appropriate information, including:
 - i. The building OHS plan,
 - ii. A description of OHS responsibilities and procedures,
 - iii. A code of practice for safe work procedures and emergency preparedness procedures, and
 - iv. Hazard assessments and job hazard analyses for critical tasks;
- e) Attend and provide input to health and safety committee meetings and project meetings of other contractors and DND, as requested;
- f) Act as the point of contact with authorities having jurisdiction and submit documentation required by them, such as notices of projects and related information;
- g) Maintain copies of communications, reports and orders received as a result of visits by authorities having jurisdiction;
- h) Control access to mechanical and electrical rooms and other building operations locations, and oversee Work in these locations;
- i) Organize and lead meetings with stakeholders as required for health and safety and construction coordination;
- j) Coordinate construction activity;
- k) Coordinate with Occupiers on building issues and issues related to ongoing and planned Work;
- l) Participate in identifying OHS requirements for Occupier and third parties performing electrical Work;



- m) Monitor the compliance of other contractors with OHS legislation, building- and project-specific OHS plans and other OHS Standard Operating Procedures (SOPs), and instruct contractors as required to resolve OHS issues;
- n) Obtain regular feedback from health and safety personnel and workers to identify issues; and
- o) Resolve issues related to construction coordination and other aspects of OHS involving other contractors.

4.2.7.2 Maintain Records and Report on Health and Safety

4.2.7.2.1 As requested, provide support to the designated DND OHS authority, when they are completing accident reports and hazardous occurrence investigation reports.

4.2.7.2.2 Maintain OHS records and provide OHS information and reports related to the Work in accordance with the requirements of the CLC, Part II, the Occupational Health and Safety Directive, DND policies and the requirements of authorities having jurisdiction.

4.2.7.2.3 Provide information on building- and project-specific OHS plans, hazard identification, safety training, life safety systems and equipment inspection, maintenance, testing and nonconformities, on request.

4.2.8 Respond to Real Property Service Calls

4.2.8.1 Respond to service calls in accordance with the accepted SDR Specification.

4.2.8.2 Maintain and provide the Technical Authority with a current list of contacts and advise the Technical Authority of changes immediately, via email.

4.2.8.3 Acknowledge Emergency and Urgent service calls from Occupiers by live voice contact within 10 minutes, 24 hours per day, 365 days per year.

4.2.8.4 Unless otherwise stated in this Annex of the SOW and accompanying Appendices, the general response and rectification times for Demand Calls for Hard and Soft Services are as follows:

- a) General Demand Calls – Non-Urgent: 48hr response, 10 Working Day rectification;
- b) General Demand Calls – Urgent: 24hr response, 3 Working Day rectification; and
- c) Emergency Demand Calls – 1hr response, 24hr rectification.

4.2.8.5 Inform the Technical Authority, without delay, of Work for which the response and rectification times cannot be met. Provide the Technical Authority with an alternative response and rectification plan that ensures normal Wing operations are not affected by the delay.

4.2.8.6 Respond to Occupier calls 24 hours per day, 365 days per year, in accordance with the response times indicated in Appendix F, Real Property Performance Standards, and:

- a) Take appropriate action following the receipt of the service call to respond to the requirement identified in the service call;
- b) Begin an investigation within the maximum permissible response times;
- c) Provide an update on the service call status to the SPCSC by electronic data file as soon as Work to close the service call is complete;
- d) Undertake the required Work; and



e) Update the SPCSC on the status and results of responses to service calls within 24 hours of responding to the service call.

4.2.8.7 Analyze service call reports from the SPCSC, identify trends and variances from the norm, prepare action plans and undertake required corrective action.

4.2.8.8 Maintain and provide a call record. Provide and maintain a call receipt, acknowledgement and dispatch capability that Occupiers can use to register demand requests during normal Business Hours. The call record will state the call receipt date and time and name of the staff member who dealt with the issue.

4.2.9 Apply the Sustainability Program

4.2.9.1 General

4.2.9.1.1 Apply the Sustainability Program in accordance with the accepted SDR Specification.

4.2.9.1.2 Apply learning organization concepts to encourage innovation and the exchange of building life cycle information among those responsible for service delivery.

4.2.9.2 Assist DND in Sustainability Planning

4.2.9.2.1 Identify opportunities and support DND in meeting federal SDS requirements by establishing objectives and plans.

4.2.9.2.2 Include proposals in Annual Building Plans for SDS meeting targets

4.2.9.2.3 Identify opportunities to assist DND in greening government operations, as requested, including activities to:

- a) Reduce greenhouse gas and other air-polluting emissions;
- b) Provide for green procurement;
- c) Reduce potable water consumption;
- d) Remediate contaminated sites;
- e) Improve the management of waste; and
- f) Improve the environmental performance of vehicles involved in delivering services.

4.2.9.2.4 Identify opportunities to assist DND in greening DND assets, including:

- a) Adoption of the Building Owners and Managers Association (BOMA) of Canada BEST environmental assessment program or other programs, as requested; and
- b) Ensuring that buildings renovated under the Contract meet the energy efficiency targets set out by DND.

4.2.9.2.5 Identify opportunities and assist DND in meeting requirements related to electronic waste, consistent with applicable legislation.

4.2.9.3 Apply the Energy Management System

4.2.9.3.1 Implement the EnMS, in accordance with the accepted SDR Specification, to guide the supply, management and use of energy and to meet DND plans and targets for each building:

- a) Set energy targets to support the attainment of DND SDS commitments;
- b) Conduct strategic analyses and energy performance benchmarking, using appropriate tools and energy performance targets that will meet DND commitments;



- c) Identify energy retrofit projects and develop business cases, priorities and proposed timeframes for implementation as requested;
- d) identify energy-efficient technologies to be incorporated into other planned projects;
- e) Establish an optimum energy performance level for each building, and identify operational efficiencies and adjustments to building operations to achieve optimum energy performance, such as staggering equipment start-up and shutdown to reduce peak demand and take advantage of off-peak time-of-use charges;
- f) Review projected changes that affect energy consumption, such as occupancy levels, Occupier operations, levels of service, building upgrades, operating procedures and schedules;
- g) Prepare detailed time-phased utilities budgets for each building and multi-building site asset, indicating estimated monthly consumption and costs for each utility component; and
- h) Investigate and recommend to the Technical Authority adoption of incentive and subsidy programs offered by utility companies and the federal and provincial governments.

4.2.9.3.2 Obtain certification for energy management achievements through industry-recognized certification programs.

4.2.9.4 **Provide Real Property Sustainability Planning Input**

4.2.9.4.1 Provide annual sustainability planning input to the Real Property Roll-up Plan, describing the capacity, activities, processes and performance measurement information that will be applied to attain, report on, and continually improve financial, social, functional and environmental sustainability results arising from the services provided.

4.2.9.4.2 Provide sustainability inputs to planning processes, including the Annual Building Plan and AMP updates and Real Property Roll-up Plan.

4.2.9.5 **Improve Financial Performance**

4.2.9.5.1 Identify and recommend opportunities for continual improvement in efficiencies and cost reductions.

4.2.9.5.2 Benchmark building O&M and utilities costs against appropriate sources of industry data, in accordance with the RPDRL.

4.2.9.5.3 Monitor, evaluate and make recommendations on new technologies and systems that could reduce operating costs.

4.2.9.5.4 Review O&M and utilities costs, and recommend opportunities to reduce costs across the Contract, taking advantage of strategies such as cost synergies, bulk purchasing and pooling or centralizing of certain resources and inputs.

4.2.9.5.5 Identify, evaluate, and make recommendations on projects that best contribute to improving efficiencies and reducing life cycle costs.

4.2.9.6 **Improve Social and Functional Performance**

4.2.9.6.1 Identify and recommend continual improvement opportunities that will benefit Occupiers, the public and the community.

4.2.9.6.2 Implement communications and advocacy programs in accordance with TA's, to foster sustainable practices with labour resources under the Contractor's authority, and with DND and Occupiers.



4.2.9.6.3 Identify opportunities and develop and implement approved building initiatives and services to improve Occupier satisfaction and building performance.

4.2.9.6.4 Create and maintain mutually beneficial relationships with industry associations, the public, non-governmental organizations and provincial and municipal stakeholders.

4.2.9.7 Improve Environmental Performance

4.2.9.7.1 Operate the Environmental Management System in accordance with the accepted SDR Specification.

4.2.9.7.2 Support DND in achieving environmental commitments set out in its SDS and additional sustainability requirements identified by the Technical Authority.

4.2.9.7.3 Take steps to increase environmental awareness of employees and other labour resources under the Contactor's authority.

4.2.10 Abide by Federal Heritage Conservation Requirements

4.2.10.1.1 Identify and meet Federal Heritage Conservation requirements for specific assets.

4.2.11 Provide Building Performance Reviews

4.2.11.1 Conduct regular visual inspections of buildings at intervals commensurate with operational requirements.

4.2.11.2 Conduct BPRs and submit BPR reports in accordance with the RPDRL, for each designated building:

- a) Research relevant information on the assets and their serviceability;
- b) Inspect each asset in a manner appropriate to its use, age, construction details;
- c) Inspect the cladding system and potential for hidden deterioration;
- d) Consult with designated Tenant representatives; and
- e) Provide information to support asset planning and budgeting.

4.2.12 Maintain Real Property Inventory

4.2.12.1 Maintain building equipment and supply inventories, including O&M consumables, supplies and spare parts at appropriate levels for the proper operation of each building

4.2.13 Manage Real Property Information, Report and Keep Records

4.2.13.1 General

4.2.13.1.1 Manage information in accordance with the Information Management Methodology specified in the accepted SDR Specification.

4.2.13.1.2 Provide support to the Technical Authority and other key stakeholders to clarify specific situations and provide in-depth knowledge required to ensure effective decision-making, including ad hoc reports, analyses and briefings.

4.2.13.1.3 Capture, manage and report information that relates to the management and maintenance of the facilities and infrastructure.

4.2.13.1.4 Provide reporting tools that have the flexibility to provide data and format data as requested by the Technical Authority. For example: reports by Building; reports by System; reports by day, by month, by year; etc.

4.2.13.2 Collect and Organize Information



4.2.13.2.1 Collect and organize information, and manage records and data necessary to:

- a) Meet legislative and policy requirements for business administration and Quality Monitoring purposes;
- b) Support service delivery and meet reporting requirements arising from legislation governing the provision of services set out in this Annex of the SOW;
- c) Identify gaps in information; and
- d) Track and report performance and quality results.

4.2.13.2.2 Manage the quality of information and data to ensure its accuracy and completeness and ensure file formats and standards are consistent with DND standards, or as requested.

4.2.13.2.3 Update the Facilities Catalogue, including information on changes to the data elements within 30 working days after work orders or project completion date. Update information and data on new facilities, acquisitions or demolitions within 30 working days of completion, whether the work was self-performed or performed by third parties.

4.2.13.2.4 Provide the Technical Authority electronic access to facility information.

4.2.13.2.5 Apply the security classifications set out in the TB Guideline for Employees of the Government of Canada: Information Management (IM) Basics.

4.2.13.2.6 Use applicable asset identifiers as amended from time-to-time to report on performance.

4.2.13.3 Provide Information Access and Reporting

4.2.13.3.1 Prepare and submit real property management information and building operational information electronically, including planning, inspection, O&M and utilities, project, performance, quality and other information, in accordance with the RPDRL. Submit information specified, encrypting data using software compatible with that used by Canada, as requested.

4.2.13.3.2 Meet information management and reporting requirements related to Optional Services, in accordance with the RPDRL.

4.2.13.3.3 Provide a Monthly Activity Report, including:

- a) Hangar Activity report, including GFA, GFE and GFM; and
- b) Hangar usage log, indicating the user, country of origin, types of aircraft, date, time, year and duration of stay for each hangar under the control of the Contractor.

4.2.13.3.4 Maintain the Halocarbon Management Database and update records including data related to the inventory of equipment, PM inspections, spills and leak tests.

4.2.13.3.5 Update and distribute the Asbestos Management Plan annually, updating database records following the removal of asbestos and changes to condition of Buildings and infrastructure (i.e. renovations and demolitions).

4.2.13.3.6 Update the door code registry, advise and provide updates to the Technical Authority following changes.

4.2.13.3.7 Provide accurate, complete and current PMI reports.

4.2.13.3.8 Provide secure access to data and reports hosted by the Contractor's EMS, presented in a format useful to the Technical Authority for review, with provision for aggregating, filtering, sorting and exporting information related to the requirements set out in this Annex of the SOW.



4.2.13.3.9 Provide client application licences and training required, as requested, to facilitate service administration by the Technical Authority.

4.2.13.3.10 Support the Technical Authority by responding to requests for information and Quality Monitoring and information requirements on a timely basis, and as requested.

4.2.13.3.11 Complete DND-prescribed forms, in hard copy and PDF formats, and as requested.

4.2.13.4 Manage Real Property Technical Information

4.2.13.4.1 Keep technical information up to date and ensure that:

- a) Electrical drawings are kept current and in accordance with DND's Standard on Electrical Safety; and
- b) Copies of drawings required for operational purposes are held in a secure area of buildings and that access is only granted to authorized personnel.

4.2.13.4.2 Keep and maintain drawings of piping and electrical system schematic layouts, notices, and data in known and accessible locations.

4.2.13.4.3 Revise single line schematic drawings to show the current status of pipes, circuits, and equipment.

4.2.13.4.4 Provide the Technical Authority access to electronic and hard copy technical information as requested, without delay.

4.2.13.5 Retain and Protect Information

4.2.13.5.1 Store, back up, organize and protect information with due regard to business continuity considerations and disaster recovery.

4.2.13.5.2 Maintain and ensure the integrity of documentation required to demonstrate regulatory compliance and meet legislative reporting requirements. Assist the Technical Authority in Quality Monitoring activities, ensuring that records are available in an electronic system so that they are readily available for the legislated period of time.

4.2.13.5.3 Keep building O&M and utilities information current in a manner consistent with appropriate industry practices.

4.2.13.5.4 Adjust to Changing Information Management and Technology Standards and Interfaces. Plan and implement changes to the means of exchanging information with DND to benefit from technological advances, changes to DND systems or data and industry standards disseminated by organizations such as BOMA, the International Facility Management Association (IFMA) and the Open Standards Consortium for Real Estate (OSCRE), and other changes, as requested, in a timely manner.

4.2.14 Comply with Business Administration Requirements

4.2.14.1 General

4.2.14.1.1 Provide a Bi-Weekly Work Order Report.

4.2.14.1.2 Keep records, to the individual resource level, of the time spent performing Work.

4.2.14.1.3 Manage expenditures, and control costs:

- a) Manage costs, including:
 - v. O&M costs,



- vi. Costs for Additional Work, costs associated with activities up to \$7,500 that constitute the Minor Works Program, and the Program of Projects (POP), if the Option for these services is exercised, and, in accordance with TA's and the associated funding levels set out in Annual Building Plans and the Real Property Roll-up Plan;
- b) Provide monthly progress reports on Annual Building Plan and Real Property Roll-up Plan implementation, including:
 - i. Status of expenditures, and
 - ii. Variances from the plan and forecasts to year-end against those plans, at the level of detail indicated in those plans and in accordance with an agreed Building Classification of Accounts;
- c) Prepare annual forecasts of total expenditures for services covered under this Annex of the SOW, beginning on August 30, for the year ending March 31;
- d) Update annual forecasts monthly and provide these to the Technical Authority; and
- e) Submit reports on:
 - vii. O&M budget status as required by DND,
 - ii. Project activity and status, and
 - i. other budget ad-hoc reports as required;
- f) Validate and recommend utility invoices for payment.

4.2.14.2 Comply with Procurement and Contracting Requirements

4.2.14.2.1 Apply procurement and contracting processes in accordance with the accepted SDR Specification, ensure Best Value in the provision of required materiel and services, and, when choosing to subcontract:

- a) ensure requirements are fully and clearly defined in tender and contract documents, and minimize requirements for amendments; and
- b) apply industry-accepted standards and standard industry contract documents, where available, such as Canadian Construction Documents Committee CCDC 2.

4.2.14.2.2 Have emergency contracting measures in place to be able to respond appropriately when time is of the essence

4.2.14.3 Comply with Quality Monitoring, Technical Assessment, Reporting and Liaison Requirements

4.2.14.3.1 Provide complete and transparent access to systems, information and records that support business administration and service delivery processes.

4.2.14.3.2 Support and coordinate with DND, Occupiers and other parties engaged in Quality Monitoring, including technical audits conducted by third parties on behalf of Canada.

4.2.14.3.3 Maintain files in good order, ensure that documents and other information are available and kept in a state of assessment readiness, and ensure that information required to support Quality Monitoring is available without delay.

4.2.15 Provide Engineering Services

4.2.15.1 General

4.2.15.1.1 Prepare Class A, B, C and D Cost estimates using local established pricing and RSMeans as required.



- 4.2.15.1.2 Prepare scopes of work as requested by Technical Authority.
- 4.2.15.1.3 Prepare Designs and Specifications (D&S)
 - 4.2.15.1.3.1 Ensure Engineering D&S packages are signed and sealed by a professional engineer of the appropriate discipline. The package must include a detailed statement prescribing materials, dimensions, requirement (safety, legal, technical code requirements) and workmanship. Specifications are in National Master Specifications (NMS) format unless otherwise specified by the Technical Authority.
 - 4.2.15.1.3.2 Conduct civil, structural, mechanical, and electrical engineering investigations to resolve problems as required to determine the Best Value from the perspective of acquisition, maintenance of structures, equipment and utilities as requested by the Technical Authority. Prepare and submit reports on investigations.

4.2.15.2 Provide Engineering Input

- 4.2.15.2.1 Provide engineering advice as requested by Technical Authority. Conduct a review of each project the DND Environmental Impact Assessment (EIA) process.
- 4.2.15.2.2 As requested, provide technical support to third parties designated by the Technical Authority, such as Defence Construction Canada (DCC) and visiting military engineering units, including drawing reviews, inspection assistance and hand-over assistance for projects undertaken by third parties.

4.2.16 Perform Drafting Room Functions

- 4.2.16.1 Reproduce drawings for DND authorized clients. Record drawing reproductions in a log identifying the name of the authorized requestor and the number of sheets requested.
- 4.2.16.2 **Prepare and Submit Site Approvals**
 - 4.2.16.2.1 Conduct property surveys and collect field data for incorporation in location maps and records in support of civil engineering. Set control points, grade stakes, locate underground utilities and other appurtenances. Provide certification by a registered land surveyor when required.
 - 4.2.16.2.2 Approve and issue digging permits prior to start of digging operation. Verify the area from as-built drawings and, as required, toning services performed to confirm location of underground structures, appurtenances and utility lines, prior to excavating.
- 4.2.16.3 Prepare special drawings, including charts, posters, signs, and blow-outs of portions of existing drawings with color-coding of specific buildings.
- 4.2.16.4 Provide new or updated AutoCAD drawings for new or existing work.
- 4.2.16.5 Maintain record drawings (as-built) for facilities, works and installed equipment.
- 4.2.16.6 Maintain the MRDP. Identify required projects and record them in the MRDP. Provide research analysis and sustainability project recommendations to meet Wing requirements. Ensure that projects are completed as per the MRDPP priority provided by the Technical Authority.

4.2.17 Provide Maintenance Management Services

4.2.17.1 General

- 4.2.17.1.1 Apply maintenance strategies consistent with the OMP.
- 4.2.17.1.2 Coordinate maintenance activities with QMS continual improvement activities and ongoing performance measurement, considering occupancy requirements and relevant Portfolio factors such as:



- a) Building Occupier operations and reliability requirements;
- b) Asset age, construction details, condition, heritage designation and exposure conditions; and
- c) O&M and utilities costs.

4.2.17.1.3 Provide a draft Preventive Maintenance (PM) schedule in electronic format within two months after Contract Award and provide a final schedule within three months after Contract Award for acceptance by the Technical Authority. Update the PM plan to ensure that it is consistently up-to-date.

4.2.17.1.4 Ensure that systems and equipment requiring maintenance are identified, labelled and record applicable data, drawings, manuals and other information in the CMMS.

4.2.17.1.5 Ensure that labeling of systems is maintained following alterations to the equipment or associated components.

4.2.17.1.6 Ensure building system components installed under the Contract meet the appropriate CSA standard and are clearly marked to show compliance.

4.2.17.1.7 Update existing O&M manuals as required to keep facility documentation current with changes occurring during the life of the Contract.

4.2.17.1.8 Obtain and coordinate warranty Repair service for equipment under warranty:

- a) Obtain manufacturer's and installer's guaranties for equipment supplied and installed; and
- b) Ensure that guaranties name Canada as the holder and beneficiary of the guaranty.

4.2.17.1.9 Continually monitor maintenance activities to ensure compliance with life-safety, health and environmental legislation.

4.2.17.1.10 Provide access to aged work order information to the Technical Authority, including work orders that were not completed within the scheduled completion date.

4.2.17.1.11 Provide certification annually that inspection, testing and maintenance of life safety, health and environmental systems and equipment have been performed in accordance with legislative requirements and continue to meet life safety, health and environmental systems and equipment legislative and other compliance requirements.

4.2.17.2 **Inspect, Test, Maintain and Repair Life Safety Systems**

4.2.17.2.1 Repair, replace or install life safety systems in accordance with the CSA Z91, CSA Z259, CSA Z271 and Provincial Safety Standards, as applicable to the site or system.

4.2.17.2.2 If the system or components being installed or replaced form part of a window cleaning safety system undertake work must be in accordance with ANSI/IWCA I-14.1-2001 Window Cleaning Standard.

4.2.17.2.3 Where no CSA or ANSI standard exists for a material or product being installed, the must utilize materials or products that follow good industry practice and are fit for purpose.

4.2.17.2.4 During the course of the contract, if changes in legislation require more frequent or less frequent inspection or testing of Life Safety Systems, negotiate adjustments with the Technical Authority and ensure these changes are applied.

4.2.17.3 **Continually Improve Maintenance Strategies**



4.2.17.3.1 Apply the OMP to foster ongoing improvement in maintenance strategies, including a rigorous approach to improving the Preventative Maintenance Plan and how corrective maintenance will be executed over the term of the Contract to:

- a) Ensure regulatory requirements are fulfilled, including accessibility, building code, HazMat and occupation and health and safety requirements.
- b) Optimize the integrity of 5 Wing buildings and equipment in terms of their integrity, considering their lifecycle and reliability;
- c) Optimize energy utilization and otherwise improve sustainability; and
- d) Incorporate technological improvements.

4.2.17.3.2 Implement a Maintenance Stabilization Program covering the first full-year of operations and subsequent annual updates to the Preventative Maintenance Plan.

4.2.17.3.3 Analyze building maintenance management data and initiate corrective action accordingly:

- a) Benchmark operating, maintenance and repair costs;
- b) Analyze issues and trends in key areas, such as system and equipment failures and unscheduled repair costs, and recommend improvements; and
- c) Prepare reports and maintain records and data to achieve the optimum balance between repairs and predictive, preventive and corrective maintenance activities.

4.2.17.3.4 Review and update the effectiveness of maintenance strategies and the OMP, and improve and adjust associated practices, processes and resources to reflect the results of experience, to meet requirements of legislative and regulatory changes, manufacturer recalls and changes in industry practices, and to ensure lifecycle cost-effectiveness.

4.2.17.3.5 Use maintenance information as inputs to planning and project identification for capital improvements, repairs and re-commissioning.

4.2.18 Provide Commissioning Oversight Services

4.2.18.1 Assess each project using an appropriate tool to:

- a) Determine the extent of commissioning required, commensurate with project size, scope and complexity; and
- b) Document the assessed commissioning requirements in accordance with the RPDRL.

4.2.18.2 Ensure that Commissioning on projects meets requirements.

4.2.19 Manage Projects

4.2.19.1 Manage maintenance and construction, consultant and service contracting activities, including the tendering process, bid evaluation, contract award and contract supervision, as requested.

4.3 Provide Facilities Maintenance Services

4.3.1 General



- 4.3.1.1 Provide Facilities Maintenance Services in accordance with the Service Levels set out in Appendix E, and the Service Standards set out in its Attachment 1 and in accordance with the accepted SDR Specification and associated TA's..
- 4.3.1.2 Repair and maintain building systems and equipment, including building envelopes, HVACR systems, electrical systems, locks and doors, elevators etc., of properties listed in the Facilities Catalogue in accordance with applicable laws, good industry practice and the standards set out in the SOW.

4.3.2 Coordinate Overall Facilities Maintenance Services

- 4.3.2.1 Plan Work in Annual Building Plans (ABPs) for individual buildings designated in Appendix G (Facilities Catalogue), considering opportunities for coordination, economies of scale and grouping of similar Work to provide Best Value and reduce overall downtime.
- 4.3.2.2 Coordinate Work with utilities providers and other organizations responsible for services such as information technology and telecommunication services, as requested.

4.3.3 Operate Building Systems and Equipment

- 4.3.3.1 Operate building systems and equipment 24 hours per day, 365 days per year:
 - a) Ensure that buildings are available and meet Occupier operational requirements as requested, and provide healthy and safe work environments; and
 - b) Coordinate day-to-day operational activities with Occupiers, including activities carried out during extended hours of operation, and as requested.
- 4.3.3.2 Operate building systems and equipment in accordance with the most current release of appropriate industry standards and government policies and guidelines, including:
 - a) American Society of Heating, Refrigerating and Air-conditioning Engineers (ASHRAE) Standards for Thermal Environmental Conditions for Human Occupancy and Ventilation for Acceptable Indoor Air Quality;
 - b) CSA S832, Seismic Risk Reduction of Operational and Functional Components (OFCs) of Buildings;
 - c) CSA Z204 Guideline for Managing Indoor Air Quality in Office Buildings;
 - d) Health Canada Guidelines for Indoor Air Quality and Drinking Water Quality;
 - e) National Joint Council (NJC) – OHS Directive;
 - f) CLC, Part II; and
 - g) National Energy Code of Canada for Buildings.
- 4.3.3.3 Implement appropriate practices to prevent indoor air quality problems.
- 4.3.3.4 Follow SOPs documented in the SDR Specification consistent with the CLC, Part II, keep them current and provide copies of these when requested.
- 4.3.3.5 Maintain records on site pertaining to inspection, testing and maintenance to comply with the National Fire Code, and make structural drawings and assessments available to emergency responders.
- 4.3.3.6 Immediately report issues and problems associated with indoor air and potable water quality identified as a result of testing.
- 4.3.3.7 Resolve issues and problems related to health and safety and the provision of working environments, and provide reports related to resolution of these problems, as requested.



4.3.3.8 Provide support to commissioning activities for projects carried out by the Contractor and by third parties.

4.3.3.9 Provide operations and maintenance of sanitary collection systems:

- a) Perform PM on sewage lift system, sewer collection system and treatment system;
- b) Clean and flush sanitary collection systems;
- c) Monitor effluent and storm characteristics conforming to 1 Cdn Air Div Effluent Monitoring Program;
- d) Perform CM on system failures affecting Critical Areas, and or Non-critical Areas that could potentially result in further damage;
- e) Perform CM for non-critical service calls;
- f) Disconnect and properly secure utilities and distribution systems, and service abandoned facilities at the direction of the Technical Authority; and
- g) Log and record data.

4.3.3.10 Operate potable water systems:

- a) Operate water treatment plant;
- b) Perform leak surveys on the distribution system;
- c) Test water quality;
- d) Collect and analyze water samples for bacteriological analysis;
- e) Perform CM following system failures;
- f) Provide a two-hour response time for system failures affecting Critical Areas;
- g) Provide an eight-hour response time for Non-critical system failures;
- h) Begin repair work for Non-critical areas system failures within eight hours;
- i) Disconnect and secure the systems from abandoned facilities;
- j) Provide a Plant PM Plan;
- k) Submit reports;
- l) Provide a water contingency plan;
- m) Provide and maintain a utilities reference library; and
- n) Maintain a water plant log

4.3.4 Provide Common Services

4.3.4.1 Manage common services to other buildings sites, including services provided by CHPs, ensuring that these services meet the operational requirements of individual buildings.

4.3.4.2 Provide common services, including:

- a) Distribution of electrical, heating and cooling, and other utilities;
- b) Site-wide energy monitoring and metering, utility billing to individual buildings and associated data acquisition and analysis;



- c) Utility billing inputs for individual buildings and associated data acquisition and analysis;
 - d) building time-scheduling and management of electrical power systems, including emergency power, dispatching, monitoring and operations;
 - e) Identification of improvements for site energy management; and
 - f) Planning for new and increased electrical loads and metering.
- 4.3.4.3 Coordinate Work with utilities providers and others responsible for other services such as information technology and telecommunications, as requested.
- 4.3.4.4 Provide environmental protection and conservation services, including:
- a) Sanitation and garbage pickup;
 - b) Potable domestic and drinking water;
 - c) Surface water quality and monitoring;
 - d) Groundwater and wastewater pollution prevention and monitoring;
 - e) Activities related to routine and special sampling, investigations, inspections and report preparation associated with underground storage tanks; and
 - f) Inputs to environmental quality and compliance programs.
- 4.3.4.5 Operate and maintain infrastructure and distribution systems, including:
- a) Heating and cooling distribution;
 - b) Sanitary sewer system piping;
 - c) Underground storage tanks;
 - d) Storm drainage systems;
 - e) Utility tunnels and cabling;
 - f) Water resource systems, including drinking water sources, storage and distribution systems;
 - g) Emergency standby generation and distribution;
 - h) Street lighting;
 - i) Distribution systems for electrical and other utilities;
 - j) Pad-mounted transformers, electrical vaults and fire hydrants;
 - k) Airfield Lighting Systems, Constant current regulators and controls (building airfield signs, light fixtures and NAVAIDS on 176), PAPI, approach lights, threshold lights on and off the airfield;
 - l) Power distribution system (Overhead, Underground, Airfield Power Distribution System, circuit breakers, meters, protective relays);
 - m) Transformer stations;
 - n) Static grounding system; and
 - o) Energy management and control systems and the interfaces with individual building management systems.
- 4.3.4.6 Inspect, monitor, operate, maintain and repair the sanitary collection systems and the pumping stations. Refer to the Facilities Catalogue and the Fixed Assets Registry (Appendix H) for a



description of existing conditions for sanitary collections systems, sewage lift stations, sewage collection system and treatment systems.

4.3.4.7 Operate the electrical distribution system and the airfield electrical system:

- a) Acknowledge Electrical and Airfield Distribution Systems trouble calls;
- b) Perform CM for a system failure affecting Critical Areas;
- c) Disconnect and properly secure utilities and distribution systems servicing abandoned facilities; and
- d) Maintain historical data on major equipment.

4.3.4.8 Provide, or arrange for the provision of, utility locating services, as required.

4.3.4.9 Liaise with authorities having jurisdiction, as required.

4.3.4.10 Report on common services in accordance with the SDR and adjust the SDR as required to document changes in service delivery associated with common services.

4.3.5 Provide Hangar Management

4.3.5.1 Manage Hangar maintenance in support of operations.

4.3.5.2 Ensure safe and effective hangar operation and technical support to Canadian and Foreign Military clients at 5 Wing.

4.3.5.3 Produce, implement and maintain technical SOPs, documented in the SDR Specification, for aircraft technical support activities.

4.3.5.4 Plan, coordinate and organize technical and maintenance resources in support of Hangar use.

4.3.5.5 Oversee Hangar maintenance and ensure Hangar equipment and systems are operational, inspected, calibrated, maintained and ready for use when needed. Advise, brief and assist technical personnel with hangar systems, hangar equipment and aircraft maintenance equipment. This service may also be required after hours or on weekends.

4.3.6 Provide Maintenance Services

4.3.6.1 Maintain plant, machinery, equipment and building envelope in accordance with the maintenance strategies and where appropriate, operate building equipment and systems in accordance with manufacturer recommendations or as set out elsewhere in the SOW.

4.3.6.2 Undertake maintenance based on evidence of need:

- a) Ensure a safe, healthy and productive work environment for Occupiers;
- b) Meet Occupier requirements for building availability and system and equipment reliability;
- c) Ensure that operations are cost-effective and that asset and equipment systems perform at peak efficiency;
- d) Comply with warranty requirements;
- e) Preserve asset integrity and the value of capital investments, and realize the maximum economic life expectancy of systems and equipment;
- f) Demonstrate due diligence and minimize legal exposure to Canada; and
- g) Provide effective analysis, decision-making and planning for future repair programs, capital investments and re-commissioning of assets.

4.3.6.3 Conduct preventative inspection and maintenance activities set out Appendix E.



- 4.3.6.4 Manage, assemble, organize and retain system and equipment data, drawings and manuals and schedules:
- a) Identify, schedule and implement predictive, preventive and corrective maintenance inspections, tests, analyses, surveys, checks, treatments, tasks and monitoring based on legislative requirements and appropriate industry standards and practices;
 - b) Coordinate scheduling of maintenance that might disrupt Occupier operations with the Technical Authority and Occupiers; and
 - c) Provide the Technical Authority and Occupiers with a minimum of two weeks advance notice, or other period, as requested, of proposed shutdowns and other Work that may disrupt Building Occupier operations, to allow time for contingency planning.
- 4.3.6.5 Test and certify pressure vessels and associated pipework that form part of Pneumatic Systems, Heating, Ventilation and Air Conditioning systems at the legislated intervals, by the appropriate safety authority for the Newfoundland and Labrador. Make necessary arrangements and facilitate the testing and inspection by the safety authority unless otherwise instructed by the Technical Authority.
- 4.3.6.6 Ensure suitably qualified and trained individuals plan and execute Work that involves isolation of a system / area.
- 4.3.6.7 Make appropriate resources available to participate in handover, witness testing/training.
- 4.3.6.8 Maintain electronic records of PM activities:
- a) Include the date, asset identifier, PM activity description and related details as per Appendix E; and
 - b) Ensure records are readable in a spreadsheet or database format when required
- 4.3.6.9 Provide PTA Preventive Maintenance Services**
- 4.3.6.9.1 Maintain and repair PTA infrastructure, including the main cabin, garages, bridge, kitchen, bunkhouse, and associated equipment and systems, including electrical, auxiliary, water, and solar systems, the rebuilding of the targets and grading and removal of vegetation on the runway and taxiways.
- 4.3.6.9.2 Ensure that personnel assigned to work at the PTA receive the PTA Orientation brief before commencing work.
- 4.3.6.9.3 Maintain Range boundary identification and warning signs (including laser) in accordance with the section 3-3 of C-07-010-011/TP-000. Cut brush on the boundary perimeter and maintain road signs and area demarcation signs around the PTA.
- 4.3.6.9.4 Coordinate Work with the Technical Authority, and minimize interference with flying operations. Work normally is done in the Spring and Fall, including winterization, or as agreed with the Technical Authority. The Contractor is responsible for requesting transportation to the PTA. Flights will be arranged and paid for by DND.
- 4.3.6.9.5 The area of demarcation has a radius of approximately 16 nautical miles. There is no road access and helicopters are likely the best option to use to access the signs. Signs around the PTA are spaced at 2,000 feet. There are six signs on the Trans-Labrador Highway that require inspection and maintenance. There are Laser warning signs around the 4 nautical mile around the cut line also spaced at 2,000 feet. There are approximately 1,400 signs in total. Travel to the PTA is by air only.
- 4.3.6.9.6 Assist in remediation of the PTA:
- a) Participate as required in remediation activities;



- b) Conduct work in accordance with Part 2 of C-07-010-011/TP-000; and
- c) Travel to the PTA is by air only. If DND is unable to provide air transportation to the Contractor, include the cost of the air transportation in the TA.

4.3.6.10 Provide Corrective Maintenance

4.3.6.10.1 Perform CM of mechanical systems, including repair, renewal or alteration. Replace equipment with the same kind, grade, quality and size as the original construction and installation.

4.3.6.10.2 Perform miscellaneous work, including the production, installation, removal and modification of works and services related to this section as required and authorized by the Technical Authority.

4.3.6.10.3 Perform CM for jobs in excess of the Repair Threshold in accordance with the TA process.

4.3.6.10.4 Change exterior and interior door lock codes semi-annually.

4.3.7 Provide Environmental Management Services

4.3.7.1 Environmental Management (EM) services are as defined in Appendix A – Definitions and include: spill response, potable water testing, minor spills management and remediation, POL tank inspections, indoor air quality (IAQ) testing, designated substance assessments (DSA. This list is not exhaustive; the Contractor may be required to provide additional environmental management services.

4.3.7.2 Use the Environmental Management System to manage the provision of environmental services.

4.3.7.3 Comply with applicable environmental legislation and meet the requirements of applicable environmental policies and related guidance.

4.3.7.4 Report on environmental activities in accordance with the RPDRL and collect, maintain and make available environmental data, as requested, using appropriate, industry-recognized tools such as GREEN UP, Leadership in Energy and Environmental Design (LEED) and Green Globes tools.

4.3.7.5 Conduct environmental performance assessments for designated buildings on a five-year cycle, using an acceptable industry-recognized tool such as BOMA BEST or LEED EB:O&M.

4.3.7.6 Undertake approved Work to meet DND SDS targets, monitor progress and report quarterly, and as requested, on performance against these plans.

4.3.7.7 Support DND in meeting the requirements of their respective environmental compliance management programs.

4.3.7.8 Provide information and support DND in determining whether proposed activities qualify as projects as defined by the Canadian Environmental Assessment Act (CEAA) and whether an environmental assessment is required

4.3.7.9 Comply with mitigation measures and follow-up requirements, as requested, consequent to environmental assessments of projects.

4.3.7.10 Provide support, identify requirements and undertake Work to ensure compliance with the Canadian Environmental Protection Act and other applicable environmental legislation, such as the Transportation of Dangerous Goods Act, the CEAA, the Species at Risk Act, the Navigable Waters Protection Act, the Canada Water Act and the Fisheries Act.

4.3.7.11 Collect, maintain and make available environmental performance data, as requested:

- a) Ensure that data is available no later than May 1st of each year; and
- b) Conduct environmental benchmarking, reporting and data management services, as requested.



- 4.3.7.12 Apply prudent environmental processes and practices and use environmentally friendly products in the delivery of services.
- 4.3.7.13 Conduct annual compliance self-assessments for individual buildings to identify non-compliance.
- 4.3.7.14 Support DND in conducting Quality Monitoring and Due Diligence Review (DDR) process audits as requested, and external audits conducted on behalf of the Technical Authority to confirm the adequacy of the Environmental Management System for the duration of the Contract.
- 4.3.7.15 Respond to Quality Monitoring findings and adjust the Environmental Management System accordingly during the Contract Period.
- 4.3.7.16 Recycle construction materials as part of non-hazardous waste management and recycling.
- 4.3.7.17 Identify opportunities and make recommendations to reduce greenhouse gas emissions to meet requested targets as part of the Annual Building Plan and Real Property Roll-up Plan development processes.
- 4.3.7.18 Manage halocarbons and meet DND reporting requirements in accordance with the Environmental Code of Practice on Halon 1/RA-3.
- 4.3.7.19 Conduct waste audits, as requested, and make recommendations for improvements.
- 4.3.7.20 Identify species at risk and advise the Technical Authority accordingly.
- 4.3.7.21 Employ effective processes and practices for:
 - a) Managing petroleum and associated storage tanks, including preparing and maintaining the records required by the regulations and preparing and submitting the necessary forms associated with storage tank system installation, withdrawal or removal in accordance with:
 - ii. The RPDRL as requested by the Technical Authority, and
 - iii. The regulations or DND-specific directions from the Technical Authority for other assets;
 - b) Managing asbestos;
 - c) Implementing integrated pest management;
 - d) Reducing water consumption;
 - e) Managing water runoff;
 - f) Managing wastewater;
 - g) Minimizing paper consumption;
 - h) Liaising with municipal, provincial and federal authorities to explore and recommend recycling initiatives for consideration by the Technical Authority; and
 - i) Managing other environmental concerns and initiatives, as requested.
- 4.3.7.22 Include environmental emergency response planning input as part of building-specific environmental emergency response plans in emergency planning and take immediate action to manage and mitigate the impact of environmental incidents and emergencies.
- 4.3.7.23 Maintain an Inventory of Regulated Systems, Building Equipment and Components documented in accordance with the RPDRL.
- 4.3.7.24 The Federal Sustainable Development Strategy (FSDS) outlines the targets for each government department and its focus on environmental sustainability. DND/RCAF have fully endorsed the Environmental Sustainability Implementation Plan (ESIP) and is committed to safeguarding the environment by promoting energy security and managing environmental practices while maintaining essential operations. In support of these emerging initiatives, 5 Wing will be promoting future work in these critical areas.



- 4.3.7.25 Maintain close liaison with the Wing Environment Officer (W Env O) and report problems, anomalies, or changes to the established Hazardous Waste Management program.
- 4.3.7.26 Designate an Environmental Representative to provide day-to-day management of Environmental Management Services. Accurately monitor and inventory Hazardous Materials at the Wing to minimize personnel and environmental risk. The isolated location of 5 Wing Goose Bay necessitates that transportation and disposal of Hazardous Material be planned and coordinated carefully to be cost effective.
- 4.3.7.27 Deliver Scheduled and Demand-based Environmental Management Services at the Buildings/properties and land areas as listed in the SOW, in accordance with applicable laws, good industry practice and Appendix E.
- 4.3.7.28 Manage Hazardous Waste materials that result from the Work. Dispose of Hazardous Waste materials in accordance with environmental regulatory standards and do not allow Hazardous Waste materials to accumulate on Site. Meet obligations related to Transportation of Dangerous Goods requirements and Provincial Environmental Guidelines and regulations.
- 4.3.7.29 Plan scheduled environmental activities in advance and notify the Technical Authority and affected Occupiers of potential interruptions resulting from these activities (e.g. potable water testing in kitchens and bathrooms). Provide notices of interruption to the Technical Authority at least one calendar month prior to commencing Work.
- 4.3.7.30 Collaborate with the Technical Authority in scheduling and carrying out remediation of designated substances.
- 4.3.7.31 Develop and implement a spill response plan for each Site in consultation with the Site DND Environment Officer. If a DND spill response plan already exists for the Site, review and adjust the plan to ensure aspects of the DND spill response plan are covered in the plan. Ensure the spill response plan meets the requirements of Storage Tank Regulations 2008 (Allied Petroleum Products). Provide the spill response plan to the Technical Authority one month after Contract Award. Implement spill response services as of the Contract commencement date. Provide suitable and sufficient spill response equipment having due regard to the type and scale of spills that could occur at the Site. [Note Checklists and Spill Report Template]
- 4.3.7.32 Inspect Above Ground Storage Tanks in accordance with the Daily/Weekly and Monthly checklists and provide inspection results to the Technical Authority monthly.
- 4.3.7.33 Test water samples from Distribution Points every two weeks. Collect water samples from a statistically valid representative sample from potential problem areas and at distribution points furthest from wells and treatment systems, prior to cleaning/ treatment, and test for E. Coli and Total Coliform.
- 4.3.7.34 Test well water monthly. Collect raw water samples from each well, prior to cleaning/ treatment, and test for E. Coli and Total Coliform.
- 4.3.7.35 Test well water quarterly for Septic Indicator Parameters. Collect raw water samples from each well, prior to cleaning/ treatment, and test for:
 - a) Chlorides;
 - b) Ammonia;
 - c) Nitrates;
 - d) Nitrites,
 - e) Total Kjeldahl Nitrogen (TKN);
 - f) Faecal Coliform; and
 - g) Faecal Streptococci.



- 4.3.7.36 Test well water every two years for metals and General Chemistry Analysis, prior to cleaning / treatment.
- 4.3.7.37 Test potable water truck delivery. Provide documentation for each delivery demonstrating that truck tanks have been tested and are not contaminated.
- 4.3.7.38 Test water from ground water monitoring wells in March, July, September and December. Collect water samples from each of the five groundwater monitoring wells and a separate, duplicate quality control water sample. Document field parameters (pH, conductivity and temperature) and conduct a chemical analysis for:
 - a) Ammonia,
 - b) Conductivity,
 - c) pH,
 - d) Total Dissolved Solids (TDS),
 - e) Total Kjeldahl Nitrogen (TKN),
 - f) Nitrates, and
 - g) Sulphates.
- 4.3.7.39 Assess the full range of services set out in this Annex of the SOW and projects in accordance with DND's Environmental Effects Determination (EED) process.
- 4.3.7.40 Conduct annual Environmental Compliance Evaluation (ECE) Self Audits in accordance with Canadian Standards Association Z773 Environmental Compliance Auditing.
- 4.3.7.41 Perform Wing Environmental Compliance Audits (WECAs) using a third party firm. Conduct WECAs as requested by the W Env O.

4.3.8 Provide Hazardous Material Management Services

4.3.8.1 General

- 4.3.8.1.1 Manage Hazardous Materials and waste produced as a result of the services provided under the Contract and Hazardous Materials and waste generated by DND and third parties at the Site. Assume the responsibilities and act as Consignor for Hazardous Waste shipments.
- 4.3.8.1.2 Advise the Technical Authority when seeking permits and arranging for the removal or disposal of Polychlorinated Biphenyls (PCBs).
- 4.3.8.1.3 Provide for the collection, storage, transfer and final disposal of hazardous waste as defined by the legislative authority having jurisdiction, in accordance with legislative requirements and DND practices, provided these are not in conflict with applicable law, and in case of conflict, seek guidance from respective legislative authorities.
- 4.3.8.1.4 Develop and maintain a plan for Hazardous Material functions at 5 Wing. The different function carried out are:
 - a) Collect Hazardous Waste,
 - b) Storage of Hazardous Material,
 - c) Report on and dispose of Hazardous Material,
 - d) Quality control of receipt, storage, material, and
 - e) Conduct environmental compliance evaluation.



4.3.8.1.5 Cooperate and liaise with 5 Wing environmental staff in areas of shared responsibility. Maintain close liaison with the Wing Environment Officer (W Env O) and report problems, anomalies or changes to the established Hazardous Waste Management Program. Work with the W Env O in approving sites across the facility for Hazardous Materials and Hazardous Waste storage under the Hazardous Materials Management Program, including:

- a) POL storage;
- b) Oil spill cleanup and spill prevention;
- c) Hazardous Material minimization, handling, storage and halocarbon regulation; and
- d) Hazardous Waste minimization, handling, storage and collection.

4.3.8.1.6 Designate a Wing Radiation Safety Officer (W Rad SO) to lead radiation safety services and management. Ensure that activities requiring or using radiation materials within the Wing are conducted in a manner that fosters safe and responsible practices for personnel, general public, environment and property through the implementation and the maintenance of the Radiation Safety and Management Plan for 5 Wing.

4.3.8.1.7 Designate a Wing Hazmat Officer (W Haz O) to lead HAZMAT management and services and management. Act as control authority and review and, as appropriate, approve the introduction into or continued use of HAZMAT in the workplace. Store, handle and dispose of HAZMAT safely.

4.3.8.1.8 Designate an Environmental Representative to provide day-to-day management. Accurately monitor and inventory Hazardous Materials at the Wing to minimize personnel and environmental risk. Note that the isolated location of 5 Wing Goose Bay necessitates that transportation and disposal of Hazardous Material be planned and coordinated carefully to be cost effective.

4.3.8.1.9 Conduct on-demand removal of specified Hazardous Waste materials within the Buildings/properties listed in the Facilities Registry (Appendix H) in accordance with applicable laws, good industry practice and the standards Appendix E.

4.3.8.1.10 Hazardous Waste may include the following waste materials: Lead dust, lead contaminated water, fuel and lubricating oils, oil contaminated rags and filters, Liquid Petroleum Gas including butane and propane, isopropylamine, alkaline batteries, lithium ion batteries, NiCad batteries, glycol, fluorescent tubes, Aerosols, paint, alkaline solutions, acid solutions, industrial detergents, and solvents.

4.3.8.1.11 Collect, handle, store, transport, dispose of, recycle, track and report on the Hazardous Waste materials and applicable Federal and provincial regulatory requirements.

4.3.8.1.12 Implement the Hazardous Material Management Plan.

4.3.8.1.13 Implement a Hazardous Materials / Waste Spill Plan.

4.3.8.1.14 Pick up and transport Hazardous Material from DND storage sites or generation points to Contractor storage or disposal sites.

4.3.8.1.15 Pick up and transport Hazardous Material / Waste in accordance with DND policy and Federal and Provincial Regulations.

4.3.8.2 Provide Hazardous Waste / Material Collection Services

4.3.8.2.1 Collect and clean up Hazardous Material generated from minor spills beginning no later than 30 minutes following notification.

4.3.8.2.2 Validate the content, concentration and type of Hazardous Material received / discovered.



4.3.8.2.3 Record the contents and origin of waste upon receipt / discovery of Hazardous Material. Perform tests to identify unknown products / chemicals to determine their nature and disposal procedures for goods held by DND/CAF. Identify unknown Hazardous Materials / Waste through an ISO 17025 and CAEL accredited laboratory.

4.3.8.3 Provide Hazardous Material / Waste Storage Services

4.3.8.3.1 Store and maintain proper storage / inventory practices at the Hazardous Materials Storage Facility and ensure proper use and management of containers.

4.3.8.3.2 Inspect the Hazardous Materials Storage Facility and loaded containers for leaks or corrosion as required

4.3.8.3.3 Provide appropriate and properly-labeled containers for accumulating Hazardous Materials at sites.

4.3.8.3.4 Receive, check, inspect, certify, and control incoming Hazardous Material / waste received for storage, and coordinate local delivery

4.3.8.3.5 Identify Hazardous Materials storage sites. Update the Hazardous Material Management Plan.

4.3.8.4 Provide Hazardous Material Disposal Services

4.3.8.4.1 Dispose of Hazardous Material including NAIRS. Dispose of Hazardous Material as required, at a minimum of once a year and in accordance with Federal and Provincial Regulations.

4.3.8.5 Provide Radiation Safety Services and Management

4.3.8.5.1 Conduct Inspections in accordance with the Annual Radiation Plan.

4.3.8.5.2 Conduct Wing-wide awareness training for DND / CAF employees.

4.3.8.5.3 Hosts and coordinate annual Inspections by DGENS and Health Canada.

4.3.8.5.4 Maintain Radiation Safety equipment. Control, confirm calibration and arrange for replacement of ADM 300C Survey Meters and personal limit detectors; and maintain ultra-violet light systems.

4.3.8.5.5 Provide and implement emergency response and leak and swipe testing.

4.3.8.5.6 Attend Wing General Safety meetings. Prepare and present briefings on current radiation safety Issues.

4.3.8.5.7 Manage the Wing Dosimetry Program.

4.3.8.6 Provide Additional Hazardous Waste/Material Services

4.3.8.6.1 Clean-up and dispose of Hazardous Material / waste generated from major spills.

4.3.8.6.2 Decommission Buildings

4.3.8.6.3 Clean up and dispose of Hazardous Materials / waste including lead paint, mould, and asbestos.

4.3.8.6.4 Attend conferences or events as required to maintain contacts and professional proficiency, as authorized by the Technical Authority.

4.3.8.6.5 Provide biological control of biting flies and other physical methods for controlling biting flies as requested in accordance with applicable TA's..

4.3.8.7 Prepare Records and Deliverables



- 4.3.8.7.1 Update and distribute the 5 Wing Hazardous Material Management Plan (HMMP).
- 4.3.8.7.2 Manage and prepare Hazardous Material Movement Documents / Manifests for Hazardous Material shipments.
- 4.3.8.7.3 Produce and distribute Hazardous Material Waste Reports.
- 4.3.8.7.4 Prepare and submit other reports as required by regulations.
- 4.3.8.7.5 Prepare and submit substance Hazardous Materials Spill Plans, including halocarbons as applicable.
- 4.3.8.7.6 Report fuel jettisoning, POL spills, Halocarbon releases, glycol releases or other releases.
- 4.3.8.7.7 Prepare and submit a Radiation Annual Management Report.
- 4.3.8.7.8 Contact NAIRS holders / users and compile annual reports detailing inventory at 5 Wing. Complete and distribute fire and security notifications detailing ionizing radiation sources and quantities.
- 4.3.8.7.9 Prepare and submit an Annual Radiation Plan of activities to the W Env O.
- 4.3.8.7.10 Submit WECA and Action Plans.
- 4.3.8.7.11 Maintain, prepare and archive NAIRS Records.
- 4.3.8.7.12 Maintain a reference library.
- 4.3.8.7.13 Hazardous Waste Materials Pick-up Locations – [*potential appendix*]

4.3.9 Manage Energy and Utilities

- 4.3.9.1 Manage the supply and use of energy in accordance with an energy management strategy using the EnMS.
- 4.3.9.2 Investigate and recommend subscription to incentive and subsidy programs offered by utility companies and federal and provincial and governments.
- 4.3.9.3 Provide administrative support for energy and utility contracting:
 - a) Ensure delivery is in accordance with contracts and validate delivery slips and invoices;
 - b) Track invoice quantity and cost data, and review utility charges to ensure that rates are correct and to identify savings; and
 - c) Compare meter readings with billing data and record building consumption data.
- 4.3.9.4 Maintain information on energy and utility consumption and on changes affecting energy consumption:
 - a) Use an industry-recognized energy monitoring and analytic database software tool, compatible with DND's energy reporting system as available, to manage and report on building and overall energy and water usage;
 - b) Provide associated building energy consumption and building area data, and measure performance; and
 - c) Analyze energy and utility use monthly, indicating deviations from planned consumption, reasons for variances and recommended corrective action.
- 4.3.9.5 Manage building energy in accordance with the EnMS:
 - a) Manage energy use and adjust building operations to ensure efficient energy performance:



- iv. Schedule operations to reduce peak demand,
 - v. Implement load-shedding strategies,
 - vi. Tune-up equipment,
 - vii. Monitor HVACR and lighting systems efficiency, and
 - viii. Institute optimum equipment servicing and minor repairs;
- b) Establish measures to reduce energy use outside of Occupier operating hours through actions such as temperature setback and equipment shutdown;
- c) Regularly inspect and calibrate meters in accordance with manufacturers' recommendations;
- d) Identify and recommend opportunities for installation of additional meters to improve cost allocation, data collection and tracking of energy use;
- e) Perform energy audits in accordance with associated TA's.:
- ix. Update previous energy audits on a five-year cycle to reflect changes that have occurred,
 - x. Identify opportunities for operational adjustments, minor and major energy retrofits, and upgrades, and
 - xi. Develop detailed proposals for energy retrofits, and, as requested, develop business cases, identifying options, cost payback periods, return on investment and priorities;
- f) Engage building Occupiers in implementing the EnMS;
- g) Make recommendations for re-commissioning selected energy systems in Annual Building Plans, on a three- to five-year cycle;
- h) Implement approved energy retrofit projects and track and report on results in relation to the approved business case and applicable commissioning reports, and as requested;
- i) Incorporate energy-efficient technologies into project design activities; and
- j) Collect energy performance data, monitor results achieved from implementing the EnMS, including actual energy savings, report annually and conduct benchmarking.

4.3.9.6 ***Provide Solid Waste Management Services***

4.3.9.6.1 Provide multi-material recycling and waste removal services, including:

- a) Scheduled removal of solid waste produced within the buildings and at the Sites included in the Contract in accordance with applicable laws, Good Industry Practice and Service Level Standards set out in Appendix E;
- b) Solid waste includes the following waste streams: garbage, recyclables: paper, cardboard, glass, plastic and metal. Have a program in place to reuse and/or recycle adequate material, and to engage in recycling programs where feasible/practicable;
- c) Exceptions to the scope of this Sub-section are durable goods, construction waste and hazardous waste. Refer to the appropriate Subsections of this Annex of the SOW or further clarification on the handling of these waste streams as they apply;
- d) Provide collection and disposal services of non-hazardous waste to 5 Wing Buildings including the Residential Housing Units (RHUs);
- e) Provide, implement and manage a plan for Hazardous Waste and material control functions at 5 Wing to include shipping, receiving, storage and disposal;



- f) Waste at the Wing comprises solid waste from daily operations and from RHUs, messes, canteens and single quarters; solid waste is disposed at the municipally operated Happy Valley-Goose Bay landfill site, located approximately 25 km from the Wing; garbage is currently picked up weekly; the Wing also has approximately 83 dumpsters situated throughout the base;
- g) International Waste is subject to Canadian Food Inspection Agency guidelines and are buried at a designated area within the Happy Valley-Goose Bay landfill site; International Waste is dealt with under the Transient Servicing section; and
- h) Other contractors working on construction projects on the Wing are responsible for the handling, storage and disposal of their own construction waste including Hazardous Waste.

4.3.10 Provide Grounds Upkeep and Landscaping Services

4.3.10.1 Provide grounds upkeep and landscaping services appropriate to the needs of each building and in accordance with applicable environmental standards.

4.3.10.2 Provide landscaping services:

- a) Maintain lawns, flowerbeds, trees, shrubs, vines and land;
- b) Maintain civil infrastructure, including sidewalks, roads, bridges, parking lots, pedestrian tunnels and drainage ditches; and
- c) Provide bulbs and annuals, as required, and replace dead or missing perennials, shrubs, turf and trees.

4.3.10.3 Conduct seasonal grounds upkeep:

- a) Conduct tree replanting programs;
- b) Control pests using integrated pest management practices as set out in the Applicable Subsection of the SOW;
- c) Maintain:
 - i. Pavement, parking areas, roads, walkways and bicycle paths,
 - ii. Hiking paths and wooded areas,
 - iii. Fences and walls, and
 - iv. Courtyards terraces and exterior furnishings;
- d) Maintain exterior signage;
- e) Maintain exterior civil, mechanical and electrical systems, such as fountains, pools, irrigation and lighting;
- f) Prepare building grounds for winter;
- g) Remove snow and ice from building entrances and exits, steps, ramps, sidewalks, driveways and parking areas to ensure public safety and support Occupier operations, and ensure monuments, trees, shrubs, fences and walls of buildings are free of blown, ploughed or piled snow;
- h) Carry out spring cleanup and prepare building grounds for summer;
- i) Collect litter and empty garbage from waste receptacles;
- j) Empty and maintain ashtrays;
- k) Sweep hard surfaces; and



l) Protect heritage features from damage from grounds upkeep and landscaping services.

4.3.10.4 Maintain common use fixtures and furnishings, including bicycle racks, picnic tables and other conveniences, as requested.

4.3.10.5 Maintain monuments and gravesites as required.

4.3.10.6 Maintain and keep up vacant land and wooded areas, as requested, and remove hazards, considering risks to health and safety and due diligence requirements:

a) Clear brush; and

b) Conduct arboriculture.

4.3.11 Provide Range and Training Area (RTA) Services

4.3.11.1 General

4.3.11.1.1 The Range and Training Areas (RTAs) have management, reporting and maintenance services requirements that are specific to them, including March in/ March out, target maintenance, buoy installation, equipment inventory and supply and detailed coordination with the RTA officer during usage.

4.3.11.1.2 Following are the ranges and training areas included in the Contract: PTA 1 south, AR-0399/ SAR flare training area 1 AR-0399/ SAR flare training area 2, AR-7385 (lake Melville)/ GOOSE BAY DESTRUCTION AREA, DA-5519/ Goose Bay 100m Mosquito Range, SA-0463/GOOSE BAY DAKOTA RIFLE RANGE, SA-0942/ 5 Wing PTA 100M Range, SA-1853/ 5 Wing PTA 800M Range, SA-1871/ 5 Wing PTA Ground Training Area, TA-1872/ Training Area A,B,C,D,E, TA-7416,7417,7418,7419,7421,7430/ 5 Wing PTA Fibua #1, TF-1831/ 5 Wing PTA Fibua #2, TF-1851/ Dakota Rappel Tower, TF-3291/ Dakota Gas Hut, TF-7279/ Small Arms Trainer, TF-7431.

4.3.11.2 Conduct RTA Maintenance

4.3.11.2.1 Maintain RTA roads and grounds, cut grass, clear ditches and manage RTA solid waste in accordance with the Standards set out at Appendix E.

4.3.11.2.2 Provide, maintain and pump RTA chemical toilets, noting that payment for this service will take place via the TA process.

4.3.11.2.3 Maintain RTA oil/water separators. Grease/oil/water interceptors are present in the Maintenance Bays, exterior wash pads and in kitchens. Maintain the oil/water separators and grease/oil/water interceptors twice yearly, by removing liquid and solids, pressure washing and filling with clean water, to the correct operating level. Dispose of contaminated liquids resulting from clean out and pressure washing in accordance with environmental regulations.

4.3.11.3 Maintain the Gas Hut

4.3.11.3.1 Maintain the Gas Hut in accordance with Appendix E and conduct an annual condition inspection.

4.3.11.3.2 DND will provide current MSDS sheets for chemicals used. Ensure MSDS sheets are posted in a visible location.

4.3.11.3.3 Ref: B-GL-381-002/TS-001, SECTION 5, Para 617-620

4.3.11.4 Maintain Rappel Towers

4.3.11.4.1 Conduct annual structural inspections of RTA Rappel towers by a qualified structural engineer registered in the Province of Newfoundland and Labrador. Check and report on the structural integrity of the tower and anchor points for their intended use. Take a core sample of



the primary wooden support poles of the wooden towers every five years to confirm the integrity of the wood.

4.3.11.4.2 Provide a written report on the condition of each tower to the Technical Authority within 30 days of the inspection.

4.3.11.5 Inspect and Maintain the Confidence Course

4.3.11.5.1 Conduct an annual inspection of the confidence course at each RTA site in accordance with the Checklist set out in B-GL-381-002/TS-001 ANNEX J TO CHAPTER 6 RAPPEL TOWER INSPECTION CHECKLIST.

4.3.11.6 Maintain and Replace Targets

4.3.11.6.1 Maintain the mechanical target lifters at each RTA site and replace targets and, as required, target framing. Rake the stop butts located behind the targets and keep them weed-free.

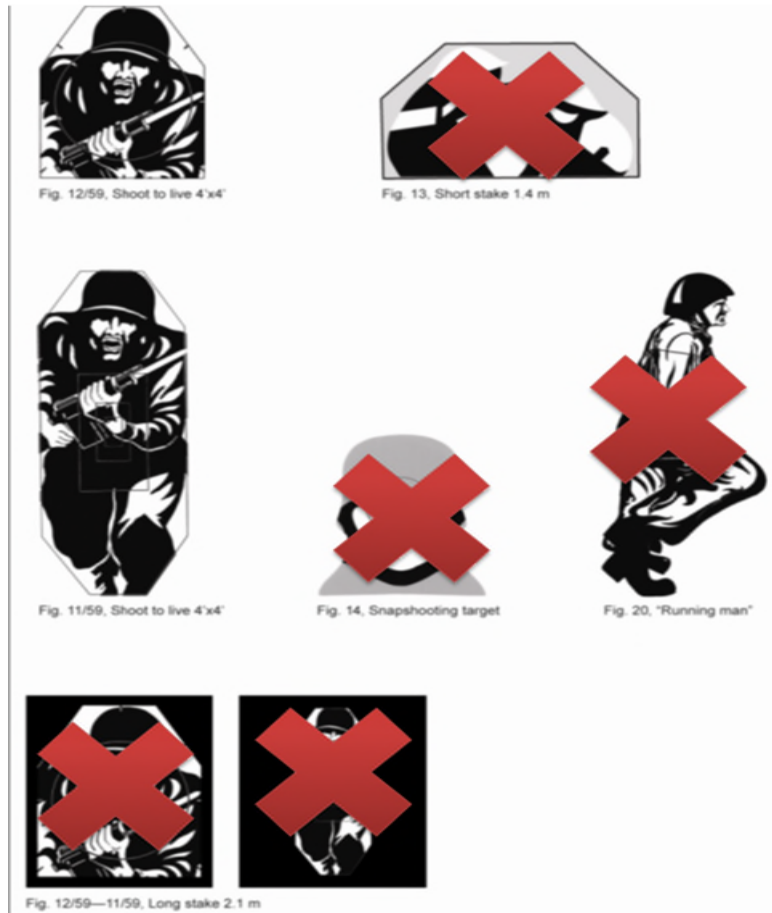
4.3.11.6.2 Provide materials required for frame repair and replacement (wood, mounting materials and tools), noting that DND will only provide the corrugated plastic targets.

4.3.11.6.3 The approximate number of shoots and targets used at each site are as follows.

RTA Shoots and Targets

RTA Name	# of shoots per annum	Target Types used (select from fig type below)	# of each target type used	Total # of targets to replace per annum
GOOSE BAY DAKOTA RIFLE RANGE	30	Fig 11	12	24
GOOSE BAY DAKOTA RIFLE RANGE	30	Fig 12	12	24
Mosquito Range	30	Fig 11	8	24
Mosquito Range	30	Fig 12	8	24
PTA 100M Range	30	Fig 11	8	24
PTA 100M Range	30	Fig 12	8	24

4.3.11.6.4 Figure 11 targets are approximately 18" W x 48" L; Figure 12 targets are approximately 18" W x 24" L mounted to wooden frames. Repairs include removing and replacing the target frames.



4.3.12 Maintain and Repair Security and Access Control Systems

4.3.12.1 Maintain and repair 5 Wing access control systems, including card readers, control systems, parking gates and CCTV cameras.

4.3.13 Provide Other Building Services

4.3.13.1 Provide Signage Services

4.3.13.1.1 Provide signage needs identification and procurement, installation, maintenance and removal of base-building primary and common-use signage, including:

- a) Building exterior signage;
- b) Main and floor directory boards; and
- c) Direction-finding and room identification.

4.3.13.1.2 Provide Occupier-specific signage as required.

- a) Inventories for the Portfolio, and provide an annual report, in accordance with the RPDRL.

4.3.13.2 Provide Pest Control Services

4.3.13.2.1 General

4.3.13.2.1.1 Upon becoming aware of a pest control requirement take an IPM approach in resolving the issues. IPM is an ecological approach to structural and environment pest control that integrates



pesticides/herbicides into a management system while incorporating a wide spectrum of solutions in the decision-making process.

4.3.13.2.1.2 The fundamental approach to IPM is:

- a) Pest identification and determination as to whether the pest population is tolerable;
- b) If not tolerable, implement IPM control methods to reduce pest population to acceptable levels;
- c) Pest population monitoring and IPM control method assessment; and
- d) Adjustment of IPM pest control methods as required to reduce pest populations to acceptable levels.

4.3.13.2.1.3 Plan Preventative IPM activities in advance and notify the Technical Authority and affected Occupiers of potential interruptions resulting from pest control activities.

4.3.13.2.1.4 Non-preventative application of chemicals may only be executed with 72 hours' notice to the Technical Authority; unless it is deemed an emergency by the Technical Authority.

4.3.13.2.2 Apply pest control methods in accordance with Integrated Pest Management practices set out in the TB Manual, Pesticides Directive, Chapter 2-15. When conducting and IPM intervention:

- a) Safeguard the treatment area during the application of insecticides and pesticides;
- b) Ensure that the treatment area is thoroughly ventilated before Occupiers are permitted to reoccupy the space following fumigation or treatment;
- c) Use only insecticides and pesticides that have been approved by provincial and municipal authorities having jurisdiction;
- d) Ensure that individuals performing the application of pesticides possess active pesticide operator's licences and pesticide exterminator licences; and
- e) Ensure that pest control product documentation conforms to Workplace Hazardous Materials Information System (WHMIS) requirements.
- f) Conduct scheduled and reactive pest management in accordance with applicable laws, Good Industry Practice and the standards set out in Appendix E.
- g) Provide Integrated Pest Management (IPM) services as defined in Appendix A. Provide for control of various types of insects, rodents and Canada geese, caribou, fox, bears, feral cats, etc.

4.3.13.2.3 Undertake pest control services in accordance with Canadian Occupational Health and Safety Regulations, and with due consideration of manufacturers' recommendations for products and materials used in performing the work. The Contractor must provide an IPM Plan with appropriate tracking documents to ensure compliance with DND's plans and policies. Include, as a minimum, the following in the IPM Plan:

- c) Integrated methods for the site; controlling pest population, evaluation and pest control methods that are proposed;
- d) Best management practices outlining approaches to reduction of:
 - i. Harmful chemicals,
 - ii. Air pollution,
 - iii. Solid waste and/or chemical runoff,



- iv. Fertilizer usage, and
- v. Specification of alternatives compared with standard practices.

4.3.13.2.4 Use the least toxic pesticides, whose only active ingredients are included in the following list:

- e) Acetamiprid,
- f) Acetic acid,
- g) Biological pesticides, including Bt (*Bacillus thuringiensis*) and nematodes,
- h) Borax, also called 'boric acid' or boracic acid,
- i) Calcium sulphide or calcium polysulphide,
- j) Conjugated decanoic and pelargonic acid,
- k) Corn gluten meal,
- l) Disodium octaborate tetrahydrate,
- m) Fatty acids,
- n) Ferric phosphate,
- o) Herbicidal soap,
- p) Insecticidal soap,
- q) Methoprene,
- r) Mineral oil, also called 'dormant or horticultural oil',
- s) Pyrethrum or pyrethrins,
- t) Silica dioxide (diatomaceous earth),
- u) Spinosad, or
- v) Sulphur.

4.3.13.2.5 Other products listed as 'Allowed' on the Society for Organic Urban Land Care's Organic Land care Standard, Seventh Edition, 2017.

4.4 Provide Optional Services

4.4.1 Purpose and Scope

4.4.1.1 Additional Work refers to the following:

- a) Work above the Service Levels set out in Appendix E for the Services described in Subsections 4.2 and 4.3; and
- b) Work to fulfil the requirements for Optional Services described in Subsection 4.4.

4.4.2 Perform Additional Work and Meet Applicable Service Requirements

- 4.4.2.1 Perform Additional Work and Optional Services in accordance with the Service Levels set out in Appendix E, and in accordance with the accepted SDR Specification and associated TA's..
- 4.4.2.2 Perform Additional Work as-and-when requested in accordance with the accepted SDR Specification through the TA process described in the Contract.



4.4.3 Provide Optional Project Delivery Services

4.4.3.1 Introduction

4.4.3.1.1 For each TA, develop and maintain an audit-ready Project File, including project milestones, cost tracking, risk management and initiate changes to the SDR, in accordance with the SOW, to reflect process, deliverable and procedural requirements.

4.4.3.1.2 Complete a Business Case using an approved template provide by DND, and proceed with additional management provisions commensurate with the risk and complexity of the project and as requested.

4.4.3.2 Purpose and Scope

4.4.3.2.1 Provide Optional Project Delivery Services, upon notification that Canada is exercising its option, on an as-and-when requested basis. Plan and deliver projects in accordance with the accepted SDR Specification through the TA process described in the Contract.

4.4.3.2.2 Organize projects according to the following three categories based on construction project cost, excluding GST/HST:

- a) Category I Projects – projects between \$7,500 and \$49,999;
- b) Category II Projects – projects greater than \$50,000;
- c) Category III Projects – other projects, which do not include construction.

4.4.3.3 Raise and control project files and ensure they are complete and current within five working days of changes.

4.4.3.4 As applicable, ensure that Project Files include the authorized Task Authorization form, cost estimate, design, specifications, drawing(s), as-built drawing(s), scope of work, study, engineering inputs and final report.

4.4.3.5 Initiate and Plan Construction Projects

4.4.3.5.1 Deliver Category I and II projects as an integrated Program of Projects (POP).

4.4.3.5.2 Manage risk effectively:

- a) Assess project risk using an appropriate toolset and appropriate processes, and comply with the risk requirements of the SOW; and
- b) Triage projects according to their level of risk, complexity and cost, in accordance with the needs of each Project Category.

4.4.3.5.3 Apply flexible workforce and resource management mechanisms to respond to unforeseen projects and unexpected changes in project volume.

4.4.3.5.4 Develop and maintain an audit-ready Project File for each project in accordance with the SOW, and submit it to the Technical Authority on request without delay:

4.4.3.5.5 Develop a Generic Project File Checklist for each Project Category, aligned with applicable project milestones, to measure the completeness and accuracy of project file documentation and to support associated cost tracking; and

4.4.3.5.6 Tailor the Project File Checklist to the needs of each project.

4.4.3.5.7 Collaborate with the Technical Authority project design reviews, as requested.



- 4.4.3.5.8 Apply appropriate industry risk management practices consistent with DND's Project Complexity and Risk Assessment (PCRA) methodology, and initiate changes to the SDR, in accordance with the SOW, to reflect process, deliverable and procedural requirements.
- 4.4.3.5.9 Provide input to briefing notes required to support the Technical Authority in obtaining approval of capital projects.
- 4.4.3.5.10 Complete a Business Case developed in accordance with DND's template and proceed with additional management provisions commensurate with the risk and complexity of the project and as requested.
- 4.4.3.5.11 Make project presentations to various stakeholders, as requested, and adjust content accordingly to obtain acceptance of the project plan and to support related TA's.
- 4.4.3.5.12 Interact with various organizations, as required, to ensure effective delivery of projects, including organizations such as:
- a) Government organizations; and
 - b) Third parties, such as:
 - i. Other contractors providing services; and
 - ii. Municipal, provincial and territorial regulatory and other authorities.
- 4.4.3.5.13 Recommend design solutions consistent with the most current version of the DND facilities condition index and in keeping with the character of existing building architectural and engineering components.
- 4.4.3.5.14 Prepare and submit project initiation and planning documents to support government approval processes, in accordance with the requirements for the applicable Project Category, and as requested, including:
- a) Statements of Requirement (SORs);
 - b) Project charters, in accordance with the Technical Authority requirements;
 - c) Requirements definition and feasibility studies;
 - d) Short- and Long-Form Business Cases, including:
 - i. Consideration of life cycle resource consumption and environmental burdens in project investment analyses;
 - ii. Life cycle costing;
 - iii. Evaluation of social impacts;
 - iv. Mitigation of negative impacts; and
 - v. Complete CEAA procedures and environmental assessments.
- 4.4.3.5.15 Plan and Initiate Projects:
- a) Plan projects included in the Project Listings of the associated TA's.
 - b) Plan for the substitution of projects, as required, to meet changing priorities and available funding throughout the year, as requested.
 - c) Develop and present project initiation and planning deliverables in accordance with the associated TA for each project, including an SOR, if requested, and a Business Case at the preliminary design stage for acceptance, in accordance with the SOW.



d) Submit requests for approval to substitute projects on a project-by-project basis, and proceed as authorized.

e) Monitor and Control Construction Project Performance.

4.4.3.6 Deliver Construction Projects (Category I and II Projects)

4.4.3.6.1 Execute projects in accordance with the associated TA for each project, and submit, for each project:

- a) An amended Business Case at the final design stage prior to tendering, for acceptance;
- b) A request for approval to proceed to Contract Award if required by the associated TA; and
- c) Other project execution deliverables as requested.

4.4.3.6.2 Ensure that the structural, electrical, architectural, mechanical and functional integrity of buildings is maintained.

4.4.3.6.3 Design and implement projects, incorporating materials, methods and workmanship standards consistent with existing architectural and heritage characteristics, building design, functional use and the TA's strategic direction for the building.

4.4.3.6.4 Conduct more detailed planning and design Work, as required, to respond to unanticipated conditions arising during the performance of physical Work, including repairs, construction and, in some cases, deconstruction.

4.4.3.6.5 Modify and refine schedules, work breakdown structures, cost plans and estimates, project plans, risk management plans and risk assessments prepared during the project identification stage.

4.4.3.6.6 Protect against damage to building elements that define heritage character during construction activities.

4.4.3.6.7 Submit completed monthly inventory data upon completion of projects, in accordance with the SOW.

4.4.3.6.8 Manage change to the organizational structure involved in providing the services set out in this Annex of the SOW, required as a result of project implementation.

4.4.3.6.9 Provide security design, construction and modification services:

- a) Identify and incorporate security requirements applicable to each construction project stage; and
- b) Submit proposed changes to base-building physical security for approval by the TA.

4.4.3.6.10 Provide project-specific security services, and coordinate physical security services with those providing security services in support of projects delivered by third parties.

4.4.3.7 Provide Commissioning Services

4.4.3.7.1 Undertake commissioning in accordance with the requirements assessed in the Provide Commissioning Oversight Services subsection.

4.4.3.7.2 Ensure that O&M concerns are resolved, that the quality of commissioning documentation and activities is adequate, and that communication among stakeholders, including DND, landlords, operators and property managers, is effective.

4.4.3.7.3 Provide advice, identify opportunities to improve building performance through commissioning, and recommend re-commissioning and retro-commissioning priorities in support of asset management planning.



4.4.3.7.4 Carry out commissioning activities in accordance with the associated TA and the commissioning assessment conducted for each project, including:

- a) Prepare and implement a Commissioning Plan setting out commissioning activities to be conducted over the life cycle of the project;
- b) Identify operational requirements, issues and concerns;
- c) Provide input and comments during the design phase;
- d) Develop commissioning specifications for testing of equipment, systems, subsystems and integrated systems;
- e) Document the concept of operations;
- f) Inspect and test equipment and systems;
- g) Place equipment and systems in operation;
- h) Balance equipment and systems;
- i) Evaluate performance against the intended design specification;
- j) Ensure the timely transfer of project documentation from the project team to those responsible for O&M, including warranty management documents, as-built drawings and updated base-building drawings;
- k) Prepare and issue operating manuals; and
- l) Train building operators.

4.4.3.8 ***Deliver Category II Projects***

4.4.3.8.1 Deliver Category II projects, as requested, and in accordance with the requirements set out in the Provide Project Delivery Services section, for Category I projects, and meet supplementary requirements, including decision support, risk management, documentation and other additional project management requirements as requested.

4.4.3.8.2 Apply appropriate industry risk management practices consistent with DND's Project Complexity and Risk Assessment (PCRA) methodology, and initiate changes to the SDR, in accordance with the SDRL, to reflect process, deliverable and procedural requirements.

4.4.3.8.3 Complete a long-form Business Case developed in accordance with an acceptable template and proceed with additional management provisions commensurate with the risk and complexity of the project and as requested.

4.4.3.8.4 Make project presentations to various stakeholders, as requested, and adjust and adjust content accordingly to obtain acceptance of the project plan and to support related Work Authorizations.

4.4.3.9 ***Deliver Category III Projects, Other Real Property Projects***

4.4.3.9.1 Deliver other real property projects in accordance with the associated TA, which may require application of specialized technical knowledge and expertise, analysis, and superior business and technical written communications competencies, including projects involving, for example:

- a) Specialty areas associated with:
 - i. Sustainability,



- ii. Performance measurement,
 - iii. Architecture,
 - iv. Drafting services,
 - v. Security,
 - vi. Interior design,
 - vii. Urban studies,
 - viii. Engineering,
 - ix. Environmental considerations and contaminated sites, and
 - x. Illumination;
- b) Conversion services to transfer hard-copy asset information to Computer Aided Design and Drafting (CADD) and other electronic formats;
- c) Studies and assessments as may be requested as an outcome of environmental assessments and to support the ECMP;
- d) Services and building studies not involving construction, including:
- i. Post-occupancy evaluations, and
 - ii. Coordination and planning of professional and technical specialized discipline services; and
- e) Professional and technical expertise pertaining to areas such as:
- i. The legislative environment,
 - ii. Feasibility studies, investigations and reports, and
 - iii. Documentation and communications services.
- 4.4.3.9.2 Plan and manage other real property projects, as requested:
- a) Develop specific, appropriate approaches to the management of scope, schedule, cost and risk;
 - b) Define processes and procedures;
 - c) Incorporate specialized expertise and resources; and
 - d) Provide required reporting and information and deliverables.
- 4.4.3.10 Manage Project Warranties and Warranty Information**
- 4.4.3.10.1 Manage project warranties until project close-out and provide warranty information to property managers to enable subsequent warranty management.
- 4.4.3.10.2 Manage Project Technical Information
- 4.4.3.10.2.1 Develop and provide technical documentation produced as a result of projects or to record other building changes, as required, including:
- a) Architectural, mechanical, structural and electrical drawings and specifications;
 - b) Shop drawings;
 - c) As-built drawings;
 - d) Single-line diagrams; and
 - e) Other graphical representations.



- 4.4.3.10.2.2 Convert original information to electronic format, as requested, if changes are made to assets for which original drawings are in non-electronic or another form that is not compliant with accepted standards.
- 4.4.3.10.2.3 Manage Technical Authority-provided Computer Assisted Design and Drafting (CADD) drawings in accordance with the requirements of the most recent DND National CADD Standard and the Information Management Methodology:
 - a) Maintain drawings throughout the life cycle of projects;
 - b) Ensure that drawings are filed with other project information; and
 - c) Update drawings and return them on project completion using appropriate transmittal forms. Provide electronic CADD master drawing files to the Technical Authority in accordance with the RPDRL, including:
 - i. Mechanical, electrical, architectural and structural information from construction projects, for updating of CADD master files; and
 - ii. Single-line electrical diagram CADD master files.
- 4.4.3.10.2.4 Ensure that CADD construction drawings are available in accordance with DND CADD standards at the project tender stage, and transmit them to the Technical Authority as requested.
- 4.4.3.10.2.5 Provide CADD as-built and record drawings and ensure that they represent the project as constructed.
- 4.4.3.10.2.6 Provide electrical diagrams:
 - a) Update single-line diagrams, and installation and other drawings after completion of Work for buildings and multi-building sites, and ensure they are posted in the main electrical room, or where required by the users, in accordance with requirements of authorities having jurisdiction; and
 - b) Ensure that electrical as-built and single-line drawings are kept current and in accordance with DND's Electrical Safety policy.
- 4.4.3.10.2.7 **Provide other project-specific information:**
 - a) Assemble project specifications using appropriate information formats, typically in PDF format;
 - b) Retain originals of signed tender drawings in a secure area not accessible to the public or labour resources involved in building operations;
 - c) Assemble and file drawings with other project information and project deliverables using the Information Management Methodology, and maintain an electronic list for ease of reference; and
 - d) Send copies of drawings and other project-specific information to the Technical Authority, as requested.
- 4.4.3.10.2.8 Provide Geomatics information as requested, in accordance with DND's National CADD Standard, TB and DND Policies on Information Management, TB Metadata Standards and the TB Standard on Geospatial Data.
- 4.4.3.10.3 **Close Out Projects**
 - 4.4.3.10.3.1 Submit completed Project Invoicing Detail Reports, other forms as requested by the Technical Authority upon completion of projects and a final cost report to support the associated TA.
 - 4.4.3.10.3.2 Close out projects in accordance with the project plan, ensuring relevant stakeholder participation and sign-off.
 - 4.4.3.10.3.3 Conduct project assessments covering the full scope of the PDR and in accordance with the SOW.
 - 4.4.3.10.3.4 Conduct a project assessment for each project; as requested; regardless of dollar value.



4.4.3.10.3.5 Use a Project Quality Checklist and Project Assessment Procedure, in accordance with the SOW, to validate project quality, including design, workmanship and materials, licences and permits, coordination and commissioning, project cost estimates and the project schedule:

- a) Tailor the Project Quality Checklist and the assessment procedure to the needs of each project to be reviewed prior to project execution;
- b) Complete the Project Quality Checklist at project completion;
- c) Provide performance data and an assessment of cost estimating, scheduling and scope results obtained against plan; and
- d) Submit the Technical Authority tabulated responses to the Project Quality Checklist, including an analysis of results and recommendations for rectifying deficiencies, and document lessons learned.

4.4.3.10.3.6 **Complete applicable documentation and include it in the Project File:**

- a) Ensure that as-built drawings are provided at the end of each project and that building drawings are current; and
- b) Conduct a project file review, complete the tailored Project File Checklist and ensure the Project File is complete.

4.4.3.10.3.7 **Demonstrate project completion:**

- a) Use a Generic Project Completion Survey for each Project Category to measure Technical Authority satisfaction with project delivery services;
- b) Tailor the Project Completion Survey to the needs of each project to be surveyed prior to project execution;
- c) Conduct project completion surveys, including interviews with commissioning managers, for base-building projects, and Tenant representatives, for Tenant projects;
- d) Submit responses to project completion surveys, including an analysis of results and recommendations for further action to rectify deficiencies; and
- e) Document lessons learned, ensuring that these are shared across the Contractor's project delivery services organization.

4.4.4 Provide Other Optional Services

4.4.4.1 General

4.4.4.1.1 Provide Other Optional Services, upon notification that Canada is exercising its option, in accordance with the accepted SDR Specification and associated TA's., including:

- w) Conduct Building Condition Assessments;
- x) Develop Asset Management Plans (AMPs); and
- y) Provide Support to Populate a Goose Bay Master Real Property Development Plan (MRPDP).

4.4.4.1.2 Develop supporting plans, processes, performance measures and procedures for Additional Services, if the option for these is exercised, and update the SDR Specification as required to incorporate accepted changes.

4.4.4.1.3 Plan for the delivery of Additional Services, once requested, as part of Annual Building Plan and Contract planning processes.



4.4.4.2 Conduct Building Condition Assessments

4.4.4.2.1 General

4.4.4.2.1.1 The intent of the BCR is to identify events required to bring an asset to a defined standard and to maintain that level throughout a 30-year planning horizon, in accordance with associated Asset Management Plans and the 5 Wing MRPDP. The concept of full lifecycle costing for assets is the basis for the development of the long-term capital plan and other inputs to the 5 Wing MRPDP. The 30-year capital plan should indicate the optimal timing / grouping of recommended events to minimize overall cost and occupier disruption.

4.4.4.2.1.2 Conduct Building Condition Assessments (BCAs) and prepare Building Condition Reports (BCRs), as requested for individual and groups of 5 Wing assets. Meet the requirements of Table 3 of Attachment 1 to Appendix E: Interim Real Property Standard. Provide capabilities and services, utilizing an acceptable integrated building condition assessment methodology and commercially-available software tool. Produce BCRs and various analytical outputs from quality-assured data.

4.4.4.2.1.3 The TA will indicate the extent of work required and specific event considerations to be considered in the BCR. The level of effort required could range from a single stand-alone task, up to investigations required for a complete BCR. Determine stakeholder engagement requirements in consultation with the Technical Authority and refer to the applicable Building Performance Review (BPR) conducted annually.

4.4.4.2.2 Provide Building Condition Assessment Services

4.4.4.2.2.1 Provide the following Building Condition Assessment services in accordance with TA's:

- a) Conduct BCAs and prepare BCRs covering actions required to maintain the asset in operating condition during the coming 30 years;
- b) Import existing BCR data as required;
- c) Apply industry-recognized subclasses for both Capital and Repair events;
- d) Record the associated building systems/element life expectancies, remaining life, and renewal and remedial costs;
- e) Investigate the full range of building and site improvement factors;
- f) Accurately estimate the condition of capital assets and their replacement values in Canadian dollars, allowing for data entry in imperial and metric units;
- g) Identify the risks (e.g. risks associated with not addressing critical infrastructure needs) associated with different levels of investment;
- h) Benchmark the progress of targeted investment and their impact on the overall condition of Goose Bay assets;
- i) Record detailed financial information regarding Goose Bay's real property deferred maintenance backlog, and assist in planning and integrating the Sustainability Program in investment planning;
- j) Provide services via a secure, authenticated and trusted computing environment located in Canada in accordance with security requirements;
- k) Provide training to the Technical Authority authorized users in the use of tools;
- l) Provide the Technical Authority local and remote access to a central source using a reporting and query to support capital planning decisions;
- m) Recommend final BCRs for acceptance.

4.4.4.3 Develop Asset Management Plans



4.4.4.3.1 **General**

4.4.4.3.1.1 AMPs provide a comprehensive business plan outlining the strategy for managing individual or grouped buildings over a five-year horizon. AMPs consolidate detailed asset information and evaluate it against performance objectives and, in conjunction with investment strategies, establish long-term management directions.

4.4.4.3.1.2 BCRs provide the asset condition input fundamental to development of AMPs. AMPs must also consider government-wide and DND policies and standards, sound business practices, the economic value of assets as well as shorter-term asset planning and maintenance, health and safety, security, environmental management and the Federal Identity Program requirements.

4.4.4.3.1.3 TA's will indicate individual or groups of 5 Wing assets for which AMPs are to be prepared, the extent of work required and specific considerations that among other purposes, will contribute to development of the 5 Wing MRPDP.

4.4.4.3.2 **Develop AMPs**

4.4.4.3.2.1 Develop AMPs as requested in accordance with applicable DND policies and procedures and the RPDRL, documented in a manner consistent with the requirements set out in Table 4 of Attachment 1 to Appendix E: Interim Real Property Standard, subject to acceptance by the Technical Authority.

4.4.4.3.2.2 Undertake the following:

- a) Individually assess AMP development requirements to ensure best value, considering the source, and the type and level of detail to be included based on the nature of the asset, e.g. its age, size, location, occupancy, risk, special purpose or office use, and its functionality, that will support determination of an optimal long-term investment strategy;
- b) Consult with the Technical Authority to identify stakeholders and establish an effective communications plan;
- c) Conduct asset appraisals as required;
- d) Gather asset-related evaluation data, e.g. from:
 - i. Annual Building Plans,
 - ii. Recent BCRs,
 - iii. Environmental studies and reports
 - iv. Energy audits,
 - v. Occupier consultations, and
 - vi. If available, from the 5 Wing MRPDP and appraisals;
- e) Ensure that source data is consistent and accurate, maximizing the use of existing information sources to avoid duplication of work and to reduce cost;
- f) Limit information to be included in the AMP to that which directly supports informed decision-making leading to approval of the recommended long-term plan.
- g) Develop Facility Condition Index and other indicators;
- h) Assess Occupier requirements;
- i) Analyze evaluation data and investment options; and
- j) Develop a recommended long-term management plan for the asset, including:
 - i. An overview of its physical condition and its functional, operational and financial performance, set in the context of the Goose Bay market environment and the remaining



economic life of the asset, which must account for the chronological age of the asset, and if possible, the effective age of the asset;

- ii. Options for the asset based on the information gathered, considering DND and government-wide objectives and priorities, and investment strategies reflected in the 5 Wing MRPD to the extent that they are identified; and
- iii. A recommended management plan for the asset, identifying multi-year repairs, maintenance, and improvements, and operational, performance, and financial targets for the asset's maintenance and operation.



Appendix A – Definitions

Alarms & Controls System – Includes Fire Alarm systems; Microkey Fire Management systems; portable hazardous gas units; fixed hazardous gas systems; Veeder-Root fuel management; water management Supervisory Control and Data Acquisition (SCADA) system; power plant steam heat SCADA system; ultrasonic level measurement system; Fuels Manager Card Control system; Door Access controllers; DDC and HVAC control systems; Camera systems with networking recorders; METASYS; UV treatment system; base radio controlled remote HV switching; Intrusion Alarms.

Best Value – best value to Canada, as determined through:

- a) Optimal use of allocated labour, financial and other resources; and
- b) Consideration of sustainability, cost, quality, competition and transparency.

Building Envelope – structures and support towers for equipment including: exterior walls, framing, masonry units and exterior trim, flooring and foundations; exterior doors, windows and screens; roofing includes cleaning of roof gutter and downspouts; exterior and interior hardware; interior walls, framing, doors and partitions; ceilings and framing members; floor coverings; painting; concrete work; supports for mechanical, electrical, electronic, civil equipment, including appliances and galley equipment; and welded and fabricated metal components. Locking mechanism (device used on a door or a safe, to hold, close or secure, and that is operated by a key, combination, or a key card); Petroleum, Oil & Lubricants (POL) storage tanks; and other similar components.

Building(s) – Existing, new, permanent or temporary structures enclosed within exterior walls and a roof, and including attached apparatus, equipment, and fixtures.

Business Day – weekdays, excluding statutory holidays as set out in applicable legislation.

Capital Construction – new construction of buildings or facilities in support of new and existing tasks and missions.

Class “A” (Pre-Tender) Cost Estimate – An estimate based on confirmed price quotes for material, labour, and other associated costs provided for complete plans and specifications. The estimate is prepared by providing material and labour costs against the completed design details. Contingencies or escalations are not usually included. The Class ‘A’ Estimate should be within +/- 5-10% of the actual contract award price.

Class “B” (Substantive) Cost Estimate – An estimate based on substantially completed specifications and plans. These are usually prepared during design development stages to confirm budgets or identify cost overruns, and include major systems and subsystems. The Class ‘B’ Estimate should be within +/- 10-15% of the actual contract award price.

Class “C” Cost Estimate – An estimate based on conceptual plans and an outline of the design proposed. These estimates are usually used for preliminary budgeting purposes. Client submitted scopes of work are a basis for the Class ‘C’ estimates. The Class ‘C’ Estimate should be within +/- 15-20% of the actual contract award price.

Class “D” (Indicative) Cost Estimate – An order of magnitude estimate primarily based on unit prices for identified disciplines. The information available for a Class ‘D’ estimate is usually very limited. The estimates are prepared by using lump sums with percentages. The Class ‘D’ Estimate should be within +/- 20-30% of the actual contract award price.

Construction Projects – A project involving specific construction work, including additions or changes to the outline of a structure and alterations to structural systems (structural systems include bearing walls, trusses and roof systems but do not include non-bearing partitions); installation of, and addition to, fixed equipment that is an essential part of a facility, including, elevators, automatic fire protection systems, heating and air-conditioning equipment; alterations or improvements that change the current functional use of a facility; alterations that significantly increase or reduce the design capacity of a facility; and major restoration of a facility that has been seriously damaged by fire, flood or other means, or that has become structurally unsound.

General Contractor – the prime accountable authority for health and safety and Occupational Health and Safety (OHS) in relation to construction, as defined in the province’s jurisdiction and applicable legislation.

Controlled Product – A product or substance that is listed in one of the six hazard classes in Controlled Products Regulations, defined for Workplace Hazardous Materials Information System (WHMIS).

Corrective Maintenance (CM) – Unplanned or responsive maintenance, repair or service requirements.



Corrective Pavement Maintenance Airfield Area – A repair to a defect that, if not corrected, may result in FOD to aircraft engines, tire damage, or jeopardize the safety of aircraft/airfield operations.

Corrective Pavement Maintenance Roads, Parking Lots and Miscellaneous Paved Areas – A repair to a defect that if not corrected could be a hazard to the safe operation of vehicles or to the safety of pedestrians.

Preliminary Acceptance Review – the review process aimed at having the Contractor obtain acceptance of selected management regimes, services, programs, processes and capabilities deemed critical by DND, forming part of the SDR and documented in the SDR Specification.

Critical Areas – Operationally sensitive spaces, back-up power systems, systems in support of site security, life safety or other critical areas that are listed in the Contract or may be designated by the Technical Authority from time to time.

Defence Construction Canada (DCC) – Defence Construction (1951) Limited, known under the Federal Identity Program as DCC. DCC provides services to the DND, which acts as owner and design authority.

Demand Cleaning – Routine: cleaning associated with an Incident that is not immediately detrimental and not causing significant operational problems or disruption to DND/CAF Activities.

Direct Labour Hours – Hours of labour used in actual hands-on work to provide required services excluding supply support, management and administrative support, supervision and other indirect costs.

Direct Material Cost – The actual vendor invoice charges for materials used for performance of work under this Contract. Direct material costs include transportation charges only when such charges are included on the invoice by the vendor.

Door Systems – Electrically powered or manually operated overhead doors, shutters, garage doors, sliding doors, revolving doors or hangar doors including structure, fabric, hardware motors, gears, tracks, safety systems and finishes.

Electrical Systems – Electrical equipment and system components including power distribution, residential and industrial above or below ground; interior lighting; electric motors; electric meters and other small electrical devices / appliances, document destruction devices (shredder), laminators; wiring systems; conduit systems; cable systems; distribution systems; conductors; switches; receptacles; outlets; device plates; grounding points; and light fixtures and other similar electrical items.

Elevators and Lifting Systems – Equipment as classified under American Society of Testing and Materials (ASTM) Uniformat II elements D1015 Conveying, E1035 Vehicular Equipment and E1095 Other Equipment, and includes passenger and freight elevators, escalators, vehicle lifts, bridge cranes, hoists and winches.

Emergency Demand Call – Emergency is one that identifies a required repair, maintenance or other service related issue that prevents the Canadian Armed Forces from carrying out its mission or one that presents an immediate health and safety risk to the Occupiers of the Site or the general public.

Engineering Inspection – Consists of a scheduled examination and/or test of works and buildings to determine their physical condition with respect to prescribed maintenance standards.

Environmental Incident – A “spill” or discharge into the natural environment, from or out of a structure, vehicle or other container, that is abnormal in quality or quantity in light of the circumstances of the discharge.

Fire Detection and Suppression Systems – Systems installed in buildings or other assets that are used to detect and/or suppress fire.

Fiscal Year – the federal fiscal year, which is from April 1 to March 31.

General Demand Call – Non Urgent – is a Demand Call that identifies a required repair, maintenance or other service related issue that does not significantly impact operational effectiveness or result in a significant negative impact to the work environment.

General Demand Call – Urgent – a Demand Call that identifies a required repair, maintenance or other service related issue that has significant impact to operational effectiveness or the work environment. This would also include issues that, if left unattended, will become an Emergency Demand Call.

Generators & Auxiliary Power Unit (APU) – means equipment used to provide auxiliary power to an asset when mains power is not available.

Good Industry Practice – means using standards, practices, methods and procedures to a good commercial standard, conforming to law and exercising that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a qualified, skilled and experienced person engaged in a similar type of undertaking under the same or similar circumstances.



Grounds Maintenance – This maintenance includes grass cutting, - vegetation control, tree cutting, silvicultural practices, shrub pruning, edging, removal of leaf, vegetative and other debris from lawns and developed areas, root removal, fencing, pest control, fertilizing, watering, surface drainage, erosion control, weeding out of special areas, planters, flower beds, traffic / road signs, and roadway and airfield line painting from designated building entrances and sidewalks.

Grounds Structures – Structures include but are not limited to roads and pavements, drainage structures, fences, parking areas, drives, shoulders, curbs, retaining walls, sidewalks, paths, landing pads, recreation courts, signs, antennas, flag poles, airfield pavements, taxiways, water catchment areas, parking aprons magazines, storage tanks, temporary construction roads and roads under construction with associated drainage and fencing.

Hard Services – Those services that are structured within the building and cannot be removed. These include services such as to the Building Envelope and Structure, Heating, Ventilation, Air Conditioning and Refrigeration (HVAC) Systems, Door Systems, Electrical Systems, Elevator and Lifting Systems, Plumbing Systems, Fire Detection and Suppression Systems, Generators and Auxiliary Power Units (APUs), Life Safety Systems, etc.

Hazardous Material (HM) – material which because of its quantity, concentration or characteristics (physical, chemical or infectious) may pose a hazard to human health or the environment or when released or spilled into the environment is considered hazardous.

Hazardous Material Management Plan (HMMP) – A plan that identifies Hazardous Materials generated at a Wing, determines applicable Federal, Provincial, and local regulatory requirements to be met and describes Wing Operating Procedures that will be followed to ensure conformance with such regulations.

Hazardous Waste (HW) – discarded material, liquid, solid or gaseous, and associated containers, which meets the definition of a hazardous material is considered a hazardous waste. A hazardous material may become a hazardous waste after it has served its intended purpose, exceeded its shelf life, becomes contaminated, or has been spilled. A waste can be hazardous if it is either listed as hazardous by the Canadian Environmental Protection Act (CEPA) or if it exhibits one or more of the following characteristics – corrosivity, reactivity, ignitability, or toxicity.

HVACR Systems – machinery, equipment, pipework, valves, ducting, dampers, wiring, control systems Building Management Systems, Building Automation Systems), software and ancillary equipment normally associated with HVACR systems; mechanical system equipment, cooling coils, condensate drip pans, drain piping, refrigerant piping, air cooled condensers, refrigerant dryers, strainers, valves and compressors; window air conditioning units; and air filters.

Including – where “including” is used preceding a colon, followed by a list, the list is non-exclusive.

Installed Equipment – Equipment and systems which are permanently installed and become an integral part of the building,

Integrated Pest Management (IPM) – An ecological approach to structural and environment pest control that integrates pesticides / herbicides into a management system while incorporating a wide spectrum of solutions in the decision-making process.

Kitchen Systems – Equipment or installations used in the storage, preparation and serving of food and beverage products.

Life Safety Systems – Installations such as anchor points, Fall Arrest Systems, Fall Restriction Systems, travel restraint system or guard rails intended to be used to prevent or minimize the effect of persons falling from heights.

Locksmithing – Lock systems or devices used, as on a door or a safe, to hold, close or secure, and that is operated by a key, combination, or a key card.

Maintenance – The act of preserving and maintaining facilities in their "as constructed" condition to the extent practicable.

Master Realty Property Development Plan (MRPDP) – MRPDP is a plan developed to provide guidance for the comprehensive, long-range use, design, acquisition, construction, demolition, redevelopment, reduction, maintenance, operation and disposition of DND realty assets.

Mechanical Systems – Motors, drive assemblies and fans; wiring and electrical controls; guards, casings, hangers, supports, platforms, and mounting bolts; water fountains, freezers and ice machines; and other similar mechanical components and items such as "Installed Equipment".

Monthly Work Plan – The monthly work plan must list on a daily basis the location and description of work to be performed during the month The plan firmly represents the work that the Contractor intends to



accomplish in the coming month DND will use the monthly work plan as one of the methods to monitor the Contractor's progress and quality of work.

New Work – The construction of a new building, addition to a building, replacement of entire facility, installation of new works, alterations, renovations, replacement, disconnecting and properly securing utilities and distribution systems servicing abandoned facilities and demolitions. This does not include work conducted as part of Preventative Maintenance (PM). This work are approved by the TA. MRDPD will be provided to the Contractor by RP Ops North before the end of every fiscal year

Nuclear Activity and Ionizing Radiation Source (NAIRS) – Activities involving a nuclear substance, equipment that emits electromagnetic (ionizing) radiation, including industrial and medical / dental X-ray devices. Further definitions pertaining to the Nuclear Safety part of this section are contained in the Nuclear Safety Orders and Directives (NSOD).

Occupiers – People and tenants present in buildings.

Occupational Health and Safety Control Authority – the authority accountable for OHS, in relation to Construction Engineering and Maintenance Management Services and Facilities Maintenance Services.

Operations and Maintenance (O&M) – Work activities associated with providing building operations and maintenance services.

Optional Services – services that require Canada to exercise a contractual option prior to their delivery through Task Authorizations.

Plant Inspection – Plant inspection consists of a periodic scheduled examination, lubrication, minor adjustment and servicing of plant equipment and systems for which specific operations personnel are responsible..

Plumbing systems – Water systems, include water lines, interior, to and including the services valves and box outside of the buildings and lines from the building to the connection with the main (laterals); domestic hot water piping; interior and exterior sanitary waste lines and lift stations to main; drainage, waste and vent systems; sanitary sewer systems; fittings, valves, pumps, grease traps, plumbing fixtures, filters, meters, gauges, steam generators including related steam equipment, and other appurtenances related to the above systems; steam distribution and lagging; Petroleum, Oil & Lubricants, gas and fuel distribution systems; fire sprinkler systems; and other similar plumbing components.

Preventative Maintenance Inspection (PMI) – A predetermined and scheduled inspection that operates on a continuous basis and which is designed primarily to detect maintenance requirements early and thus prolong the useful life of works and buildings at minimum cost.

Project Management (PM) Plan – PM plan is a predetermined and scheduled procedure that operates on a continuous basis and which is designed primarily to detect maintenance requirements early and thus prolong the useful life of facilities, works and installed equipment described in SOW.

Quality Monitoring – the quality-related service administration role played by the TA, including various activities performed by or on behalf of Canada to assess the Contractor's conformance with requirements, verification of the Contractor's performance and deliverables, and oversight of the Contractor's Quality Management System (QMS) outputs.

Recurring Work – Repetitive work that is performed periodically such as periodic inspections or preventive maintenance type tasks.

Repair Threshold – A baseline amount to determine repairs that the Contractor will carry out under the Fixed Price portion of the Contract. This includes Contractor's costs for undertaking repairs up to a threshold of \$7,500 materials costs Freight On Board (FOB) Goose Bay (excluding taxes), OR 144 hours labour effort per Demand Call or per Repair requirement resulting from a scheduled activity. Repairs covered under this threshold include breakdowns, failure or malfunction of building systems, and components that are included in the Fixed Asset Registry. Building systems and components include – the structure and fabric of the building interior and exterior, machinery, components and associated wiring, pipework, ductwork, controls etc. that form part of, or are fixed to the Building and form part of the normal function of the Building. Repairs under the Repair Threshold can be carried out without Task Authorization meeting Response Times as identified in the Contract. Specialist systems or equipment that are not listed in the Fixed Asset Registry are not covered under the Repair Threshold. Specialist systems may include – scientific equipment, communications room equipment etc. Repairs above or outside of the Repair Threshold are carried out as TA's or through other means (i.e., DCC or military).

Response Time – The elapsed time from when a request is received by the Contractor at the trouble desk until commencement of work at the Site with adequate number of qualified personnel, equipment, necessary tools, and parts / materials.



Sanitary and Clean Condition – This criterion is defined as meeting the following conditions – Removal of waste to minimize obnoxious odors; scattered or loose solid waste; vector problems such as rodents; fly breeding conditions; unsightly conditions; and overflowing trash containers preventing proper closing of doors.

SDR Acceptance – the Contract Initiation milestone that indicates successful completion of the Final Acceptance Review and acceptance of the Contractor's SDR Specification, after which the Contractor manages and seeks acceptance to change the SDR.

SDR Acceptance-in-Principle – the Contract Initiation milestone that indicates successful completion of the Preliminary Acceptance Review and Acceptance-in-Principle of the descriptions of the management regimes, services, programs, processes and capabilities that will govern the provision of services, enabling the Contractor to proceed with operations under the Contract as of the Operational Start Date.

SDR Acceptance Process – the process leading to full acceptance by DND of the Contractor's SDR, as documented in the SDR Specification and including the following:

Preliminary Acceptance Review – the review process aimed at obtaining Acceptance-in-Principle of the Contractor's proposed SDR.

Final Acceptance Review – the review process aimed at obtaining acceptance of the Contractor's SDR, as fully documented in an accepted SDR Specification.

SDR Final Acceptance – the Contract Initiation milestone that indicates successful completion of the Final Acceptance Review and confirmation by the Contractor that the SDR has been implemented in accordance with the accepted SDR Specification.

Section – section or subsection of the SOW.

Security and Access Control Systems – Systems or installations that are intended to prevent, control, monitor or record personal and vehicular access to a site, building or zone.

Shop Inspection – Shop inspection consists of a periodic scheduled examination, lubrication, minor adjustment and servicing of installed equipment and systems that are unattended during their normal operation.

Soft Services – Services not included in Hard Services that contribute to the quality of comfort, health and safety of building Occupiers. These include services such as pest control, landscaping, waste management, hazardous waste management, and accommodations support services.

Solid Waste – Garbage, including animal and vegetable waste resulting from the handling, preparation, cooking and consumption of foods, refuse including ashes, debris, rubbish and other solid waste materials.

Travel Restraint System – An assembly of components capable of restricting a worker's movement on a work surface and preventing the worker from reaching a location from which he or she could fall.

Trouble Calls – requirements that present an imminent threat to life, property or mission.

Workplace – the workplace as defined in the *Canada Labour Code (CLC)*, Part II.



Appendix B – References

- 1.1 The following references are applicable to Annex A-4 of the SOW. Unless otherwise noted, comply with the latest editions of technical and regulatory standards referenced below and in other parts of the SOW, and with new codes and regulations enacted during the contract term. If a document is deleted or removed from use, recommend, seek guidance and obtain acceptance from the Technical Authority on a suitable alternative.
- 1.2 If requirements set out in the references are concurrent or conflict, meet the most stringent requirements, seeking clarification or guidance from the Technical Authority and regulatory authorities as required. Keep copies of the most current edition of applicable Codes and Standards, at the time of entering into the Contract, readily available for the duration of the contract.
- 1.3 Refer to the following:
 - 5 Wing Building Facilities Usage Catalogue
 - 5 Wing Electrical and Airfield Distribution Systems Drawings
 - RS Means - FM and Repair and Cost data Book
 - Transfer of Agreement and Control regarding the Practice Target Area (PTA) (Province of Newfoundland and Labrador CROWN TRANSFER 106234)
 - Camera Site List at LLTA Target Area
 - Manufacturer operation, maintenance and repair manuals that apply to the make and model of equipment in use
- 1.4 Meet requirements set out in federal references, as applicable:
 - a) General references:
 - Asbestos Abatement Regulations
 - Asbestos Management Plan
 - Asbestos Waste Disposal Guidance Document
 - C-09-005-002/TS-000 Ammunition and Explosives Safety Manual Vol 2 Storage and Facility Operations
 - Canada Labour Code – Part II (CLC-Part II)
 - Canadian Electrical Code
 - Canadian Environmental Assessment Act
 - Canadian Environmental Protection Act
 - Canadian Forces Construction Engineering Manual (CFCEM)
 - Canadian Forces Fire Marshal Directives
 - Canadian General Standards Board (CGSB) standards cited
 - Canada Occupational Health and Safety Regulations
 - CCME – Environmental Code of Practice for Aboveground and Underground Storage Tank Systems Containing Petroleum Products and Allied Petroleum Products (Canadian Council of Ministers for the Environment)
 - CCME – Environmental Code of Practice for Elimination of Fluorocarbon Emissions from Refrigeration and Air Conditioning Systems
 - Construction Engineering Technical Orders (CETOs)
 - Controlled Products Regulations
 - DND – Environmental Impact Assessment Directive, June 2016 (DND-DGIEGPS)
 - DND / CAF Storage Tank System, Mandatory Monthly Visual Inspection Checklist, Record for Leak Detection DND / CAF Monthly Checklist v 3.0, RP Ops North, Canadian Forces Real Property Operations Group, 21 October 2016



Endangered Species List Regulations
Environmental Emergency Regulations
Federal Halocarbon Regulations
Fisheries Act
GB 202 PM checklist
Halocarbon Regulations
Hazardous Products Act
Migratory Birds Convention Act and Regulations
National Building Code of Canada
National Fire Code of Canada
National Fire Protection Association (NFPA) [Codes/Best Practices etc.]
National Master Specification (NMS)
National Plumbing Code of Canada
Newfoundland and Labrador Endangered Species Act
Newfoundland and Labrador Environmental Protection Act
Occupational Health and Safety Act and Regulations
Ozone-depleting Substance Regulations
Pesticides Control Regulations
Preventative Maintenance Program
Newfoundland and Labrador Guidelines
Realty Assets Management Manual (RAMM)
Species at Risk Act
Specific Standards Association (CSA) standards cited
Storage Tank Systems for Petroleum Products and Allied Petroleum Products Regulations (SOR/2008-197 June 12, 2008)
Surface Coating Materials Regulations
Asbestos Abatement Regulations

- b) Electrical Safety: CSA Z462: Workplace Electrical Safety and Newfoundland and Labrador Electrical Safety Code
- c) Elevator and Lifting Systems inspection, testing, repair and maintenance: ASME A17.1 / CSA B44-16
- d) Defense Administrative Orders and Directives (DAODs) (refer to DND website) on Environmental requirements):
 - DAOD 5021-1, Respiratory Protection, and
 - DAOD 5018-2, Reports of Injuries and Exposure to Toxic Substances.
- e) Landscaping and grounds:
 - National Defence Security Orders and Directives (NDSODs), Physical Security Technical Standards
 - International Civil Aviation Organization (ICAO) standards
 - C-98-001-003/MS-022 Aerodrome Standards and Recommended Practices MIL 312
 - Canadian General Standards Board (CGSB)
 - 5 Wing Vegetation Management Plan
 - A-SJ-100-001/AS-000 National Defence Security Instructions (NDSI)
 - Environmental Directive ED 4003-4/07, To Reduce the Use of Pesticides on DND Properties



Domestic asphalt condition survey 2012

C-09-005-002/TS-000 Ammunition and Explosives Safety Manual Vol 2 Storage and Facility Operations

f) Life Safety Systems:

CSA Z91

CSA Z259

CSA Z271

Provincial Safety Standards

If forming part of a window cleaning safety system ANSI/IWCA I-14.1-2001 Window Cleaning Standard

g) Plumbing Systems:

Canadian Institute of Plumbing and Heating (CIPH)

Environmental Control Water and Sewage Regulations NLR 65/03, 2003

Sanitation Regulations - NLR 803/96

Preventive Maintenance Program and Checklists

1 Cdn Air Div Effluent Monitoring Program

CETO C-98-15F-002/MG-001, Grease and Oil Interceptors

American Water Works Association (AWWA) Standards

Preventive Maintenance Historical Data

CETO C-98-15W-002/MG-010 Operations and Maintenance - Water Supply and Distribution Systems

CETO C-98-15W-003/MS-010 Comprehensive Maintenance Manual - Chlorination of Canadian Drinking Water Quality Guidelines

Canadian Water Quality Guidelines - CCME

American Water Works Association (AWWA), A100-90 to F102-91 - Provides direction on the full range of fluid handling for Water and Wastewater systems

Guidelines for Canadian Drinking Water Quality, Health Canada, February 2017

Guidance for Issuing and Rescinding Boil Water Advisories in Canadian Drinking Water Supplies, Health Canada, January 2015

NL Water Resources Act

h) Kitchen Systems:

NFPA 96

Gas work, fixture installation and pipework that forms any part of the Kitchen System must be tested and certified, at the legislated intervals, by the appropriate safety authority for Newfoundland and Labrador. The Contractor must, unless otherwise instructed by the DO, make all necessary arrangements and facilitate the testing and inspection by the safety authority.

The Contractor's costs for facilitating tests and inspections (including re-tests and re-inspections) must be included in the overall cost for this service at the Buildings and assets as set out in the SOW.

Qualifications (SOW)

Kitchen Systems design and Maintenance activities must be undertaken. Any persons undertaking design work on Kitchen Systems or components must be a member of one of the following professional bodies:

Food Service Consultants International Canada (FSCI Canada)

National Kitchen and Bath Professionals (NBKA)



1.5 Meet requirements set out in Newfoundland and Labrador references, as applicable. Table 4.3.6P lists a sample of Newfoundland and Labrador Acts and Regulations related to the environment and Hazardous Material. The provincial legislation can be found on the province’s website. Each department lists their regulations: www.gov.nf.ca.

Table 4.3.6P – Provincial Environmental Protection References

Air Pollution Control Regulations 2004
Dangerous Goods Transportation Act (DGTA), 2013 - Dangerous Goods Tickets Offences Regulations - Dangerous Goods Regulations
Endangered Species Act - Endangered Species List Regulations
Environmental Assessment Act - Environmental Assessment Regulations
Environmental Control - Water and Sewage Regulations 2003
Environmental Protection Act - Halocarbon Regulations - Heating Oil Storage Tank System Regulations - Pesticides Control Regulations - Used Oil Control Regulations - Waste Management Regulations
Executive Council Act
Fire Protection Services Act, 2016
Forestry Act - Cutting of Timber Regulations - Forest Fire Regulations - Plant Protection Act
Health and Community Services Act
Animal Health and Protection Act
Occupational Health and Safety Act, 2009 and Regulations and Amendments - NL Asbestos Abatement Regulations, 1998
Provincial Guidelines - Asbestos Waste Disposal Guidance Document - Guidelines for Protection of Freshwater Fish Habitat in Newfoundland and Labrador - Provincial Environmental Guidelines for Drum-Based Petroleum Products Storage and Operation
Public Health Act - Sanitation Regulations, 2010
Storage and Handling of Gasoline and Associated Products Regulations, 2003
Storage of PCB Wastes Regulations, 2003
Waste Management Act
Water Resources Act - Environmental Control Water and Sewage
Wildlife Act - Wildlife Regulations - Animal Protection Act

1.6 In addition to the Federal requirements listed in listed in 1.4 above, Table 4.3.6F lists a sample of Government of Canada Acts, Regulations and Guidelines related to the environment and Hazardous Material. Federal environmental legislation can be found at the Environment Canada website www.ec.gc.ca/legis_e.html and the safety legislation can be found at the Labour website at www.labour.hrhc-drhc.gc.ca.



Table 4.2.6F – Government of Canada Acts, Regulations and Guidelines

Aeronautics Act - Canadian Aviation Regulations 302.301 to 302.308
Canada Labour Code; Canada Occupational Health and Safety Regulations
Canada Wildlife Act & Regulations
Canadian Environmental Assessment Act
Canadian Environmental Protection Act, and: - Environmental Emergency Regulations - Export and Import of Hazardous Waste and Hazardous Recyclable Material Regulations - Federal Halocarbon Regulations - Interprovincial Movement of Hazardous Waste Regulations - National Pollutant Release Inventory - Ozone-depleting Substance Regulations - PCB Regulations - PCB Waste Export Regulations - Perfluorooctane Sulfonate and its Salts and Certain Other Compounds Regulations - Release and Environmental Emergency Notification Regulations - Storage Tank Systems for Petroleum Products and Allied Petroleum Products Regulations
Canadian Standards Association Standard Z773 Environmental Compliance Auditing
Environmental Enforcement Act
Explosives Act; Explosives Regulations
Guidelines for Canadian Drinking Water Quality
Federal Sustainable Development Strategy for Canada
Firearms Act
Fisheries Act
Hazardous Products Act, and: - Controlled Products Regulations - Surface Coating Materials Regulations - Hazardous Products Regulations
Migratory Birds Convention Act, and Migratory Birds Regulations
Nuclear Safety and Control Act
Pest Control Products Act
Radiation Emitting Devices Act, and: - Radiation emitting Devices Regulations - Nuclear Substance and Radiation Device Regulations
The Health of Animals Act, and: - Health of Animals Regulations - International Waste Directive
Transportation of Dangerous Goods Act (TDGA), and Transportation of Dangerous Goods Regulations
Emergency Response Guidebook (2016)

1.7 In addition to the Federal requirements listed in listed in 1.4 above, Table 4.3.6O lists a sample of DND Governing Operating Procedures related to the environment and Hazardous Material.

Table 4.2.6O – DND Governing Operating Procedures

1.8 In addition to the Federal requirements listed in listed in 1.4 above, Table 4.3.6F lists a sample of DND requirements governing Fire Detection and Suppression Systems Inspection, Testing and Maintenance.



Number	Publication Name
DAOD 4003-0	Environmental Protection and Stewardship
DAOD 4003-1	Hazardous Material Management
DAOD 4003-2	Environmental Assessment
	DND/CAF Storage Tank System, Mandatory Monthly Visual Inspection Checklist, Record for Leak Detection DND/CAF Checklist v 3.0, RP OPS North, Canadian Forces Real Property Operations Group, 21 October 2016
ED 4003-1	Spill Reporting
ED 4003-2	Management of Storage Systems for Petroleum Products and Allied Petroleum Products
ED 4003-3	Responding to Environmental Enforcement Actions
ED 4003-4	To Reduce the Use of Pesticides on DND Properties
ED 4003-5	Halocarbon Management
ED 4003-7	Management and Monitoring of Liquid Effluents
ED 4003-9	Hazardous Materials Management Plans
	Environmental Impact Assessment Directive, June 2016 (DND-DGIEGPS)
	1 Canadian Air Division Order 12-200, Volume 12, Environmental Protection and Resource Conservation, June 2014
	1 Canadian Air Division Order 12-201, Volume 12, Hazardous Materials Management, June 2014
	1 Canadian Air Division Order 12-201, Volume 12, International Waste, June 2014
	1 Canadian Air Division 1-114 General Environmental Awareness Training, General Hazardous Materials Awareness Training
	1 Canadian Air Division 1262-2 (A4 Hazmat) – Uniform Spill Reporting Protocol
	1 Canadian Air Division – Effluent Monitoring Manual
	1 Canadian Air Division – Operations Manual for Aerodrome Bird and Wildlife Control
	1 Canadian Air Division Order s, Vol 1, 1-602 Wildlife Control Programme
CFAO 29-7	Energy Management and Conservation
CFAO 34-46	Pest Control
CFAO 36-4	Disinfection of vehicles, military equipment and personal goods entering mainland Canada
CFAO 55-28	Disinfection, Medical and Quarantine International Requirements for Aircraft
	5 Wing Goose Bay – Hazardous Materials Management Plan
	5 Wing Goose Bay – Hazardous Materials Spill Plan
	5 Wing Goose Bay – Emergency Response Plan
	5 Wing Goose Bay – Radiation Safety Orders
	5 Wing Goose Bay – Environmental Policy
A-GG-040-004/AG-001	General Safety Program – Hazardous Materials Safety and Management Manual
A-MD-005-000/AA-001	Canadian Forces Dental Services Infection Control Guideline



C-07-010-011/TP-000	Canadian Forces Air Weapons Ranges
C-98-007-002/TP-001	Asbestos Cement Products
	CETOs and CFTOs (POL Storage and Handling)
	CETOs and CFTOs (Wastewater)
	CETOs and CFTOs (Water Treatment and Storage)
A-LM-007-014/AG-001	CF Supply Manual for POL/Fuel Handling, Vol 3 Chap 18
CFAO 29-7	Energy Management and Conservation
DAOD 2008-3	Issue and Crisis Management
DAOD 4002-0	Nuclear Technology Regulation and Control
DAOD 4002-1	Nuclear and Ionizing Radiation Safety
DAOD 7014-0	Memoranda of Understanding (MoU)
	Goose Bay Flying Orders
NSI 2-140	Radiation Safety Officer and Radiation Safety Custodian Appointment
	Nuclear Safety Orders and Directives (NSODs)

Table 4.2.6F – DND Governing Fire Detection and Suppression Systems Inspection, Testing and Maintenance Procedures

CEPA 1999 - Canadian Environmental Protection Act 1999
Ozone depleting Substances Regulations, 1998
Federal Halocarbon Regulations, 2003
Department of National Defence/Canadian Forces Asbestos Management Directive dated March 2007
Department of National Defence / Environmental Directive 4003 – 05
Department of National Defence Realty Asset Manual (RAMM) Ch. 10 - Fire Protection and Emergency Services and all referenced standards
Treasury Board Policies and Standards - As they pertain to the installation and Maintenance of Fire Alarm and Fire Protection Systems. (http://www.tbs-sct.gc.ca/tbs-sct/index-eng;.asp)
National Fire Code of Canada 2015, errata, revisions and supplements
National Building Code of Canada 2015, errata, revisions and supplements
National Plumbing Code of Canada 2015, errata, revisions and supplements
CFFM Fire Marshal Directive (FMD) 4000 Electromagnetic Door Locks
CFFM Fire Marshal Directive (FMD) 4003 Fire Protection and Life Safety Engineering Design Guide
CFFM Fire Marshal Directive (FMD) 4005 Partial Occupancy
CFFM Fire Marshal Directive (FMD) 4006 Fire Protection System Impairments
CFFM Fire Marshal Directive (FMD) 4007 Fire Alarm Policy
CSA C22.1 – Canadian Electrical Code
CAN/ULC-S524 – Standard for the Installation of Fire Alarm Systems
CAN/ULC-S536 – Inspection and Testing of Fire Alarm Systems
CAN/ULC-S537 – Verification of Fire Alarm Systems
CAN/ULC-S552 – Maintenance and Testing of Smoke Alarms
ULC/ORD-C1058.5-1993, entitled Halon Recovery and Reconditioning Equipment
ULC/ORD C1058.18-1993, entitled The Servicing of Halon Extinguishing Systems
CSA Z460 – Control of hazardous energy - Lockout and other methods
CSA Z462 – Workplace Electrical Safety (Arch Flash Protection)
CSA C282 – Emergency Power Supply for Buildings
NFPA 11 – Standard for Low-, Medium-, and High-Expansion Foam
NFPA 12 – Standard for Carbon Dioxide Extinguishing Systems
NFPA 12A – Standard for Halon 1301 Fire Extinguishing Systems



NFPA 13 – Standard for the Installation of Sprinkler Systems
NFPA 13D - Standard for the Installation of Sprinkler Systems in One- and Two-Family Dwellings and Manufactured Homes
NFPA 13R - Standard for the Installation of Sprinkler Systems in Residential Occupancies up to and Including Four Stories in Height
NFPA 14 – Standard for the Installation of Standpipes and Hose Systems
NFPA 15 – Standard for Water Spray Fixed Systems for Fire Protection
NFPA 16 – Standard for the Installation of Foam-Water Sprinkler and Foam-Water Spray Systems
NFPA 17 – Standard for Dry Chemical Extinguishing Systems
NFPA 17A – Standard for Wet Chemical Extinguishing Systems
NFPA 20 – Standard for the installation of Stationary Pumps for Fire Protection
NFPA 25 – Standard for the Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems
NFPA 96 – Ventilation Control and Fire Protection of Commercial Cooking Appliances
NFPA 409 – Standard on Aircraft Hangars
NFPA 2001 – Standard on Clean Agent Fire Extinguishing Systems
Canadian Forces Fire Marshal (CFFM) Directives
Applicable municipal, provincial, and federal acts, regulations, codes and standards for waste management and disposal
Applicable Base Standing Orders for each specific site/area
CFFM Fire Marshal Directives, covering inspection, testing and Maintenance of fire protection systems and devices
When NFPA 72 is referenced in any standard, replace it with applicable ULC standards, namely: CAN/ULC-S536 Inspection and Testing of Fire Alarm Systems and CAN/ULC-S552 Maintenance and Testing of Smoke Alarms.
Standards referenced within NFPA, ULC, NFC, TBS, CLC and COHS documents are also deemed to form part of this table.

1.9 Meet requirements for landscaping and grounds, including set out in Newfoundland and Labrador references, as applicable. Table 4.3.6P lists a sample of Newfoundland and Labrador Acts and Regulations related to the environment and Hazardous Material. The provincial legislation can be found on the province’s website. Each department lists their regulations: www.gov.nf.ca.



Appendix C – Real Property Deliverable Requirements

1.1 General

1.1.1 The Real Property Deliverable Requirements List (RPDRL) provided in Table 1 lists the key deliverables necessary to meet the requirements set out in the SOW. The RPDRL indicates the area of the SOW to which the deliverable pertains, an RPDRL identifier consisting of a mnemonic and a number, its submission requirements and its submission purpose.

1.1.2 Ultimately, deliverables listed in the RPDRL will be provided with a RPDRL identifier with the mnemonic “PF”, referring to “Prescribed Format”, as the reference for an associated Deliverable Item Descriptions (DIDs) that set out the purpose and required content of the associated deliverable, including format and preparation instructions. DIDs will be included in a Goose Bay Deliverable Item Descriptions Standard. A RPDRL identifier mnemonic “CG” referring to “Contractor-Generated” will indicate that a DID is not provided for the deliverable which, while meeting the requirements of the SOW, will be required to be submitted in a format that the Contractor determines.

1.1.3 The Submission Purpose includes the following:

- a) *For Acceptance*: Deliverables that require a decision from the Technical Authority before the Contractor can proceed or expenditures can be authorized or paid.
- b) *For Review*: Deliverables that form critical input to fulfil DND or regulatory, legislative, policy or reporting obligations. Assessment of the information contained in these deliverables may result in the Technical Authority’s request for a change, but do not require a decision before the Contractor can proceed.
- c) *For Information*: Deliverables provided by the Contractor for DND record-keeping, reference or analysis purposes.

1.1.4 Deliverables that are required on a specific date (e.g. May 1) are due on the first business day that follows that date, in cases where the required date falls on a weekend or statutory holiday.

1.2 Document Status

1.2.1 Apply the following to indicate the status of document deliverables, as they evolve through their life cycle:

- a) *Draft*: format and structure of the document are complete. Document details are being developed and should reflect current requirements. To Be Determined (TBD) items are allowed, even to the extent that an entire section can be TBD, provided that requirements for that section have not been developed.
- b) *Preliminary*: the sections of the document are complete and significant detail has been provided. Some TBDs are acceptable where information is not yet available. Whenever possible, TBDs should include bracketed values or text that reflect the most current thinking on an item or approach. Example: TBD [120° C]
- c) *Final*: The document is complete. TBDs are allowed only on a case-by-case basis with acceptance by the Technical Authority. Updates to the final document are controlled and treated as document revisions.
- d) *Current*: documents specifically called out in Annex A-4 of the SOW or RPDRL for which the Contractor is required to provide periodic updates to reflect changes and to re-submit for review and acceptance or for information.



Deliverable Title	Submission Purpose	Frequency	Timing
Hangar Activity report includes of GFA, GFE and GFM	For Information	Monthly	
Hangar usage log	For Information	1 log updated continuously	
Update and distribute Asbestos Management Plan	For Acceptance	Annually	Following the removal of asbestos and changes to condition
Update and submit registry of door codes to 25 Military Police Flt Detachment.	For Information	Semi-annually.	
Water Test Results	For review	Monthly: water storage tanks; wells; and ground water monitoring wells Bi-weekly: Potable water testing from points of distribution	
Maintenance inspection activity/ deficiency/corrective maintenance report		Within 10 days of the activity being completed	
5 Wing Hazardous Material Management Plan (HMMP).	For Acceptance	Once; and Update when changes are made	As required
Hazardous Materials Report	For information	Monthly	
Hazardous Materials Spill Plans	For acceptance	Once; and Update when changes are made	As required
Reports on Fuel jettisoning, POL spills, Halocarbon releases, glycol releases or other releases	For Information	As required	As required
Radiation Management Report	For Information	Annually	When requested
Radiation Plan	For acceptance	Annually	When requested



Deliverable Title	Submission Purpose	Frequency	Timing
WECA and Action Plans	For acceptance	Annually	When requested
Integrated Pest Management Services Report	For information	Within 5 days of the activity being completed	
Solid Waste Management Report	For review	Monthly	
Contractor Existing Procedural Documentation	For information leading to Preliminary SDR Acceptance Review	Once	30 days following contract award
SDR Acceptance Plan	For Acceptance	Once	21 days following Contract Award
Preliminary SDR Acceptance Review Deliverables; and Information Sample	For Acceptance	Once, and Follow-up	14 days prior to review session
Final SDR Specification	For Acceptance	Once	10 days prior to Final Acceptance Review session
SDR Acceptance Review Plan Updates	For Acceptance	When changes are made	14 days prior to each review session
SDR Acceptance Review Risk Dashboard	For Acceptance		14 days after delivery of SDR Acceptance Review Plan
Labour Resource Plan	For Acceptance	Once; and Update when changes are made	1 month in advance of the required Annual Building Plan submission date
Annual Building Plan	For Acceptance		
Real Property Roll-up Plan	For Acceptance		
Copies of required trade, professional and other required certifications from the applicable regulatory authority	For Information		At the commencement of Work and upon renewal of certificates.
Fiscal Year 1 of Full Operations Travel Plan	For Acceptance	Once; and Update when changes are made	Preliminary: 30 days following contract award; Update: 60 days before Operational Start Date Final: 30 days before Operational Start Date
RP Quality Management Plan	For Acceptance	Once	Contract Operational Start Date



Deliverable Title	Submission Purpose	Frequency	Timing
Contact List of Contractor Personnel Responsible for Health And Safety (OHS)	For Information	Once	Operational Start Date
Copies of Communications Reports and Orders Received as A Result of Visits by Authorities Having Jurisdiction	For Information	When requested	When requested
Building OHS Plans	For Information	As required	As required
Project-specific OHS Plans	For Information	As required by the project	As required
specific OHS requirements and safe work procedures and practices	For Information	As required	As required
Building Performance Review Report	For Review	Per BPR Call Letter	Per BPR Call Letter
Individual resource and summary levels time reporting	For Information	Weekly	
Energy Audit Reports	For Information	Per Work Authorization	Per Work Authorization
Benchmark building O&M and utilities costs against appropriate sources of industry data	For Information	Annually and updated when requested	One month prior to the first call letter
Real property management information and building operational information, including planning, inspection, O&M and utilities, project, performance, quality and other information,	For Information	Annually when requested	One month prior to the first call letter
Commissioning Assessment	For Information	As required	As required
Building Risk Assessment, Monitoring and Control Plan	For Acceptance	As required	90 days prior to Operational Start Date
Infrastructure Continuity Plan	For Review	Annual updates or per Work Authorization when major changes occur	Annual updates per Call Letter



Deliverable Title	Submission Purpose	Frequency	Timing
Business Case using an acceptable template Short-form Business Case and updates	For Acceptance	Provided once during project planning and updated as required	As determined by the project schedule
Project Delivery Services Risk and Complexity Screening Questionnaire	For Review	Provided once during the planning cycle and updated during project initiation	Initial version - no later than March 31 for projects identified through the planning cycle Updated version - as determined by the project schedule
Canadian Environmental Assessment Act (CEAA) 2012 Checklist	For Acceptance	Provided once during project initiation for all eligible construction projects	At project initiation
Environmental Effects Evaluation (EEE) Letter and Report	For Acceptance	Required once, when an EEE Letter is recommended from the Technical Authority's review of the CEAA 2012 Checklist	As determined by the project schedule
Heritage Review Reports	For Acceptance	Required once, when recommended from the Technical Authority's review of the Risk and Complexity Screening Questionnaire	As determined by the project schedule
Cultural Property Inventories	For information	Annually	When requested
Long-form Business Case (EA) Business Case using an approved template – Category II Projects	For Acceptance	Updated Business Case provided once during the Project Execution stage for Expenditure Authority purposes	As determined by the project schedule
Project Charter	For Acceptance	Required once, for all Category II Projects and when requested by the Technical Authority	Per Work Authorization
Building Technical Documentation and Drawings, Including BIM Data, As-Built Plans, Drawings and Diagrams	For Information	Once	On project completion
Construction Project Assessment	For Information	As requested	As requested



Deliverable Title	Submission Purpose	Frequency	Timing
Statement of Requirements – Category II Projects	For Review	As required	As required
Project Specifications	For Review	As required	As required
Commissioning Deliverables	For Information	As required	As required
Update drawings and return them	For Review	As required	On project completion
Project Warranty Information	For Information	As required	As required
Project File	For Information	As required	As required
Statement of Requirements – Category II Projects	For Acceptance	Provided once at the beginning of the Initiation and Planning stage of a project	As determined by the project schedule
Project Complexity and Risk Assessment (PCRA) Report for Category II Projects	For Acceptance	Submitted to support each Business Case stage	As determined by the project schedule
Program of Projects (POP) Update	For Review	Monthly	5th business day of the month
RP-QMS Internal Audit Findings Report	For Information	Monthly	5th business day of the month
RP-QMS Management Review Report	For Information	Per Contractor's management review schedule, but no less than annually	30 days following Contractor's receipt of Management Review report
Nonconformity Report	For Review	Monthly	5th business day of the month
Monthly Real Property Performance Report	For Review	Monthly	One week prior to monthly review meeting
Fuel Supply Call-up Report	For Review	When requested	When requested
Incident Report	For Review	Per the DND Goose Bay Incident Reporting Standard	Per the DND Goose Bay Incident Reporting Standard
Environmental activities Report	For Information	When requested	When requested
Building Environmental Performance Assessment	For Review	Cyclically every 5 years	May 1
Inventory of Regulated Systems, Building Equipment and Components	For Information	As required	As required



Deliverable Title	Submission Purpose	Frequency	Timing
Summary of PI Continual Improvement Opportunities for the Following Year	For Information	Annually	May 15
Building Occupier Satisfaction Survey	For Review	When requested	When requested
Incident Trends and Root Cause Analysis Reports and recommendations for improvements in BPRs	For Review	As required	As required
Goose Bay Storage Tank System Identification and Registration Form	For Acceptance	At new system installation or when changing existing systems or its management, including personnel	at least one week prior to the first fill of the system or within 60 days of any change to the existing system or its management, including personnel
Goose Bay Storage Tank System Withdrawal and Removal Form	For Acceptance	When a system is temporarily or permanently withdrawn from service or removed	Within 30 days after a system is temporarily or permanently withdrawn from service or removed
Annual Confirmation and Certification of Inspections, Testing and Maintenance of Life Safety and Health Systems and Equipment	For Information	Annually	May 1
Registration Certificate ISO 14001 – Environmental Management Systems	For Information		Within two and a half years of the Operational Start Date
Operational Data, Manuals and Records	For Information	As required	As required
Bi-Weekly Work Order Report	For Information	2 reports per month	



Appendix D – Real Property Performance Measurement Regime (RP-PMR)

1 Introduction

1.1 Purpose

The Real Property Performance Management Regime (RP-PMR) is aimed at supporting the Technical Authority and supporting organizations and other subject matter experts involved in Oversight and Quality Monitoring (QM) and to evaluate the Contractor's annual real property service delivery performance completed after March 31 of each year. To be considered successful, the Contractor must achieve a score of at least 80% in each of three Real Property Key Performance Indicators (RP-KPIs).

The RP-PMR is a mechanism aimed at:

- a) Providing insight into how well the Contractor is delivering services;
- b) Supporting a dialogue with the Contractor aimed at jointly fostering continual improvement; and
- c) Providing input to the Performance Incentive Fee (PIF) for the Contract set out in Annex E associated with Section 4 of SOW.

This Appendix provides the following information:

- a) Background for the establishment of the RP-PMR;
- b) The overall RP-PMR Framework of RP-KPIs and Performance Indicators (PIs); and
- c) Guidance for implementing RP-KPIs and descriptions of PIs.

In accordance with the SOW, the Contractor is responsible for collecting and producing performance measurement data to support the identified PIs.

The Contractor has total responsibility for measuring and reporting performance and providing the Technical Authority access to underlying systems and data. The Contractor's approach constitutes the RP-PMR documented and accepted as part of its Service Delivery Regime Specification (SDRS), which is outlined in section 4.1.8 of the SOW.

The Subsection of Annex A-4 of SOW entitled "Have and Follow a Service Delivery Regime" requires the Contractor to:

- a) Apply a RP-PMR in accordance with the accepted SDRS. Provide performance measurement data and information in accordance with the PMs;
- b) Measure and report on performance;
- c) Identify and recommend continual improvement opportunities for the PM level Minimums (Mins) and Benchmarks (BMs) for the following year; and
- d) Incorporate changes to the RP-PMR resulting from the addition, and waiving or suspension of PIs.

1.2 Performance Measurement Regime

DND monitors the Regime through its Oversight Framework to ensure effective internal controls are in place. In addition to computing RP-KPIs, Provides a basis for real property services input to the PIF set out in Annex E to the Contract.

1.3 Performance Indicators – Their Origin

The PMR is modelled on a balanced scorecard approach that comprises the following Performance Indicators:

- 1) *Asset Integrity*: success in sustaining the value and condition of assets and complying with applicable policy and legislation;

2) *Satisfaction*: success in meeting Technical Authority expectations, promoting Occupier satisfaction, safeguarding the well-being of Occupiers and promoting ease of doing business; and

3) *Financial*: success in delivering affordable services that represent Best Value.

In exercising Optional Services, including those for project delivery, the Technical Authority and Contractor will collaborate in developing appropriate performance measures to meet the needs of individual projects, covering, at a minimum measures to indicate Satisfaction, Timeliness and Budgeting/Estimating/Cost Control effectiveness.

2 Real Property Performance Measurement Framework

2.1 General

The performance measurement framework illustrated in the figure below, demonstrates how performance data is used to compute PI scores and the distribution of maximum scores across the Performance Measures within a PI. The Technical Authority monitors the Contractor's performance throughout the year using information from QM evaluations and Performance Measure and PI information provided by the Contractor. Evaluation of the Contractor's annual performance is completed in accordance with the Performance Measurement Framework for the Contract set out in Annex E.

Additional PIs may be added during the term of the Contract at the discretion of the Technical Authority to meet other needs and cater for Optional Services in advance of the Options for these being exercised. Refer to Figure 1 for an overview of the RP-PMR Framework.

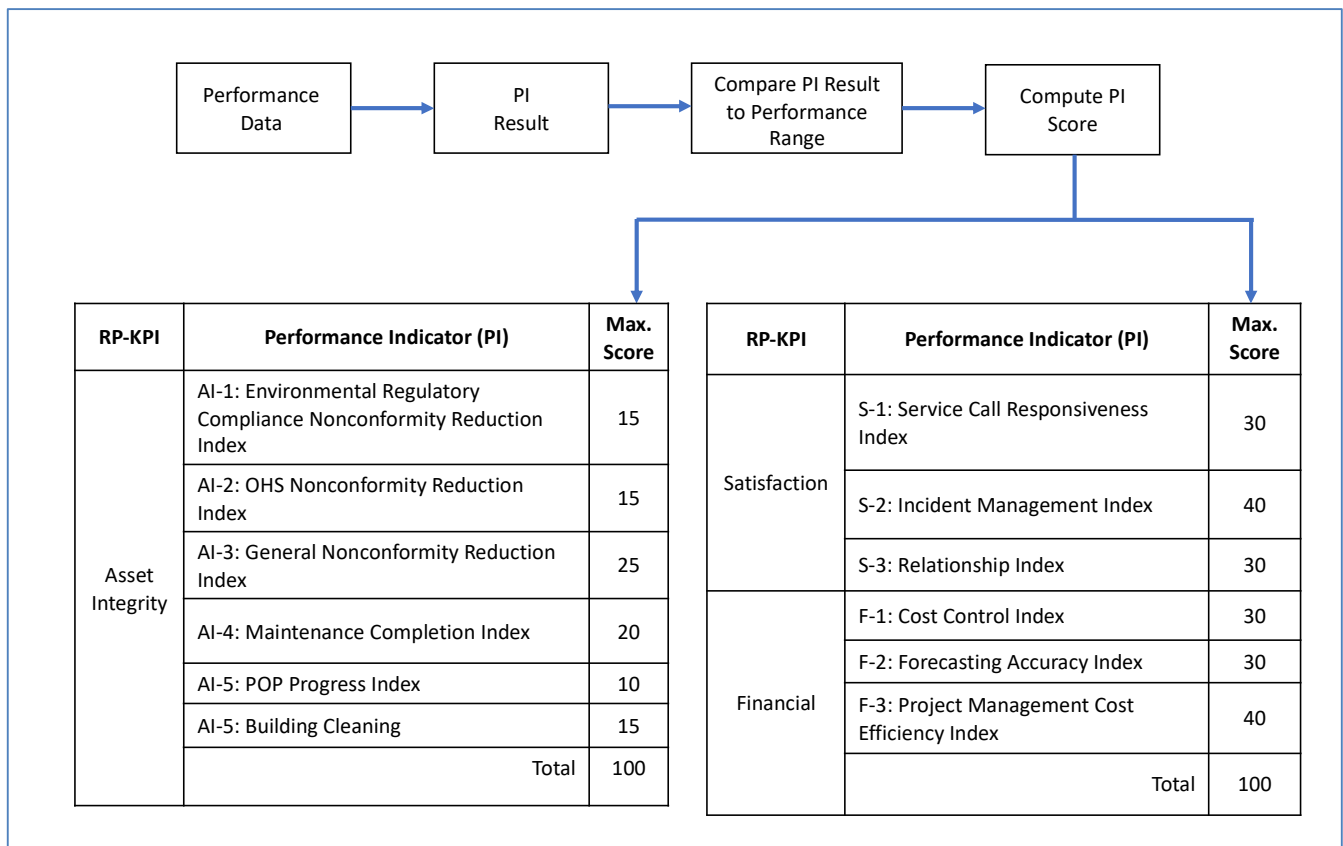


Figure 1: RP-PMR Framework

2.2 RP Key Performance Indicators, Performance Indicators and Performance Indicator Components

Each RP-KPI comprises a number of Performance Indicators, each of which in turn has at least one PI Component (PIC), with some PIs having several PICs as illustrated in the following table.

RP-KPI	Performance Indicator (PI)	PI Description	Max Score	PI Measure Components
Satisfaction	S-1: Service Call Responsiveness Index	Measures success in responding to Occupier-initiated service calls in a timely, professional and effective manner	30	S-1.1: Response effectiveness expressed as the percentage of service calls addressed in accordance with the Performance Levels set out in Appendix F
				S-1.2: Survey results based on Service Call Centre sample of at least 20% of total number of calls expressed as the average for the overall ratings of each survey element.

Typically, each RP-KPI is allocated a maximum score of 100, distributed across the PIs and in turn the PICs that make up that RP-KPI. When PIs are not applicable, waived, suspended, added, modified, or deleted for a given Fiscal Year (FY), the following rules apply:

- a) When a PIC is waived, the Contractor continues to monitor it for the entire FY and receives the maximum score associated with that PIC.
- b) When a PIC is suspended, its maximum score is removed from the total score available for its related RP-KPI. For example, if a PIC worth 20 is suspended, the RP-KPI maximum score is 80 rather than 100. A suspended PI remains listed under its RP-KPI for future consideration and possible use.
- c) When a PIC is added, modified or deleted, the Technical Authority, following consultation with the Contractor, redistributes the maximum scores associated with the remaining components in the RP-KPI to maintain a maximum RP-KPI score of 100.

The performance range for each PI is defined by a Minimum (Min) and Benchmark (BM). The Min is the minimum tolerable PI Result and the BM is the RP-PMR that results in 100% of the Maximum Score. The PI Result associated with 80% of the Maximum Score is referred to as the Baseline (BL). The performance range is applicable during the entire Fiscal Year (FY), rather than monthly or quarterly, unless specifically annotated as such in the applicable schedule. The Contractor monitors and reports the PI Result at an agreed frequency. The PI Result is used to determine the corresponding PI score as follows:

- a) If the PI Result is worse than the Min, the PI score is zero;
- b) If the PI Result is equal to the Min, a PI score is computed² (can be either zero or greater than zero);
- c) If the PI Result falls between the Min and BM, a PI score is computed; or
- d) If the PI Result is equal to or better than the BM, the maximum PI score is assigned unless otherwise noted.

A two-phase approach to setting individual PIC performance ranges may be considered by mutual agreement between the Contractor and Technical Authority as follows:

- a) a Transition Range may be established to provide time to determine if a performance range for the affected PIC is realistic; followed by
- b) a Stabilization Range, involving a more stringent performance range as a point-of-departure for follow-on FYs.

² Computation of the PI score is based on the straight line connecting the Min and BM. The computation can use either the equation for the straight line or equality-of-slope.

Points that constitute scores for some PICs at specific periods, e.g. end of P3³, end of P6⁴ and end of P8⁵, are independently determined for each performance period.

A PIC may or may not count in the determination of the overall PI score, based on the need to adopt one of the following approaches:

- a) *Collect data for use in calculating the PI Result:* this approach is taken when an assessment of the data is required to determine if it is representative, reliable and repeatable – and is not counted in determining the RP-KPI score;
- b) *Measure the PI:* using reliable data, this approach is taken to calculate and track the PI Result to determine if it is fair and achievable – it is not counted in determining the RP-KPI score; and
- c) *Count the PI:* using reliable data, this approach is taken to measure, calculate and track the PI Result – and counts in determining the overall RP-KPI score.

The Contractor aggregates the individually-computed PI scores from the PI Results to calculate the score for RP-KPIs.

2.3 Integration of the RP-PMR with Quality Management Requirements

2.3.1 Treatment of Nonconformities

A Nonconformity (NC) is raised when the Contractor fails to comply with the requirements set out in Annex A-4 of the SOW, including:

- a) The Service Levels set out in Appendix E (Real Property Service Standards);
- b) The Performance levels set out in Appendix F (Real Property Performance Standard); and
- c) The Contractor's Service Delivery Regime as accepted by the Technical Authority.

There are three sources of NCs: Environmental Regulatory Compliance, Occupational Health and Safety and General.

The onus is on the Contractor to identify NCs using its Quality Management System (QMS), including identifying root causes and taking timely corrective measures in accordance with corrective action plans. NCs identified by the Contractor do not affect the PI Result unless they are outstanding or recurring. See Section entitled "Impact Criteria and Nonconformities" for more information related to NCs identified by the Technical Authority.

The Contractor, the Technical Authority or the Technical Authority's delegate are the only resources who can raise an NC. However, an NC can be initiated by RP Ops through the regional QM lead and forwarded to the Technical Authority. A Recurring NC arises when the corrective action for a specific NC does not resolve it. If an NC recurs within a 12-month period from the time of its closure, it is deemed to be a recurring NC. A second recurrence of the same NC is weighted by a factor of 2 and recurrences beyond the second by a factor of "n" where "n" is 3, 4, 5 etc. If the NC recurs outside the 12-month period it is considered as new.

Outstanding NCs occur when:

- a) The root cause of an NC is not identified and corrective actions have not been assigned within five business days after the NC was first identified, unless the Technical Authority has agreed to an extension including associated due dates; or
- b) Corrective actions are not completed by the accepted target date; or
- c) Effectiveness of corrective actions is not verified within the designated timeline identified in the associated corrective action plan; or

³ P3 = Period 3 (June)

⁴ P6 = Period 6 (September)

⁵ P8 = Period 8 (November)

- d) The NC has not been closed-out within the designated timeline subsequent to successful verification.

2.3.2 Impact Criteria and NCs

When the Technical Authority identifies an NC (Environmental, OHS or General) and if one or more Impact Criteria apply to that NC, it will impact the applicable PI Result⁶. The impact criteria are identified for a specific FY. For example, DND identified impact criteria may include:

- a) **Gross Negligence:** a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both, have an impact on the reputation of the department, contravene regulatory compliance or represents a significant material loss and or accounting irregularity. To be invoked, DND must clearly demonstrate how gross negligence occurred.
- b) **Chronic, systemic and pervasive issues involving services across multiple assets:** this refers to chronic, systemic and pervasive issues identified by DND, with supporting evidence.
- c) **Root Cause Analysis and Action Plan are not acceptable:** this refers to the Contractor developed Root Cause Analysis (RCA) and Action Plan required for each NC submitted by DND, and to the need for DND to clarify its expectations in terms of prescribed timeframes and quality of these deliverables. The impact determination must be based on the established acceptability criteria.
- d) **“Significant” contract deliverables or terms not met:** this refers to key deliverables or terms not being met by the Contractor that would have a profound effect on the quality of service delivery and that would become precedent setting. Until concrete examples are identified and documented to further define what constitutes “significant contract deliverables”, members of the Contract Management function must agree upon submitted findings meeting this criterion.

2.4 Performance Measures – Awareness Guidance

The various PICs are not independent of one another, i.e. changing the calculation method or range for one PIC could have unintended consequences. It is paramount that participants in PIC range and text revision discussions be sensitive to potential ripple effects throughout the RP-PMR.

2.4.1 Contract/Technical Authority Range-Setting Sessions

Range setting is an inexact process that requires good faith and trust from both parties. The following will be considered in these discussions:

- a) Conducting a review of the applicable PI Result by month for an entire FY, e.g. if the trend is indicating the PI Result is always between the BL and BM, there is likely a case to move one or both upward – incremental continuous improvement;
- b) Whether Transition and Stabilization periods may be useful, e.g. to address extenuating circumstances such as the introduction of a new process by either the Contractor or Canada;
- c) Unintended consequences, e.g. lowering the range for AI-6: Building Cleaning Index could result in significantly more service calls and perhaps jeopardize the attainment of applicable service levels; and
- d) Industry benchmarks that might apply.

2.4.2 Elaborating Performance Measurement Requirements – PIC Characteristics

Each PIC is associated with a RP-KPI and has the following general descriptive information:

⁶ A Technical Authority-identified NC will count as one occurrence if DND assesses that one or more of the Impact Criteria for a specific FY apply.

- a) Numeric identifier, e.g. AI-1, and text identifier e.g. “Environmental Regulatory Compliance Nonconformity Reduction Index”;
- b) Description, e.g. “measures compliance with applicable regulations”;
- c) Maximum score;
- d) PIC score;
- e) Units – either a number or percentage;
- f) Reporting frequency – monthly, quarterly, P3, P6, P8, P10 or annually; and
- g) Performance range for a specific year consisting of a Min, BL and BM.

For each PIC, a PI Result is calculated by the Contractor based on data collected by them and stored in their system. There are three generic types of PI Results:

- 1. A number, e.g. number of NCs;
- 2. Ratio expressed as a percentage, i.e. $A / B \times 100$, e.g. Project Completion Checklist; or
- 3. Variance expressed as a percentage, i.e. $[(A - B) / B] \times 100$, e.g. Forecast accuracy = $(\text{Actual} - \text{Forecast}) / \text{Forecast}$

2.4.3 Program of Projects (POP)

For Performance Measurement Regime purposes, there are three types of POP defined as follows:

- a) *Initial POP*: determined by the Technical Authority and Contractor before March 31st of the preceding FY, including associated funding;
- b) *Acknowledged POP*: determined by the Technical Authority and Contractor by April 30th; and
- c) *Adjusted POP*: incorporating adjustments to the Acknowledged POP, as mutually agreed by the Technical Authority and Contractor, to account for:
 - o Project cancellation (whether client-driven or to accommodate emergency projects);
 - o Project substitutions;
 - o Incremental funding;
 - o Emergency projects; or
 - o Project category changes (Category I to II and vice versa).

2.5 Key Dates

Key dates to be aware of are indicated in the following table. This schedule is to be coordinated and integrated with the Process for determining the Performance Incentive Fee outlined in Section 4.0 of Annex E to the main SOW (A-0 – A-4)

PIR Timing of Key Activities		
Activity	OPIs	Timing
Initial discussions on PIs, measures, ranges and the identification of Category II special projects	Technical Authority & the Contractor	February 1
Development and sharing of proposals for as many PICs as possible	Technical Authority & the Contractor	March 1
Definition of the POP for RP-PMR purposes	Technical Authority	Initial POP March 31 st
		Acknowledged POP April 30 th

PIR Timing of Key Activities		
Activity	OPIs	Timing
		Adjusted POP that caters for add/deletes throughout the FY in accordance with accepted rules
Conduct of discovery sessions	Technical Authority & the Contractor	April/May
Preliminary acceptance	Technical Authority	June 15 th
Final acceptance of PIs that will count, including their ranges. If no agreement than ranges default to those of the previous FY.	Technical Authority	July 15 th

2.6 RP-KPI/PI Reporting

The RP-PMR Monthly Report Dashboards and Event printouts are the primary for tracking individual PI Results.

2.7 PIC, PI Result and Score Calculations

2.7.1 General

The Contractor is responsible for providing various types of performance information, including individual PIC performance ranges for a specific FY with graphs indicating MIN, BL and BM, how the PI Result is calculated and determination of the actual score, and the source of data required for the calculation.

2.7.2 Calculation Methods to Determine a PI Score

The PI Score for each PI has been normalized on a scale of zero to 100%. For example, a PI with a maximum score of 25 and a calculated % of score equal to 80% would receive 80% of 25. To calculate the PI score, proceed as follows:

1. Determine the PI Result using applicable data
2. Calculate the % of PI Score from the straight line that connects Min, BL and BM using one of the following methods:
 - a) Equation of a straight line (this is the method likely to be used by the Contractor):

$$\text{Calculated \% of PI Score} = [(m \times \text{PI Result}) + b]$$
where "m" is the slope of the line and "b" value where the straight line intersects the y-axis
 - b) Equality of slope (eliminates determining the value for "b"): determine the slope of the straight line at two different points, equate the two slopes and solve for % of PI Score

$$\text{Slope 1} = (100 - \text{Calculated \% of PI Score}) \div (\text{BM} - \text{PI Result})$$

$$\text{Slope 2} = 20 \div (\text{BM} - \text{BL})$$

$$\text{Calculated \% of PI Score} = 100 - (\text{BM} - \text{PI Result})(\text{Slope 2})$$
3. PM score = Calculated % of PM Score from a) or b) above x Max Score for the PM

See the diagram below for application of both methods.

AI-1: Environmental Regulatory Compliance Nonconformity Reduction Index

Measurement:

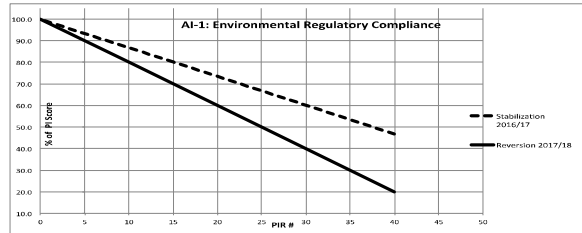
PIR = Σ the number of [TA identified NCs + recurrences of the same NC + outstanding NCs]

Example: using a PIR of 6 in 2016-17

- Equation of straight line: % of PI Score = m (slope) \times PIR + b:
 - % of PI Score = (-1.33)(6) + 100 = 92%
 - PI Score out of 15 = 0.92 \times 15 = 13.8
- Equality of Slope:
 - Slope 1 = 20 \div (BM-BL) = 20 \div (0-15) = -1.33
 - Calculated % of PI Score = 100 - (BM-PIR)(Slope 1) = 92%
 - PI Score out of 15 = 0.92 \times 15 = 13.8

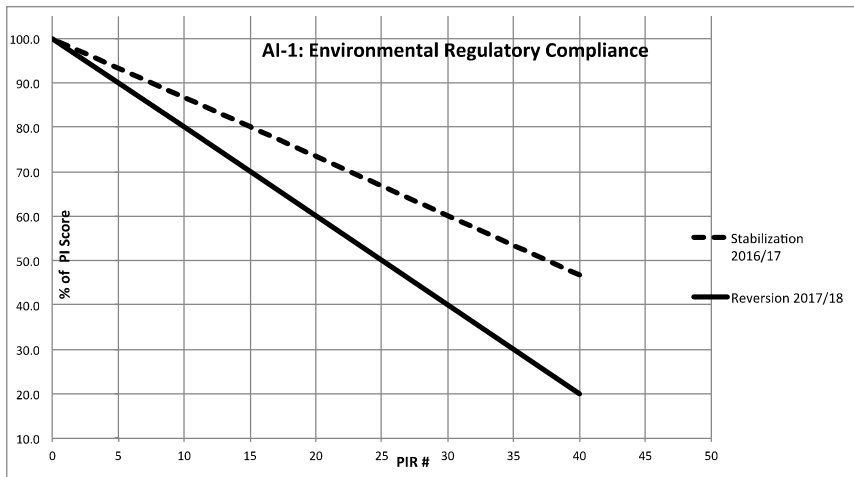
	m (slope)	b
Stabilization Line	-1.33	100

Stabilization 2016-17 (dash Line)			
	PIR (#)	% of PI Score	Score out of 15
Min	40	46.7	7
BL	15	80	12
BM	0	100	15



1

	m (slope)	b
Stabilization Line	-1.33	100
Reversion Line	-2.0	100



Stabilization 2016-17 (dash Line)			
	PIR (#)	% of PI Score	Score out of 15
Min	40	46.7	7
BL	15	80	12
BM	0	100	15

Reversion 2017-18 (Solid Line)			
	PIR (#)	% of PI Score	Score out of 15
Min	40	20	3
BL	10	80	12
BM	0	100	15



Attachment A to Appendix B – Performance Measures

Table1: Performance Measure and Component Descriptions

KPI	Performance Indicator	Performance Indicator Description and Business Objective	Performance Indicator Components	Performance Range	
				Min	BM
Asset Integrity	AI-1: Environmental Regulatory Compliance Nonconformity Reduction Index	Measures compliance with applicable regulations. The objective is to encourage the Contractor behaviors that will result in full compliance with associated regulations.	AI-1.1: Number of TA-identified environmental NCs.	5	0
			AI-1.2: Number of environmental NC recurrences identified by either the Contractor or Technical Authority.	1	0
			AI-1.3: Number of environmental outstanding NCs identified by either the Contractor or Technical Authority	1	0
	AI-2: OHS Program Nonconformity Reduction Index	Measures success in OHS compliance. The objective is to encourage the Contractor behaviors that will result in full compliance with associated regulations.	AI-2.1: Number of TA identified OHS nonconformities.	5	0
			AI-2.2: Number of OHS NC recurrences identified by either the Contractor or Technical Authority.	1	0
			AI-2.3: Number of outstanding OHS NC identified by either the Contractor or Technical Authority	1	0
	AI-3: General Nonconformity Reduction Index	Measures success in reducing quality nonconformities. The objective is to encourage the Contractor behaviors to comply with accepted service delivery processes.	AI-3.1: Number of General nonconformities identified by the Technical Authority.	10	0
			AI-3.2: Number of General NC recurrences identified by either the Technical Authority or Contractor.	2	0
			AI-3.3: Number of outstanding General NCs identified by either the Contractor or Technical Authority.	2	0
	AI-4: Maintenance Completion Index	Measures success in completing legislated and life-cycle maintenance. The objective is to encourage the Contractor behaviors that will result in full compliance with associated legislation and to successfully complete lifecycle maintenance.	AI-4.1: Number of legislated maintenance activities that were not completed by the legislated timeframe.	8	0
			AI-4.2: Number of scheduled life-cycle maintenance activities that were not completed within 45 days of their targeted start date.	25	7



KPI	Performance Indicator	Performance Indicator Description and Business Objective	Performance Indicator Components	Performance Range	
				Min	BM
	AI-5: POP Progress Index	Measures success in delivering a baseline POP. The objective is to encourage the Contractor to ensure that project requirements are fully met, and to provide assurances that POP implementation is proceeding as planned.	AI-5.1: Ratio of number of projects with fulfilled requirements as indicated in Project Quality Checklists, to the total completed projects in the accepted POP.	80	100
			AI-5.2: Ratio of the actual amount invoiced to the end of P3, P6 and P8 to the total funding in the applicable POP. To achieve the score allocated to P3, P6 and P8 the Contractor must spend, by the end of each of these periods, at least the percentage targets established for that year.	At least 50%	
				At least 70%	
				At least 85%	
Satisfaction	S-1: Service Call Responsiveness Index	Measures success in responding to Occupier-initiated service calls in a timely, professional and effective manner. The objective is to encourage the Contractor behaviour that meet Service Call requirements and foster Occupier satisfaction.	Response effectiveness expressed as the percentage of service calls addressed within the allowable Maximum Response Time (MRT).	80%	95%
	S-2: Incident Management Index	Measures the failure to prevent or respond to incidents (critical and non-critical) based on documenting and reporting incidents once they have occurred, including the Contractor's responsibility in preventing or foreseeing the event. The objective is to encourage the Contractor to foresee, prevent and respond effectively to incidents.	The Incident Management Index is the sum of the Critical Incident and Non-Critical Incident scores.	20	14
	S-3: Relationship Index	Measures effectiveness of the relationships between the TA and the Contractor and among the Contractor and others based on a 360° assessment using a standardized methodology and an acceptable sample size. The objective of this PM is to encourage the Contractor to develop and maintain effective relationships with stakeholders.	Results from a survey of a statistically valid random sample conducted by a neutral party	85	95



KPI	Performance Indicator	Performance Indicator Description and Business Objective	Performance Indicator Components	Performance Range	
				Min	BM
Financial	F-1: Cost Control Index	Measures success in controlling costs to levels in final approved Task Authorizations for Additional Work and Optional Services. The objective is to encourage the Contractor behaviours that will minimize project change orders.	F- 1.1: POP cost control for Category I projects expressed as a ratio of 'A' to 'B' where: <ul style="list-style-type: none"> 'A' equals the number of projects whose variance between total actual cost of the project and final Task Authorization is equal to or less than 10%; and 'B' equals the total number of completed Category I projects 	80	95
			F- 1.2: Stabilization of O&M costs: variance between current Fiscal Year accepted Annual Building Plan (as of the same date each year) and the previous year ABP (at the same date) compared to a performance range that considers the Annual Inflation Adjustment (AIA).	CPI plus 2%	CPI plus 0.5%
	F-2: Forecast Accuracy Index	Measures: <ul style="list-style-type: none"> accuracy of forecast expenditures from different periods to year-end: and number of unplanned carry-over projects. The objective is to encourage the Contractor to forecast accurately for both projects and O&M and Utilities spending, to plan projects effectively and to minimize unplanned carry-over projects.	F-2.1: POP forecast accuracy, variance between POP year-end actuals and forecast expenditures including carry-over projects, at P3, P6 and P8 to year-end where $Variance = (Actuals \text{ minus Forecast})/Forecast$.	+1.5 & -4%	+/- 1%
			F-2.2: O&M and Utilities forecast accuracy: variance between O&M and Utilities year-end actuals and forecast expenditures at P3, P6 and P8 (excluding utilities) to year-end where $Variance = (Actuals \text{ minus Forecast})/Forecast$.	+1.5 & -4%	+/- 1%
			F-2.3: Unplanned carry-over projects: Ratio of total number of unplanned carry-over projects, to the total number of projects (excluding carry-over projects) in the accepted POP.	+15%	5%
	F-3: POP Project Management Cost Efficiency Index	Measures success in efficiently managing project management costs. The objective is to encourage the Contractor to effectively control project management labour costs.	POP project management cost efficiency as determined by an acceptable method of calculation.	35%	15%



Table 2: Performance Indicator and Component Data Sources

Performance Indicator	Performance Indicator Component	Data and Source
AI-1: Environmental Regulatory Compliance Nonconformity Reduction Index	AI-1.1	<ul style="list-style-type: none"> ▪ Number of NCs ▪ Quality Management Tool
	AI-1.2	
	AI-1.3	
AI-2: OHS Program Nonconformity Reduction Index	AI-2.1	<ul style="list-style-type: none"> ▪ Number of NCs ▪ Quality Management Tool
	AI-2.2	
	AI-2.3	
AI-3: General Nonconformity Reduction Index	AI-3.1	<ul style="list-style-type: none"> ▪ Number of NCs ▪ Quality Management Tool
	AI-3.2	
	AI-3.3	
AI-4: Maintenance Completion Index	AI-4.1	Available Data Source Manager – PM Work Order Export Report
	AI-4.2	
AI-5: POP Progress Index	AI-5.1	Available Data Source
	AI-5.2 (P3, P6 & P8)	Available Data Source – Goose Bay POP Progress Index
S-1: Service Call Responsiveness Index		Available Data Source
S-2: Incident Management Index		Quality Management Tool (Incident Tracker), Closed Incidents and Technical Authority Evaluation
S-3: Relationship Index		Annual Survey
F-1: Cost Control Index	F-1.1	Available Data Source – Goose Bay POP Cost Control Report
	F-1.2	Available Data Source
F-2: Forecast Accuracy Index	F-2.1	Available Data Source – Goose Bay Cost Efficiency Report



Performance Indicator	Performance Indicator Component	Data and Source
	F-2.2	Available Data Source – Goose Bay Cost Efficiency Report
	F-2.3	Available Data Source – Goose Bay Cost Efficiency Report
F-4: POP Project Management Cost Efficiency Index		Available Data Source



Appendix E – Real Property Service Levels

General

The following tables set out the estimated level of work for specific cyclical tasks or deliverables associated with Annex A-4 of the SOW in terms of their quantity and frequency. The levels indicated are for the purpose of establishing an initial scope of work and to provide a baseline against which the performance of specific tasks is to be tracked.

The Appendix includes the following tables:

Table 4.1: Provide Real Property Services - Service Levels

Table 4.2: Construction Engineering and Maintenance Management Service - Service Levels

Table 4.3: Provide Facilities Maintenance Services - Service Levels

Table 4.4: Perform Additional Work and Provide Optional Services - Service Levels

Refer to Attachment 1: Interim Real Property Services Standard for standards applicable to services set out in section 4.3 of Annex A-4 of the SOW.

Refer to Appendix C, the Real Property Deliverable Requirements List (RPDRL) for additional or complementary requirements associated with deliverables, such as:

- a) Plans, reports, dashboards, inventories, logs, registries and checklists;
- b) Warranty information, certifications, test results and copies of orders; and
- c) Business case templates and business cases.



Table 4.1: Provide Real Property Services - Service Levels

SOW Ref.	Service	Service Level
4.1.8.13	Obtain Acceptance of the Real Property Service Delivery Regime	Conduct Preliminary and Final Acceptance Reviews Provide confirmation that the SDR is fully implemented for the services as set out in Annex A-4 of the SOW.
4.1.9	Propose and Implement Innovation Opportunities for Gain Sharing	As determined

Table 4.2: Provide Construction Engineering and Maintenance Management Services - Service Levels

SOW Ref.	Service	Service Level
4.2.4.2.3	Schedule and chair weekly meetings, or as approved by the Technical Authority, with the Technical Authority and appropriate Contractor resources responsible for Engineering issues; produce and distribute minutes within two business days following meetings	50 meetings per year
4.2.13.1.3	Capture, manage and report information that relates to the management and maintenance of the facilities and infrastructure; provide data and format it as requested by the Technical Authority, for example; reports by building; reports by system; by day; by month; by year; etc.	10 reports per month
4.2.13.2	Keep and maintain drawings of piping and electrical system schematic layouts, notices, and data in known and accessible locations; update single line schematic drawings to show the current status of pipes, circuits, and equipment	Every system, approximately 20 times annually; refer to Fixed Asset Registry and Building Facilities Catalog (Appendices G & H)
4.2.13.2.3	Update Facilities Catalogue	300 updates per year
4.2.14.1	Prepare and execute Work Orders to action requests	5,850 requests initiated by non-Contractor Personnel per year
4.2.15.1.1	Prepare Class A Cost Estimates	13 cost estimates per year for projects less than \$25,000. 26 cost estimates per year for projects greater than \$25,000
4.2.15.1.1	Prepare Class B Cost Estimates	20 cost estimates per year for projects less than \$25,000. 25 cost estimates per year for projects greater than \$25,000
4.2.15.1.1	Prepare Class C Cost Estimates	As required



SOW Ref.	Service	Service Level
4.2.15.1.1	Prepare Class D Cost Estimates	15 cost estimates per year for projects less than \$25,000. 15 cost estimates per year for projects greater than \$25,000
4.2.15.1.2	Define Scopes of Work	3 scopes of work per year
4.2.15.1.3.2	Execute Engineering investigations	18 investigations per year
4.2.15.2.1	Provide Engineering input	96 requests per year
4.2.15.2.2	Provide technical support to DCC	6 projects per year
4.2.16.1	Reproduce drawings	355 sheets reproduced per year
4.2.16.2	Prepare and submit site approvals	1 site approval requests per year
4.2.16.2	Prepare special drawings	233 drawings per year
4.2.16.2.1	Conduct property surveys	4 surveys per year
4.2.16.2.2	Issue Digging permits	73 digging permits per year
4.2.16.4	Provide new or updated AutoCAD drawings for new or existing work as set out in the SOW	10 drawings per month
4.2.16.6	Maintain the MRPDP	1 MRPDP per year
4.2.17.1.3	Provide a draft Preventative Maintenance schedule in electronic format within two (2) months of award, and provide a final schedule within three (3) months of award for approval by the Technical Authority. Provide an annual update.	One draft and one final document, and annual updates
4.2.17.1.5	Ensure that labeling of systems are maintained following alterations to the equipment or associated components	Every system: refer to Fixed Asset Registry and Building Facilities Catalog (Appendices G & H)
4.2.17.1.7	Update existing O&M manuals as required to keep facility documentation current with changes occurring during the life of the Contract	Every system and equipment
4.2.17.3	Implement Maintenance Stabilization Program; and Update Preventative Maintenance Plan	Once and Annually
4.2.19.1	Manage contracts	20 contracts per year



Table 4.3 Provide Facilities Maintenance Services - Service Levels

SOW Ref.	Service	Service Level	Service Standard Reference
4.3.3.1	Operate Building Systems and Equipment		Not Applicable
4.3.3.9	Operate and Maintain Sanitary Collection Systems		
	Operate and perform PM on sewage lift system, sewer collection system and treatment system	10 lift stations with 20 pumps, 20,500 metres of pipe, 6 grease traps, 6,500 metres of forced main, 14,000 metres of gravity mains and five septic tanks	
	Clean and flush Sanitary Collection Systems	Bi-annual; 30,000 litres of sludge	
	Monitor effluent and storm characteristics conforming to 1 Cdn Air Div Effluent Monitoring Program	Monthly	
	Perform CM for system failures affecting Critical Areas or Non-Critical Areas but with the potential for further damage	3 CMs requiring up to 48 direct labour hours and 1 CM requiring more than 48 direct labour hours per year, but less than 144 hrs	
	Perform CM for Non-Critical service calls	8 CMs per year	
	Disconnect and properly secure utilities and distribution systems servicing abandoned facilities at the direction of the Technical Authority	1 abandoned facility per year	
	Log and record data	10 daily logs	
4.3.3.10	Provide Operations of Potable Water Systems		
	Operate water treatment plant	1,400,000 cubic meters of water per year	
	Perform leak surveys on the distribution system	1 survey per year	
	Perform flushing and disinfection of water mains	1 flush of mains per year 2 disinfections of mains per year	Not Applicable



SOW Ref.	Service	Service Level	Service Standard Reference
	Test water quality	Daily	
	Collect and analyze water samples for bacteriological analysis	6 samples weekly.	
	Collect and analyze water samples for chemical and physical parameters	3 samples quarterly	
	Perform CM following system failures	20 repairs requiring up to 48 direct labour hours and 2 repairs requiring more than 48 direct labour hours per year	
	Provide a 2 hour response time for a system failure affecting critical areas	2 failures per year	
	Provide an 8 hour response time for a non-critical system failures. Commence repair work for non-critical areas system failures within 8 hours.	2 failures per year	
	Disconnect and secure systems from abandoned facilities	1 abandoned facility per year	
	Provide a Plant PM Plan	1 Plant PM plan per year	
	Submit report	Monthly	
	Provide a water contingency plan	Annually on 01 March	
	Provide and maintain a utilities reference library	20 instructions and documents. Average of 1 update per month	
	Maintain water plant log	1 daily log	
4.3.4	Provide Common Services		
4.3.4.7	Electrical and Airfield Distribution Systems		Not Applicable
	Operate the electrical distribution system and the airfield electrical system	24 hours per day, 7 days per week	
	Acknowledge Electrical and Airfield Distribution Systems trouble calls	8 trouble calls per year	
	Perform CM for a system failure affecting Critical Areas	13 activities per year	
	Perform CM (repair / renovate / alter) on systems not already addressed in 4.3.3.7	186 activities per year	
	Disconnect and properly secure utilities and distribution systems servicing abandoned facilities	1 abandoned facility per year	
	Maintain historical data on Major Equipment	200 pieces of major equipment	



SOW Ref.	Service	Service Level	Service Standard Reference
4.3.6.3	Building Envelope		S2
	Clean Eavestrough and Roof Outlet	Annually in the fall before first frost, before first snow and	S2.1
	Valve off and drain Exterior Faucets/ Bib outlets	Annually in the fall before.	
	Inspect Windows/Doors/Skylights and exterior wall /roof penetrations	Annually by 30 June	
	Inspect Roof finishes		
	Inspect Siding, cladding, soffits and eaves		
	Electrically-operated Overhead Doors and Shutters	Annually	S2.2
	Electrically-operated Garage Doors	Annually	S2.3
	Revolving Doors (Manually Operated)	Annually	S2.4
	Revolving Doors (Automatic)	Semi-annually	S2.5
	Electric/Hydraulic Sliding Doors, Gates and Arms	Semi-annually	S2.6
	Fire Doors - Sliding and Vertical Rolling	Quarterly	S2.7
	Hangar Doors	Quarterly	S2.8
	Electrical Systems	Annually and as indicated in the Service Standard	S3
	Distribution panels (Secondary)	Annually	
	Transformers (Dry)	Annually	
	Transformers (Oil)	Annually	
	Interior and Exterior Lighting Systems	Annually	
	Lighting Protection	Annually	
	Grounding Protection	Annually	
	Automatic Transfer Switches	Every 3 years	
	Motor Control Centers (MCC)	Annually	
	Starters	Annually	
Elevators and Lifting Systems		S4	
Hoists/Winches (Electric or Pneumatic)	Annually	S4.1	
Bridge Cranes – (Electric or Manual)	Annually	S4.2	
4.3.6.3	Hydraulic Lifts – (Automotive or Loading Dock)	Annually	S4.3
	Elevators – Hydraulic	Annually, Quarterly & Monthly	S4.4



SOW Ref.	Service	Service Level	Service Standard Reference
	Fire Detection and Suppression Systems	Annually and as indicated in the Service Standard	S5
	Generators	Monthly and in conformance with CSA282-15 and the Service Standard; complete the Quinquennial (every 5 years) Inspection as listed in Table 6 of CSA 282-15 during the first year of the Contract	S6
4.3.6.3	HVACR Systems	Semi-annually ad as indicated in the Service Standard	S7
	Air Compressor	Semi-annually	S7.1
	Air Dryer	Semi-annually	S7.2
	Air Handling Unit	Semi-annually	S7.3
	Backflow Preventers	Annually	S7.4
	Unit Heaters, Electric	Semi-annually	S7.5
	Expansion Tanks	Semi-annually	S7.6
	Fans, Propeller, 24" Diameter or Larger	Semi-annually	S7.7
	Plate Heat Exchangers	Annually	S7.8
4.3.6.3	Humidification Systems	Semi-annually	S7.9
	Kitchen Exhaust Hoods, Duct Systems	Semi-annually	S7.10
	Forced Air Heaters – Oil Fired	Annually, Semi-annually, Quarterly and As Req'	S7.10
	Unit Heaters – Ceiling Hung Oil Fired	Annually and Quarterly	S7.12
	Boilers, Internal Inspection and Hydrostatic Test	Annually, Monthly and As Required	S7.13
	Boilers, External Inspection	Annually	S7.14
	Boilers, Preventative Maintenance	Annually, Semi-annually, Quarterly, Monthly and Daily	S7.15



SOW Ref.	Service	Service Level	Service Standard Reference
	Variable Frequency Drives	Annually, Semi-annually and Quarterly	S7.16
	Life Safety Systems	Every 10 years, 5 years, Annually, and in accordance with CAN/CSA Z271 and as indicated in the Service Standard	S8
	Inspect systems and report on compliance with CAN/CSA Z271	Within 4 months of contract start date	S8.1
	Plumbing Systems	Annually, Semi-annually, Quarterly and as indicated in the Service Standard	S9
	Hot Water Heaters	Quarterly	S9.1
	Plumbing Pumps	Semi-annually	S9.2
4.3.6.3	Plumbing Pumps (Submersible)	Semi-annually	S9.3
	Back-Flow Preventers	Annually	S9.4
	Eye Wash Station/Emergency Showers	Quarterly and Weekly	S9.5
	Septic Tanks	Annually ad As Required	S9.6
	Sewage Ejector Pumps (Sump)	Annually	S9.7
	Water Tanks	Annually and As Required	S9.8
	Pressurized Water Tanks	Annually	S9.9
	Water Softeners	Semi-annually	S9.10
	Water Treatment Systems (Heating System)	Monthly	S9.11
	UV water Purification Systems	Annually, After 6000 Hours of Use and As Required	S9.12
	Kitchen Systems	Annually, Semi-annually, Quarterly and as indicated in the Service Standard	S10
	Refrigerated Displays	Annually	S10.1
	Coffee Urns	Quarterly	S10.2



SOW Ref.	Service	Service Level	Service Standard Reference
	Deep Fryers	Quarterly	S10.3
	Char Broilers	Quarterly	S10.4
	Upright Fridges	Annually	S10.5
	Convection Ovens	Monthly	S10.6
	Steam Tables	Semi-annually	S10.7
4.3.6.3	Walk-in Freezers/Refrigerators	Semi-annually	S10.8
	Steam Kettles (Tilting)	Quarterly	S10.9
	Tilting Skillets/Braising Pans	Quarterly	S10.10
	Steamers (Boilerless)	Quarterly	S10.11
	Ranges / Food Warmers / Griddles	Quarterly	S10.12
	Refrigerated Table / Cold Food Preparation Station	Annually	S10.13
	Dishwashers	Quarterly	S10.14
	Ice Machines	Quarterly	S10.15
4.3.6.5	<p>Pressure vessels and associated pipework Unless otherwise instructed by the Technical Authority, arrange and facilitate the testing and inspection of pressure vessels and associated pipework that form part of Pneumatic Systems, Heating, Ventilation and Air Conditioning systems, at the legislated intervals, by the appropriate safety authority for the Newfoundland and Labrador, including inspection and testing of:</p> <ul style="list-style-type: none"> • Expansion Tanks • De-aerators • High Pressure Boilers • Hydro-pneumatic tanks • Low Pressure Boiler • Pressure Vessels <p>Pressure Vessels fitted with Rapid Opening Closure (ROC)</p>	As required by applicable legislation and in accordance with Service Standard	S1
4.3.6.9	PTA Preventive Maintenance		
4.3.6.9.1	Maintain and repair the PTA infrastructure	Twice a year (spring and fall)	Nota Applicable
4.3.6.9.4	Maintain Range boundary identification and warning signs	5% of signs to be maintained Annually.	
4.3.6.10	Corrective Maintenance (CM)		
4.3.6.10.1	Perform CM (Repair/ Renovate / Alter) on mechanical systems	550 activities per year	4.3.6.7
4.3.6.10.2	Perform miscellaneous work	20 activities per year	



SOW Ref.	Service	Service Level	Service Standard Reference
4.3.6.10.4	Change codes on door locks	Semi-annually; 155 door codes.	Not Applicable
4.3.7	Water Sampling and Testing Ensure water analysis and testing Laboratories employed are accredited by the Standards Council of Canada and comply with ISO/IEC 17025. Send test results to the Technical Authority within 5 days of samples being taken.	Annually, Semi-annually, Quarterly and as indicated in the Service Standard	S11
4.3.7.32	Inspect Above-Ground Storage Tanks in accordance with the Monthly Above-Ground Storage Tanks Checklist and issue inspection results to the Technical Authority representative monthly; Retain completed checklists for 5 years	Monthly	S11.2 Refer to Checklist
4.3.7.33	Raw Water Testing from Distribution Points	See Service Standard	S11.3
4.3.7.34	Well Raw Water Testing	See Service Standard	S11.4
4.3.7.35	Raw Water Testing - Septic System Indicator Parameters	See Service Standard	S11.5
4.3.7.36	Raw Water Testing for Metals and General Chemistry	See Service Standard	S11.6
4.3.7.37	Provision of Truck Delivery Potable Water Test Results. Provide documentation indicating delivery truck tanks have been tested and do not contain contamination	Every Delivery	S11.7
4.3.7.38	Testing of Groundwater from Ground Water Monitoring Wells	July, September, December and March as indicated in the Service Standard.	S11.8
4.3.7.39	Assess each Contractor activity and project using the DND Environmental Effects Determination (EED) process	20 reports per year	Not Applicable
4.3.7.40	Conduct annual Environmental Compliance Evaluation (ECE) Self Audit. ECE to be conducted IAW Canadian Standards Association Z773 Environmental Compliance Auditing	1 evaluation per year	
4.3.7.41	Perform Wing Environmental Compliance Audit (WECA) using a third party firm. WECA to be conducted IAW W Env O direction	2 audits per year	
4.3.8.1.12	Implement the Hazardous Material Management Plan	As required	
4.3.8.1.13	Implement a Hazardous Materials / Waste spill plan	As required	
4.3.8.1.14	Pick up and transport Hazardous Material from DND storage sites or generation points to Contractor storage or disposal sites Pick up and transport Hazardous Material / waste as directed by the DND / Federal / Provincial Regulations	15 requests per month	
4.3.8.2	Provide Hazardous Waste /Material Collection Services		
4.3.8.2.1	Collect and clean up Hazardous Material generated from minor spills Collection to commence within 30 minutes of notification	18 spills per year	



SOW Ref.	Service	Service Level	Service Standard Reference
4.3.8.2.2	Validate the content, concentration and type of Hazardous Material received / discovered. Ensure upon receipt / discovery of Hazardous Material that contents and origin of waste are recorded. Perform tests to identify unknown products / chemicals to determine their nature and disposal procedures for goods held by DND/CF. Identify unknown Hazardous Materials / waste through an accredited laboratory according to ISO 17025 and CAEL	86 samples sent for identification of content per year	
4.3.8.3	Provide Hazardous Material / Waste Storage Services		Not Applicable
4.3.8.3.1	Establish and maintain proper storage / inventory practices at the Hazardous Materials Storage Facility and ensure proper use and Management of containers Inspect the Hazardous Materials Storage Facility and loaded containers for leaks or corrosion as required	As required	
4.3.8.3.3	Provide appropriate and properly labeled containers for generating and accumulation sites	As required	
4.3.8.3.4	Receive, check, inspect, certify, and control incoming Hazardous Material / waste received for storage, and coordinate local delivery	As required	
4.3.8.3.5	Identify Hazardous Materials storage sites. Update the Hazardous Material Management Plan	As required	
4.3.8.4	Provide Hazardous Material Disposal Services		
4.3.8.4.1	Dispose of Hazardous Material including NAIRS. Disposal of Hazardous Material must occur as required, but a minimum of once a year and IAW Federal / Provincial Regulations	Bulk - 437 drum equivalents per year Non-bulk - 418 drum equivalents per year	
4.3.8.5	Provide Radiation Safety Services and Management		
4.3.8.5.1	Conduct Inspections IAW Radiation Annual Plan	12 inspections per year for 1 day each	
4.3.8.5.2	Provide Awareness training. Conduct Wing wide awareness training for DND / CAF employees	2 awareness messages per year	
4.3.8.5.3	Host / Coordinate Annual Inspections by DGNS and Health Canada	2 activities per year	
4.3.8.5.4	Provide equipment maintenance	14 equipment maintenance activities per year	
4.3.8.5.5	Provide and implement emergency response and leak and swipe testing	3 responses per year	Not Applicable
4.3.8.5.6	Attend Wing General Safety meetings. Prepare and present briefing on current Radiation Safety Issues	2 meetings per year	



SOW Ref.	Service	Service Level	Service Standard Reference
4.3.8.5.7	Manage Wing Dosimetry Program	As required	
4.3.8.6	Additional Hazardous Waste/Material Services		
4.3.8.6.1	Clean-up and dispose of Hazardous Material / waste generated from major spills	1 activity per year	
4.3.8.6.2	Decommission Buildings	1 decommissioning per year	
4.3.8.6.3	Clean-up and dispose of Hazardous Materials / waste including lead paint, mould, and asbestos	10 activities per year	
4.3.8.6.4	Attend conference or event as required to maintain contacts and professional proficiency, as authorized by the Technical Authority	1 conference or event per year	
4.3.8.6.5	Provide analysis report with recommendations regarding biological and other physical methods for controlling biting flies, and undertake actions in accordance with TA's	Annual Report	
4.3.8.7	Prepare Records and Deliverables		
4.3.8.7.4	Prepare and submit other reports as required by regulations. Report include, PCB, Halocarbon Releases, and E-Waste	4 per year	
4.3.8.7.6	Report fuel jettisoning, POL spill, Halocarbon release, glycol release or other	50 reports per year	
4.3.8.7.10	Submit WECA and Action Plans	2 reports per year	
4.3.8.7.11	Maintain, prepare and archive NAIRS Records	As required	
4.3.8.7.12	Maintain a reference library	1 reference library	



Attachment 1 to Appendix E: Interim Real Property Services Standard

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Document Change Control Sheet

Revision Number	Date of Issue	Author	Description of Change
Interim Real Property Services Standard (No Revision Number)	28 Jun 2019	RP Ops (N)	



1 Introduction

1.1 Purpose and Scope

1.1.1 The purpose of the Real Property Service Standard is to establish minimum compliance requirements for the provision of contracted services specified in associated Statements of Work that call up the standard.

1.1.2 In case of conflict among the requirements and external (non-DND) standards indicated in the tables that follow, seek guidance from the Technical Authority.

1.1.31 The scope of the Service Standard is intended to cover general contracted real property service requirements. It may either not cover some requirements associated with specific contracts, or may include services standards that are not applicable if a certain type of equipment does not exist at a given site or building or the specific service is not required.

1.2 Acronyms

CLC	Canada Labour Code
CSA	Canadian Standards Association
HMMP	Hazardous Material Management Plan
HVACR	Heating, Ventilation and Air Conditioning and Refrigeration
IAW	In accordance with
m and m ²	metre and square metre
NAIRS	Nuclear Activity and Ionizing Radiation Source
POL	Petroleum, Oil & Lubricants
TA	Technical Authority

1.3 References to Uniformat II

Where applicable, references are provided to the ASTM UNIFORMAT II classification framework as indicated in Table 1: ASTM UNIFORMAT II Classification for Building Elements (E1557-97). These references are not exhaustive and are provided for internal DND use and for managing linkages to Building Performance Monitoring and Building Condition Assessment services.



Table 1: Facilities Maintenance Service Standard

Reference Number	Service	Frequency	Uniformat II Refs
S1	Pressure vessels and associated pipework	As required by applicable legislation	D3010 D3020 D3040 D3060
S2	Building Envelope		
S2.1	Clean Eaves Trough and Roof Outlet	Annually in the fall before snow	B2010 B2020 B3010 C3010 D2040
	Valve off and drain Exterior Faucets/ Bib outlets	Annually in the fall before first frost.	
	Inspect Windows/Doors/Skylights and exterior wall /roof penetrations	Annually by 30 June	
	Inspect of Roof finishes		
	Inspect Siding, cladding, soffits and eaves		
S2.2	Electrical-operated Overhead Doors and Shutters		
	Check for proper operation, binding or misalignment; adjust as necessary	Annually	D2030
	Check and lubricate door guides, rollers, pulleys and hinges		
	Inspect and lubricate motor gear box, drive chain (or belt), and motor; adjust as necessary		
	Check operation of limit switch, reversing mechanism and safety sensor; adjust as necessary		
	Check electrical operator wiring, connections and contacts; adjust as necessary		
	Clean area around equipment		
	Fill out Maintenance checklist and report deficiencies		
S2.3	Electrical-operated Garage Doors		
	Check for proper operation, binding or misalignment; adjust as necessary	Annually	B2030
	Check and lubricate door guides, rollers, pulleys and hinges		
	Inspect and lubricate motor gear box, drive chain (or belt), and motor; adjust as necessary		
	Check operation of limit switch, reversing mechanism and safety sensor; adjust as necessary		
	Check electrical operator wiring, connections and contacts; adjust as necessary		
	Clean area around equipment		
	Fill out Maintenance checklist and report deficiencies		
S2.4	Revolving Doors (Manually Operated)		
	Check speed control box oil level - add oil if needed and adjust	Annually	B2030
	Check break shoes and replace if necessary		
	Check RPM's on revolver (10-12 RPM optimum)		



Reference Number	Service	Frequency	Uniformat II Refs
	Grease pivot bearings and inspect for unusual wear		
	Inspect top and bottom hangers		
	Remove door wings from hangers and grease hanger bearings		
	Grease exposed fittings		
	Check door locks to see that they are functioning properly		
	Lubricate lock cylinders with liquid graphite		
	Inspect weather strips for over wear-excessive air infiltration		
S2.5	Revolving Doors (Automatic)		
	Check alignment of door and mechanism. Inspect mountings, hinges, mats, and trim, weather stripping, etc.; replace, tighten, and adjust as required	Semi-annually	
	Operate with power, observing operation of actuating and safety mats, door speed, and checking functions		
	Check Manual operation		
	Inspect power unit, lubricate and tighten lines as required		
	Check operation of control board relays, clean, replace, and adjust contacts as required		
	Inspect door operating unit, tighten lines, and adjust as required		
	Clean and lubricate door pivot points		
	On pneumatic or hydraulically operated door operators, check for correct operating pressures per manufacturer's instructions		
	Clean up and remove debris from work area		
S2.6	Electric/Hydraulic Sliding Doors, Gates and Arms		
	Check alignment of door and mechanism. Inspect mountings, hinges, mats, and trim, weather stripping, etc. Replace, tighten, and adjust as required	Semi-annually	B2030 G2020
	Operate with power, observing operation of actuating and safety mats, door speed, and checking functions		
	Check Manual operation		
	Inspect power unit, lubricate and tighten lines as required		
	Check operation of control board relays, clean, replace, and adjust contacts as required		
	Inspect door operating unit, tighten lines, and adjust as required		
	Clean and lubricate door pivot points		
	On pneumatic or hydraulically operated door operators, check for correct operating pressures per manufacturer's instructions		
	Clean up and remove debris from work area		



Reference Number	Service	Frequency	Uniformat II Refs
S2.7	Fire Doors – Sliding and Vertical Rolling		
	Clean the track	Quarterly	B2030
	Lubricate pulleys, guides, and bearings		
	Inspect the cable or chain for proper threading through the pulley		
	Inspect the cable or chain for damage or wear Replace damaged or stretched cables or chains and adjust them to the proper length		
	Replace fusible links and other heat actuated devices that have been painted; check the operation of heat actuated devices other than fusible links		
	Check the counterweight for proper suspension		
	Operate the door by disconnecting or lifting the counter-weight, or other appropriate means		
	Check for proper fit in the binders and a tight fit of the wedge against the stay roll		
	Check for breaks in the face covering of the door		
	Examine tin-clad and 'kalamein' doors for dry rot		
	For vertical rolling-type doors: a. check the vertical guides for dents, damage, and obstructions; and b. check for paint or other deposits in the space between the slats		
	Inspect other hardware for damage or wear		
	Clean up and remove debris from the work area		
S2.8	Hangar Doors		
	Check with door operating personnel for deficiencies	Quarterly	B2030
	Remove debris from door tracks		
	Operate door		
	Check alignment of hangar door, door guides and lubricate		
	Inspect and lubricate wheel drive chain		
	Adjust brake shoes and check for wear		
	Inspect and lubricate drive wheels, guides, stops and rollers		
	Check gear box oil level. Top up as required or replace with SHC 629 gear oil if there is evidence of corrosion or condensation		
	Test limit switches and adjust as required		
	Check the operation of the safety edge		
	Fill out Maintenance report		
S3	Electrical Systems		
S3.1	Distribution Panels (Secondary)		
	Check indicating lamps for proper operation, if appropriate; replace burned out lamps	Annually	D5010
	Remove and reinstall cover		
	Check for discolorations, hot spots, odors and charred insulation		



Reference Number	Service	Frequency	Uniformat II Refs
	Clean switchboard exterior, ventilation grids and surrounding area		
	Report deficiencies		
S3.2	Transformer (Dry)		
	Examine the exterior of the transformer for damage	Annually	D5010
	Remove the cover or open the doors		
	Check for signs of moisture or overheating		
	Check for voltage creeping over insulated surfaces, such as evidenced by tracking or carbonization		
	Check fans, motors and other auxiliary devices for proper operation; where applicable		
	Check the condition of the ground system		
	Replace the covers or close the doors		
	Clean area around equipment		
S3.3	Transformer (Oil)		
	Examine the exterior of the transformer for damage, cracks, rust or leaks; check around bushings, gaskets and pressure relief device	Annually	
	Check the condition of the ground system		
	Check and record the oil level, pressure and temperature readings		
	Check fans, motors and other auxiliary devices for proper operation; where applicable		
	Draw oil sample from top of transformer and have sample tested for dielectric strength; replace removed oil		
	Clean transformer exterior and the surrounding area		
	Fill out Maintenance checklist and report deficiencies		
S3.4	Interior and Exterior Lighting Systems		
	Undertake a visual inspection of components		
	Test lighting control system operation		
	Test resistance to earth		
	Check voltages		
	Check fault protection		
	Check mechanical fixings		
	Chemically clean reflectors, lenses, diffusers and lamps		
	Adjust mountings and brackets		
	Reset PE cells and time clocks		
	Test emergency and exit lighting systems		
	Check emergency and exit light systems as per National Fire Code requirements		
	Alter focus and aim of light fixtures		
S3.5	Lightning Protection		
	Inspect air terminals for corrosion and rigid attachment to structure	Annually	D5090



Reference Number	Service	Frequency	Uniformat II Refs
	Examine conductors for corrosion, strong mechanical joints which provide good electrical conductivity, and loose or broken fasteners		
	Check for loops, sharp bends (less than 8" radius) and frayed horizontal and vertical conductors		
	Check for damaged guards and down conductors		
	Inspect grounding attachment for permanency and corrosion (if practical)		
	Test resistance to ground for each down conductor.		
	Provide report to the Technical Authority		
S3.6	Grounding Protection		
	Inspect tarmac and surface terminals for corrosion and damage	Annually	D5091
	Examine conductors for corrosion, strong mechanical joints which provide good electrical conductivity, and loose or broken fasteners		
	Check for damaged guards and down conductors		
	Inspect grounding attachment for permanency and corrosion (if practical)		
	Test resistance to ground for each down conductor		
	Provide report to the Technical Authority		
S5092	Automatic Transfer Switch		
	Check with the Technical Authority and affected Occupiers and agree the extent of equipment to be de-energized	Every 3 years	D5092
	Turn automatic transfer switch and generator automatic controls off. Tag control switches		
	Open and tag supply breaker		
	Open doors on automatic transfer switch and check phase-to-phase and phase-to-ground for presence of voltage		
	Clean inside of switch cubicle		
	Tighten connections, checking for signs of overheating wires		
	Disconnect wires attached to each phase of the normal supply, that supplies power to the under voltage relays. Test the under voltage relays. After testing relays, re-connect wires		
	Lubricate mechanism bearings, if required		
	Locate and disconnect operating mechanism control wires and, using a remote source of voltage, operate the mechanism		
	With the mechanism electrically held, use a micro-ohmmeter to check the contact resistance. Make sure the micro-ohmmeter is connected from the normal supply cable connection to the critical load cable connection. Perform the same test on the emergency source		



Reference Number	Service	Frequency	Uniformat II Refs
	Reconnect the operating mechanism control wires		
	Clean indicating lenses and change lamps as needed		
	Restore the transfer switch to normal position		
	Check with affected occupant agencies for generator operations		
	Remove tags and energize normal supply breaker, picking up the critical load		
	Remove tags and place generator controls in the automatic position		
	Open normal power breaker; the generator should start and the transfer switch should transfer the critical load		
	Close the normal power breaker; the transfer switch should transfer the load and the generator should shut down after a cool down period		
	Check with the Technical Authority and the affected Occupiers to see that normal services have been restored to areas		
S3.8	Motor Control Center (MCC)		
	Check starter lights; replace if required	Annually	D5090
	Check for excessive heat, odours, noise or vibration		
	Clean motor control centre exterior and surrounding area		
	Conduct thermographic infra-red survey of MCC components		
	Supply Rep with written report of service and recommendations		
S3.9	Starters		
	Check for excessive heat, odours, noise and vibration	Annually	D5090
	Clean and check general condition of panel		
	Check for carbon build-up on the contacts		
	Check for loose connections		
	Supply Technical Authority representative with written report of service and recommendations		
S4	Elevators and Lifting Systems		D1010 D1090
S4.1	Hoists/Winches (Electric or Pneumatic)		
	Inspect for damaged structural members, alignment, worn pins, column fasteners, stops and capacity markings	Annually	D1093
	Inspect and lubricate power cable tension reel; inspect condition of cable		
	Check pendent control for hoist operation – travel function, up, down, speed stepping, upper and lower travel limit switches		
	Inspect, clean and lubricate trolley assembly		
	Drain and replace reduction gear housing oil		
	Inspect brake mechanism		



Reference Number	Service	Frequency	Uniformat II Refs
	Inspect and clean hook assembly and chain or wipe rope sheaves		
	Inspect clean and lubricate hoist motor		
	Clean work area		
	Provide Maintenance report to the Technical Authority		
S4.2	Bridge Cranes (Electric or Manual)		
	Inspect crane for damaged structural members, alignment, worn pins, column fasteners, stops and capacity marking	Annually	D1093
	Operate hoist and crane and inspect underhung hoist monorail		
	Inspect and lubricate power cable tension reel and inspect condition of cable		
	Check operation of upper and lower travel limits		
	Inspect brake mechanism		
	Inspect, clean and lubricate trolley assembly and reduction gear bearings		
	Drain and replace reduction gear housing oil		
	Inspect and clean hook assembly and chain or wire rope sheaves		
	Inspect clean and lubricate hoist motor		
	Check pendent control for hoist operation – travel function, updown, speed stepping etc.		
	Lubricate rails		
	Inspect control cabinet		
	Weight capacity test hoist equipment at 125% of rated capacity in accordance with OSHA 29 CFR 1910.179		
	Clean work area		
	Provide Maintenance report to the Technical Authority		
S4.3	Hydraulic Lifts (Automotive or Loading Dock)		
	Check for proper operation of pump	Annually	D1010
	Check for leaks on suction and discharge pumping, seals, packing glands etc.; make minor adjustments as required		
	Check pump and motor operation for excessive vibration, noise and overheating		
	Check alignment of pump and motor; adjust as necessary		
	Lubricate pump and motor		
	Inspect hydraulic lift post(s) for wear or leaks		
	Inspect, clean and tighten valves		
	Inspect and clean motor contactors		
	Inspect and test control relays and check wiring terminals		
	Clean pump unit and surrounding area		
	Provide Maintenance report to the Technical Authority		



Reference Number	Service	Frequency	Uniformat II Refs
S4.4	Elevator - Hydraulic		D1010
	Ride car and check for unusual noise or operation	Monthly	
	Car		
	Inspect and clean fixtures and signal in operating panel and car position and direction indicator	Monthly	
	Check operation of emergency lights and bell		
	Check handrails ceiling panels and hang on panels for tightness		
	Check for tripping hazards		
	Inspect and lubricate rails of hoistway		
	Hallway Corridor		
	Inspect hall buttons, signal lamps, lanterns and hall position indicator	Monthly	
	Inspect starter station, key operation and lamps		
	Motor Room		
	Inspect machine room equipment	Monthly	
	Review lockout and log record		
	Inspect tank oil level		
	Inspect and adjust controller contacts; main operating contactors and switches	Quarterly	
	Inspect pump and valve units for leaks		
	Inspect and adjust controller overloads; set timers	Annually	
	Tighten connections and clean controller fuses and holders		
	Inspect and lubricate pump motor bearings		
	Hatch		
	Check hoistway car rails, brackets and fish plates	Annually	
	Inspect and lubricate overhead hatch switches and cams		
	Inspect/clean /lubricate hatch door locks, rollers, tracks, upthrusts, relating cables, racks, sight guards, and closers, motors, gear boxes, limit and zone switches		
	Inspect door gibs and fastening		
	Inspect/clean/lubricate cab top guides, steadying devices, safety switches, inductors, leveling devices, selector tape, switches, hitches and fan motor		
	Check travelling cables for wear		
	Inspect/clean/lubricate door operator roller tracks, upthrusts, related cables, clutch, retiring cam and door gib		
	Inspect door operator clean and lubricate chain and belt tension	Quarterly	
	Inspect door; clean and adjust safety edge, light ray and cables		
	Clean and adjust proximity devices on doors		
	Inspect pit gland packing		



Reference Number	Service	Frequency	Uniformat II Refs
	Inspect/clean/lubricate under car guides, selector tape, travelling cables, switches and platen plate assembly	Annually	
	Clean equipment and surrounding area	Monthly	
	Fill out Maintenance checklist		
S5	Fire Detection and Suppression System		
	Test and Maintain fire protection systems located in aircraft hangars	Conform to NFPA 409 Table 11.11.1.	D4010 D4020
	Verify operation of each component within the sprinkler systems	Annually	D4030 D4090
	Inspect, Test and Maintain Water-Based Fire Suppression systems	Conform to NFPA 25	D5030 D5037
	Inspect, Test and Maintain Foam-Water Based Sprinkler Systems	Conform to NFPA 25	
	Inspect, Test and Maintain Kitchen Suppression Systems	Conform to NFPA 96	
	Inspect, Test and Maintain Carbon Dioxide (CO2) Extinguishing Systems	Conform to NFPA 12	
	Inspect, Test and Maintain Chemical Fire Extinguishing Systems	Conform to NFPA 17	
	Inspect, Test and Maintain Fire Alarm & Voice Communication Systems	Conform to ULC S536	
	Inspect, Test and Maintain Portable Fire Extinguishers	Conform to NFPA 10	
S6	Generator Maintenance and repair		
	Visually inspect diesel lines that are easily accessible; immediately report leaks, damage, etc.	Monthly	D3010 D3060 D5090
	Conduct day tanks testing, inspection, maintenance and repair	Conform to CSA282-15	
	Visually inspect main diesel tank; report on leaks, rust, potential issues and the diesel level in the tank	Monthly	
	Conduct generator set inspections, testing and maintenance in conformance with CSN/CSA 282-15. Carry out testing and maintenance in accordance with the requirements of Table 1, Table 2, Table 3, Table 4, Table 5, and Table 6 within CSN/CSA 282-15. As part of scheduled testing for parallel set installations, each generator may be load-tested individually if synchronization and load sharing is demonstrated. Open or remove inspection covers as necessary to provide access to electrical connections during the test.	Complete the Quinquennial (every 5 year) Inspection as listed in Table 6 of CSA 282-15 during the first year of the Contract	
S7	HVACR Systems		D2020 D3020 D3030 D3040 D3050 D3060 D3070



Reference Number	Service	Frequency	Uniformat II Refs
			D3090 E190
S7.1	Air Compressor		
	Perform normal tour checks and operations; visually inspect the air system, noting obvious leaks or portions of the air distribution network that may be subject to physical damage	Semi-annually	
	Change compressor crankcase oil		
	Clean or replace air intake filter		
	Check air dryer, automatic condensate drains, and air tank for proper operation; clean condenser coils and cover grills		
	Inspect belt alignment and condition; adjust or replace belts as required		
	Check for corrosion and scale on water cooled units		
	Clean heat exchange surfaces		
	Check accuracy of gauges with calibrated test gauge		
	Check intermediate pressure on two stage compressors		
	Test relief valves, replace if leaking or the relief range is incorrect; do not readjust safety relief valves in the field		
	Check operation of compressor unloaders, repair or replace if not loading and unloading properly		
	Check compressor suction and discharge valves for proper operation; replace leaking valves		
	Check cut in and cut out of compressor pressure controller, readjust if necessary for proper air pressure requirements; do not exceed ASME maximum tank pressure		
	Check to ensure belt guard is installed prior to putting air compressor back in service		
	Do not remove pressure vessel hand hole or manhole covers unless the vessel is at atmospheric pressure		
	Check if air compressor is running excessively or frequently cycling on and off (possible leaks); log hour meter readings		
	Perform an air leak check of the compressor and air distribution network in the equipment room using an appropriate ultrasonic scanning device; check hoses, hose connections, hose fittings, quick couplers, filters, regulators and lubricators; correct or schedule repair as a work order; tag location and date of leaks		
S7.2	Air Dryer		
	Clean area around unit	Semi-annually	
	Change air filters		
	Brush or blow off the finned surface of the condenser coil		



Reference Number	Service	Frequency	Uniformat II Refs
	Clean and inspect inner components of the condensate trap		
	Brush or blow off the finned surface of the evaporator coil		
	Check the blower belts and adjust or change as required		
	Lubricate bearings with grease fittings		
S7.3	Air Handler Unit		
	Check fan blades for dust buildup and clean if necessary	Semi-annually	
	Check fan blades and moving parts for cracks and excessive wear		
	Check fan RPM against design specifications		
	Check bearing collar set screws on fan shaft to make sure they are tight		
	Check dampers for dirt accumulations and clean as necessary; check felt, repair or replace as necessary		
	Check damper actuators and linkage for proper operation; adjust linkage on dampers if out of alignment		
	Lubricate mechanical connections of dampers sparingly		
	Clean coils by brushing, blowing, vacuuming, or pressure washing		
	Check coils for leaking, tightness of fittings; on direct expansion units, check for refrigerant leaks on lines, valves, fittings, coils, etc., using a halogen leak detector or similar testing device. Report leak status to the supervisor and Technical Authority if it is not possible to stop or correct leaks		
	Use fin comb to straighten coil fins		
	Flush and clean condensate pans and drains, remove rust prepare metal and paint; consult the Material Safety Data Sheet (MSDS) and ensure that the paint lead level is 0.06% or less; hose down coils and drain pans and wash with an appropriate EPA-approved solution; treat condensate pans with a Provincially-approved biocide		
	Check belts for wear and cracks, adjust tension or alignment, and replace belts when necessary; only replace multi-belt drives with matched sets		
	Check rigid couplings for alignment on direct drives, and for tightness of assembly; check flexible couplings for alignment and wear		
	Before heating season (chilled water coils only): Drain cooling coils; blow down to remove moisture; refill with antifreeze and water solution; drain		
	Check freezestat for proper temperature setting and operation		



Reference Number	Service	Frequency	Uniformat II Refs
	Vacuum interior of unit Lubricate fan shaft bearings while unit is running. Add grease slowly until slight bleeding is noted from the seals; do not over-lubricate; remove old or excess lubricant Clean up work area		
S7.4	Backflow Preventer		
	<p>Secure incoming potable water line(s)</p> <p>On reduced-pressure zone backflow preventers, perform the following tests in accordance with the manufacturer's specifications, using the appropriate test kit:</p> <ul style="list-style-type: none"> a. test check valve number 2 for tightness against reverse flow b. test gate valve number 2 for tightness c. test check valve number 1 for tightness d. test operation of pressure differential relief valve <p>Service the first and second checks. CAUTION: If the check valve is spring loaded, do not remove the spring retainers; consult the manufacturer's instructions for proper servicing:</p> <ul style="list-style-type: none"> a. carefully remove screws, cover, and check b. disengage the disc and spring assembly into individual components in accordance with manufacturer's instructions; remove embedded foreign objects, and inspect for corrosion, worn seals, etc. c. clean or replace the assembly as required d. clean or replace seals as necessary; apply a light coating of manufacturer's specified lubricant prior to installation of seals e. re-assemble the check valve module in reverse order f. repeat for second check <p>Service the relief valve. CAUTION: Springs may be loaded. Strictly comply with manufacturer's instructions</p> <ul style="list-style-type: none"> a. remove bolts, cover, diaphragm, and relief valve piston assembly per manufacturer's instructions b. clean or replace wiper seal, piston O-ring, and relief valve disc as required; and apply appropriate lubricant to O-ring per manufacturer's specifications prior to reinstallation 	Annually	D2020 E1090 E1093



Reference Number	Service	Frequency	Uniformat II Refs
	<p>c. inspect bottom spring assembly; if defective, replace entire unit; do not attempt to remove the spring</p> <p>Test and calibrate the device, following the manufacturer's procedures</p> <p>Following the manufacturer's procedures, vent both chambers and return the system to normal operation; verify that there is no dripping or periodic spitting, and that the water flows properly and pressure drop is normal</p> <p>For cafeterias and kitchens only, inspect food cookers, post-mix carbonated beverage machines, dishwashers, hose bibs, and service sinks and determine whether a backflow preventer is installed; if missing, ensure a preventer isn't located upstream, then initiate a work order to install one if required</p>		
S7.5	Unit Heater, Electric		
	<p>Clean coils and other components with vacuum</p> <p>Change filter, if necessary</p> <p>Check for loose electrical connections in unit and tighten as necessary</p> <p>Clean and wipe excess dust or dirt and oil</p> <p>Oil motor bearings as necessary</p> <p>Check operation of fan motor for excessive bearing wear</p> <p>Check operation of controls, including PE switches, dampers, damper operators, and thermostats</p>	Semi-annually	
S7.6	Expansion Tank		
	<p>Examine exterior of tank, including fittings, manholes, and handholes for leaks and signs of corrosion, and repair/paint as necessary</p> <p>Inspect structural supports and repair or replace damaged insulation or covering</p> <p>Clean, test, and inspect sight glasses, valves, fittings, drains, and controls</p> <p>Perform hydrostatic test if required</p>	Semi-annually	D2020
S7.7	Fans, Propeller, 24" Diameter or Larger		
	<p>Clean unit, especially fan blades</p> <p>Inspect pulleys, belts, couplings, etc.; adjust tension and tighten mountings as necessary; change excessively worn belts; only replace multiple belts with matched sets</p> <p>Lubricate as required and remove old or excess lubricant</p> <p>Clean motor with vacuum or low pressure dry air (less than 40 psig); check for obstructions in motor cooling and air flow</p> <p>Remove tags, start unit and check for vibration and noise</p> <p>Remove trash and debris</p>	Semi-annually	



Reference Number	Service	Frequency	Uniformat II Refs
S7.8	Plate Heat Exchanger		
	Check exposed bolt threads, upper guide bars, rollers in the moveable end frame and connecting frame; clean and coat with a light grease	Annually	
	Check unpainted carbon steel surfaces, clean and coat with light grease, SAE-30 oil or other rust-inhibiting product		
	Check pressure and temperature gauges, back-flush unit and clean in place annually or whenever pressure/temperature profile exceeds set limits		
	Check unit for leaks, follow manufactures trouble shooting guide to locate defective plates		
	Check overall external appearance and condition of unit		
S7.9	Humidification Systems		
	Operate humidistat through its throttling range to verify activation, or deactivation of humidifier	Semi-annually	
	Clean and flush condensate pans, drains, water pans, etc.; remove corrosion, and repaint as needed; if a corrosion preventive chemical is used, take steps to ensure that it does not become a part of the indoor air by creating large amounts of volatile organic compounds or irritants; check the Material Safety Data Sheet (MSDS) to see what hazardous products are present; if hazardous products are present, rinse well before the system is returned to use; ensure that paint lead level is 0.06% or less		
	Check condition of heating element; clean steam coils		
	Clean steam/water spray nozzles; adjust/replace as needed		
	Chemically clean exterior of coil to remove scale and encrustations		
	Inspect steam trap for proper operation		
	Inspect pneumatic controller for air leaks		
	Inspect water lines for leaks and corrosion; tighten every connection and repair leaks		
S7.10	Kitchen Exhaust Hood, Duct System		
	Check and clean grease from duct interiors at connections to the hood	Semi-annually	D3042
	Check and clean grease from duct interiors at access panels		
	Check access panels for tight seal to prevent air leaks and for grease leaks. Clean, repair, and tighten seals as required		
	Check and clean grease from visible and accessible duct seams or joints		
	Check hood exhaust fans for grease including exterior surfaces, fan housing, blades and protective grills or screens; clean as required		



Reference Number	Service	Frequency	Uniformat II Refs
	Check and clean Building surfaces at the discharge end of the exhaust duct or exhaust fan housing		
	Remove grease from interior surfaces of exhaust system ducts, including horizontal and vertical shafts, fan and fan housing, and fan motor exterior (fan motor interior excluded)		
	Check operation of exhaust blower on roof; lubricate bearings; adjust tension of fan belts and clean fan blades as required		
	Check with the operator to ascertain whether the ventilation rate of the hood is being maintained at the design flow rate; report deficiencies.		
7.11	Forced-Air Heater – Oil Fired		
	Inspect, clean, and adjust electrodes and nozzles on oil burners or controls, valves, and thermo-sensing bulbs on gas burners; lubricate oil burner motor bearings as applicable	Quarterly	
	Inspect fuel system for leaks		
	Change fuel filter element on oil burner where applicable	Annually	
	Check for proper operation of burner primary controls; check and adjust thermostat	Quarterly	
	Replace air filters in air handler	As Required	
	Check blower and motor for vibration and noise; lubricate bearings	Quarterly	
	Check belts for wear and proper tension; tighten if required		
	Check electrical wiring to burner controls and blower		
	Inspect and clean firebox	Semi-annually	
	Conduct a combustion analysis	Annually	
	Clean blower and air plenum		
	Check condition of and clean flue pipe damper and stack		
	Check furnace operation through a full cycle or up to 10 minutes	Quarterly	
	Clean up area	After Service	
S7.12	Unit Heater – Ceiling Hung – Oil Fired		
	Inspect, clean, and adjust electrodes and nozzles on oil burners or controls, valves, and thermo-sensing bulbs on burners; lubricate oil burner motor bearings as applicable	Quarterly	
	Inspect fuel system for leaks		
	Change fuel filter element on oil burner where applicable		
	Check for proper operation of burner primary controls; check and adjust thermostat		
	Check fan and motor for vibration and noise; lubricate bearings		
	Check electrical wiring to burner controls and blower		



Reference Number	Service	Frequency	Uniformat II Refs
	Clean fan and clean and adjust vanes	Annually	
	Check condition of and clean flue pipe damper and stack		
	Check heater operation through a full cycle or up to 10 minutes	Quarterly	
	Clean up area	After Service	
S7.13	Boiler, Internal Inspection and Hydrostatic Test		
	Safety and Safety Relief Valves: a. Check valves for correct pressure setting and adequate discharge pipe supports; b. Manually test the safety or safety relief valve on a steam or hot water heating boiler each month and test the pressure annually	Monthly as Required, and Annually	D3020 D3060
	Insulation and Brickwork: check for defects and deterioration commonly found in the particular type of boiler being inspected	Annually	
	Scale, oil, etc.: a. Examine exposed metal on boiler waterside surfaces for deposits caused by water treatment, scale, oil, or other substances; b. The smallest amount of oil is dangerous: take immediate steps to clean affected surfaces and prevent further contamination; remove excess scale or other deposits using appropriate chemical or mechanical means;		
	Stays and stay bolts: a. Examine stays to ensure they are in even tension and adjust accordingly; examine fastened ends to determine if there are cracks where stays are punched or drilled for rivets or bolts; b. Test firebox stay bolts. Replace broken stay bolts		
	Examine manholes, reinforcing plates and nozzles or other connections flange or screwed into the boiler for evidence of defects both internally and externally; if possible, observe from the inside of the boiler to ensure that connections are properly made to the boiler; examine openings leading to external attachments, such as water column connections, low water fuel cut-off devices, openings in dry pipes and openings to safety valves to ensure they are free from obstruction		
	Fire Surfaces: a. Examine for bulging and blistering:		



Reference Number	Service	Frequency	Uniformat II Refs
	<p>b. Inspect plate or tube surfaces exposed to the fire and check to determine if there is evidence of boiler deformation by bulging and blistering</p>		
	<p>Cracks:</p> <p>a. Examine vulnerable areas such as ligaments between the holes on watertube boiler drums, between tube holes on tube sheet of firetube boilers, at flanges where repeated flexing of the plate occurs during operation and around welded pipe and tube connections;</p> <p>b. Lap joint boilers are subject to cracking where plates lap in the longitudinal seam; if there is evidence of leakage or other distress at this point, thoroughly examine the area to determine if there are cracks in seams; repair of lap joint cracks on longitudinal seams is prohibited</p>		
	<p>Corrosion:</p> <p>a. Inspect for corrosion;</p> <p>b. When active corrosion is found, provide advice to correct as necessary</p>		
	<p>Grooving:</p> <p>a. Inspect for grooving; examine, as construction permits, flange surfaces, particularly the flanges of unstayed heads;</p> <p>b. Provide corrective advice for defects found</p>		
	<p>Firetubes: Examine closely for reduction in thickness near or at tube ends</p>		
	<p>Watertubes:</p> <p>a. Inspect for corrosion, erosion, bulges, cracks, or evidence of defective welds;</p> <p>b. Examine short tubes and nipples used to join drums and headers, there is a tendency for fuel and ash to lodge in these areas and corrosion is likely in the presence of moisture</p>		
	<p>Blowoff Piping:</p> <p>a. Inspect blowoff piping connections and fittings;</p> <p>b. Determine that blowout piping is properly secured and discharges at a safe point</p>		
	<p>Automatic Low Water Fuel Cutoff and Water Feeding Devices: ensure automatic low water fuel cut off and water feeding devices are properly installed; examine the float linkage and connections for wear, ensuring the float chamber is free of sludge or other accumulation</p>		



Reference Number	Service	Frequency	Uniformat II Refs
	<p>Pressure Gages:</p> <ul style="list-style-type: none"> a. Test and calibrate pressure gages as required; b. Note location of steam pressure gage(s) to determine whether it is (they are) exposed to high temperature from an external source or to internal heat due to lack of protection by a proper siphon or trap <p>Hydrostatic Test:</p> <ul style="list-style-type: none"> a. Ensure the test pressure does not exceed 1½ times the maximum allowable working pressure; b. Remove the safety valve or valves or hold down each disk using a testing clamp <p>Records Review: review boiler log, maintenance records and feed-water treatment, to determine what regular tests have been made on boiler and controls</p> <p>Conclusions: advise the supervisor / Technical Authority of defects or deficiencies in the condition, operating and maintenance practices of the boiler and auxiliary equipment</p> <p>Reports and Records:</p> <ul style="list-style-type: none"> a. Complete a Boiler Inspection Report for each boiler inspected; b. Issue a Certification of Inspection, when the boiler has been approved for operation; provide the original and one copy: post the original on or near the equipment and forward the copy to the Technical Authority 		
	<p>Conclusions: the Inspector must witness and note the actual operating and maintenance practices during the tests and make a determination as to their acceptability</p>		
S7.14	Boilers, External Inspection		
	<p>Inspect overall cleanliness and accessibility of boiler and auxiliary equipment; check boiler fittings, valves and piping for compliance with ASME code and jurisdictional requirements</p> <p>Pressure Gauges: Note the pressure reading indicated on pressure gauge and compare it with another gauge on the same system or with a standard test gauge</p> <p>Water Level Gauge Steam Boilers:</p> <ul style="list-style-type: none"> a. Ensure that the blowdown of the water gauge and promptness of the water return in the gauge is normal; 	Annually	D3020 D3060



Reference Number	Service	Frequency	Uniformat II Refs
	<p>b. During the test, blow the water level gauge, water and steam connections separately to ensure both are clear</p> <p>Safety and Safety Relief Valves:</p> <p>a. Test safety valves by allowing the pressure in the boiler to rise to the popping pressure, and subsequently fall, to check the actual popping pressure and blowdown; if this is not practical, test the valve for free operation using the lifting lever, provided the boiler pressure is 75% or more of the set pressure;</p> <p>b. Inspect the valve discharge pipe to ensure it is free and in accordance with ASME Code requirements;</p> <p>c. Take the boiler out of service and replace or repair valves when inspections reveal that they are not operating properly</p> <p>Low Water Fuel Cutoff or Feed Controls: observe the test of these controls after the drain has been opened; close the drain, observe and note the promptness of the return to normal such as the silencing of an alarm or stopping of a feed pump</p> <p>Blowoff Piping Power Boilers: ensure blowdown of the boiler is normal, check for freedom of piping to expand and contract and ensure there is no excessive vibration</p> <p>Piping, Connections and Fittings:</p> <p>a. Inspect piping to ensure there is provision for expansion and adequate support;</p> <p>b. Examine piping and fittings for evidence of leakage and excessive vibration; closely examine them to determine that they are properly rated for the service conditions to which they are subjected</p> <p>Pressure controls (heating steam boilers): verify that each automatically fired steam boiler is protected from over-pressure by not less than two pressure operated controls, one of which may be an operating control</p> <p>Record Review: review the boiler log, maintenance records and feed water treatment to ensure that regular and adequate tests have been made on the boiler and controls</p> <p>Reports and Records:</p> <p>a. Complete a Boiler Inspection Report for each boiler inspected;</p>		



Reference Number	Service	Frequency	Uniformat II Refs
	<p>b. Issue a Certification of Inspection, when the boiler has been approved for operation; provide the original and one copy: post the original on or near the equipment and forward the copy to the Technical Authority</p> <p>Conclusions: the Inspector must witness and note the actual operating and maintenance practices during the tests and make a determination as to their acceptability</p>		
S7.15	Boiler, Preventive Maintenance		
	Check boiler operation through one complete cycle	Daily	B3020
	Inspect fuel, steam and water lines, valves and connections for leaks and damage	Monthly	
	Inspect fuel system for leaks and damage		
	Check main flame failure protection, positive fuel shut-off and main flame detection scanner where equipped		
	Check feedwater system, and feedwater make up control and pump		
	Check burner and blower motors; lubricate as required		
	Check operation and condition of safety pressure relief valve		
	Check indicator lamps and water/steam pressure gauges		
	Check condition of flue pipe damper and exhaust stack		
	Check water column sight glass and water level system; clean or replace sight glass if required		
	Check fuel level with gauge pole		
	Clean area around boiler.		
	Check electrical panels and wiring to burner, blowers and other components.	Quarterly	
	Check blower intake damper; clean if required	Annually	
	Check combustion chamber for air or gas leaks		
	Check combustion controls, combustion blower and damper modulation control		
	Change fuel filter elements and clean strainers		
	Clean fire box		
	Clean flue and stack		
S7.16	Variable Frequency Drive		
	Check and replace R7/R8 enclosure inlet air filter as required	Quarterly	
	Clean area around equipment		
	Fill out maintenance checklist and report deficiencies		
	Check and replace R7/R8 enclosure exhaust air filter as required	Semi-annually	
	Check and clean heat-sink	Annually	



Reference Number	Service	Frequency	Uniformat II Refs
	Check electrical connections and tighten if necessary		
S8	Life Safety Systems		F1010
	Anchors and load-bearing components for life safety systems		
	Inspect systems and report on compliance with CAN/CSA Z271	Within 4 months of contract start date	
	Inspect and test structural components as per CAN/CSA Z271; Inspection/ testing are performed or supervised by a professional engineer	Annual	
	Systems incorporating adhesive or extension fasteners must have 100% of the anchor load tested at intervals not exceeding 5 years, under the supervision of a professional engineer	Every 5 Years	
	Fully inspect and load test system components as per CAN/CSA Z271. Inspection/ testing are performed or supervised by a professional engineer	Every 10 Years	
S9	Plumbing Systems		D2020 D2030 D3010
S9.1	Hot Water Heaters – Preventative Maintenance		
	Check speed control box oil level - add oil if needed and adjust	Quarterly	
	Visually inspect piping and valves, check for leaks		
	Check gas burner and pilot for proper flame; adjust if required		
	Check operation and condition of pressure relief valve		
	Check automatic controls for proper operation (temperature regulators, thermostatic devices, automatic fuel shut off valve etc.)		
	Check draft diverter and clear openings, if clogged		
	Check for proper water temperature setting; adjust as required		
	Check condition of flue pipe, and chimney		
	Flush tank, open drain valve and allow water to flow through tank until water runs clear		
	Clean area around tank		
	Fill out Maintenance checklist and report deficiencies		
S9.2	Plumbing Pump – Preventative Maintenance		
	Inspect electrical motors, cords, plugs and connections	Semi-annually	D2020
	Check pump for proper operation		
	Inspect motor chamber for oil level and contamination		
	Inspect impeller and body for excessive build-up or clogging		
	Inspect bearing		



Reference Number	Service	Frequency	Uniformat II Refs
	Inspect seal for wear or leakage		
	Clean area around equipment		
	Fill out Maintenance checklist and report deficiencies		
S9.3	Plumbing Pump (Submersible)		
	Remove pump from pit	Semi-annually	
	Clean out pump intake		
	Check electrical motor, plug, cord and connection		
	Inspect pump body for corrosion; prime and paint as necessary		
	Check pump and motor operation for excessive vibration, noise and overheating		
	Lubricate pump and motor where applicable		
	Return pump to pit; reset and check float switch for proper operation		
	Clean area around equipment		
	Fill out Maintenance checklist and report deficiencies		
S9.4	Back-flow Preventer – Preventative Maintenance		
	Secure the incoming potable water line(s).	Annually	
	On reduced pressure zone backflow preventers, perform the following tests in accordance with the manufacturer's specifications, using the appropriate test kit: <ul style="list-style-type: none"> a. Test check valve number 2 for tightness against reverse flow; b. Test gate valve number 2 for tightness; c. Test check valve number 1 for tightness; d. Test operation of pressure differential relief valve 		
	Service the first and second checks. CAUTION: If the check valve is spring loaded, do not remove the spring retainers. Consult the manufacturer's instructions for proper servicing. Carefully remove screws, cover, and check; Disengage the disc and spring assembly into individual components in accordance with manufacturer's instructions; remove embedded foreign objects, and inspect for corrosion, worn seals, etc.; clean or replace the assembly as required; Clean or replace seals as necessary ; apply a light coating of manufacturer's specified and FDA approved lubrication prior to installation of seals; Reassemble the check valve module in reverse order; Repeat for second check		



Reference Number	Service	Frequency	Uniformat II Refs
	<p>Service the relief valve. CAUTION: Springs may be loaded. Strictly comply with manufacturer's instructions.</p> <ol style="list-style-type: none"> Remove bolts, cover, diaphragm, and relief valve piston assembly per manufacturer's instructions; Clean or replace wiper seal, piston O-ring, and relief valve disc as required; apply appropriate lubricant to O-ring per manufacturer's specifications prior to reinstallation; Inspect bottom spring assembly; if defective, replace entire unit. Do not attempt to remove the spring 		
	Following the manufacturer's procedures, test and calibrate the device		
	Following the manufacturer's procedures, vent both chambers and return the system to normal operation; verify that there is no dripping or periodic spitting, and that the water flows properly and pressure drop is normal		
	For cafeterias and kitchens only, inspect food cookers, post-mix carbonated beverage machines, dishwashers, hose bibs, and service sinks and determine whether a backflow preventer is installed; if missing, ensure a preventer isn't located upstream, then initiate a work order to install one if required		
S9.5	Eye-Wash Station / Emergency Shower-Preventative Maintenance		
	Activate the unit to flush the line and verify proper operation	Weekly	
	Ensure the area is free of obstructions, that activation mechanisms are accessible to personnel in a distressed condition		
	Operate valve in full open and close position. Loss of ability to close tightly will require inspection of valve seals and discs for wear and contaminate build-up		
	Check systems for cleanliness and clean if necessary		
	Undertake disinfection of station/shower to control risk of bacteria growth	Quarterly	
S9.6	Septic Tank - Maintenance		D2030 G3020
	Remove cover	Annually	
	Agitate contents of septic tank to mix sludge with liquid		
	Run water from inside of Building to ensure that there are no blockages in the waste pipe from the Building to the septic tank		



Reference Number	Service	Frequency	Uniformat II Refs
	When tank is at or above 50% capacity, pump out contents of tank into container truck that meets Provincial regulatory requirements	As Required	
	After contents are removed, inspect to make sure that baffle plates are in place and tank is in good condition		
	Install cover		
	Contents of tank should be disposed of in accordance with Provincial or local health requirements		
S9.7	Sewage Ejector Pump (Sump) - Maintenance		
	Remove cover plates, flush pit, and pump out	Annually	
	Check bail, floats, rods, and switches. Make sure float operates as designed		
	Clean pump and lubricate as required		
	Inspect check valve		
	Inspect interior of pit for cracks		
	Clean motor with vacuum or low pressure air (less than 40 psi)		
	Check for obstructions in motor cooling and air flow		
	Check for corrosion. Clean and treat with rust inhibitor as needed		
	Inspect cover plate gaskets and replace if necessary		
	Remove cover plates; inspect check valves in compressor discharge lines, and suction and discharge lines of sewage pot; check freedom of motion, and wear on clapper or clapper seat		
	Remove sewage pot inspection plate. Inspect and clean float ball or bucket and rod		
	Inspect float assembly linkage, shaft, keys, and keyways; look for wear, binding, etc.		
	Change oil in immersed float switch. Check packing. Review the Material Safety Data Sheets (MSDS) for proper disposal of used oil; if appropriate, recycle oil at an authorized location		
	Remove obstructions from water line. Clean strainer		
	Check solenoid valve for freedom of movement		
	Remove cover plate of separator in vent line; remove obstructions in vent		
	Slide valve and piston valve (if applicable); examine linkage for freedom of motion and excessive wear; replace or adjust as required		
	Clean up work area and remove debris		
S9.8	Water Tank Maintenance		D2020
	Examine exterior of tank including fittings, manholes, and hand holes for leaks, signs of corrosion, and correct as indicated	Annually	
	Drain, flush and disinfect tank		



Reference Number	Service	Frequency	Uniformat II Refs
	Inspect thoroughly the interior of tank for the presence of cracks and condition of openings, fittings, welds, rivets, and joints		
	Inspect structural supports and repair or replace damaged insulation or covering. If insulation contains asbestos and is damaged or eroded, remove debris while keeping debris wet; dispose of this material as asbestos-containing waste		
	Clean, test and inspect sight glasses, valves, fittings, drains and controls		
	Check low level switch and ensure it operates properly		
	Perform hydrostatic test if required	As Required	
	Fill and return to service		
	Add an EPA approved biocide		
S9.9	Pressurized Water Tanks		D2020
	Examine exterior of tank including fittings, manholes, and hand holes for leaks, signs of corrosion, and correct as indicated	Annually	
	Check bladder air pressure		
	Adjust bladder air pressure as required to meet manufacturer's recommendations		
	Examine exterior of tank including fittings, manholes, and hand holes for leaks, signs of corrosion, and correct as indicated.		
	Check bladder air pressure		
	Adjust bladder air pressure as required to meet manufacturer's recommendations.		
S9.10	Water Softener – Preventive Maintenance		
	Perform the following for tanks, where applicable:	Semi-annually	
	a. Drain the tank;		
	b. Examine exterior of tank, including fittings, gauges, manholes, and handholes for signs of leaks or corrosion; correct as needed;		
	c. Inspect structural supports and insulation or coverings for defects or deterioration;		
	d. Open tank and remove rust or chemical deposits from interior tank surfaces		
	e. Remove and clean spray nozzles;		
	f. Thoroughly inspect interior of tank for pitting, cracking, and other defects		
	Lime Water Softener		
	a. Dismantle vacuum breakers. Inspect stem, valve seat, and spring. Lap seat if required, and reassemble;		
	b. Inspect, clean, and flush nozzle ring;		



Reference Number	Service	Frequency	Uniformat II Refs
	<ul style="list-style-type: none"> c. Remove vent condenser heads and clean tubes; d. Inspect and clean sight glass, level indicators, and level controllers 		
	Zeolite Water Softener		
	<ul style="list-style-type: none"> a. Check filter bed for proper level; b. Take sample of zeolite resin according to manufacturer's instructions, and send to a lab for analysis; c. Check the operation of the multiport valve 		
	Anthracite Water Softener		
	<ul style="list-style-type: none"> a. Check the filter bed for proper level 		
S9.11	Water Treatment (Heating System) - Maintenance		
	Inspect boiler and piping system to determine effectiveness of water treatment	Monthly	
	Circulate heating water using heating water pumps and boiler for 10 minutes		
	Test each system for proper pH, alkalinity, total dissolved, hardness, conductivity, scale and corrosion inhibitors, and sludge conditioners. Test supply water for base conditions		
	Add or adjust chemical and biological treatment dosages and water blow down as appropriate		
	If make-up is excessive, determine source of leaks and correct		
	Record test results, action taken, type of chemicals, and treatment quantities used		
	If treatment is not effective, it may require change in current methods and procedures		
S9.12	UV Water Purification System - Maintenance		
	Replace UV Lamp	After 6000 hours use	
	Clean quartz sleeve; replace if sleeve is still cloudy or fouled after cleaning	Annually	
	Replace filter as required to maintain taste, colour and water flow	As required	
S10	Kitchen Systems		E1090
S10.1	Refrigerated Display Case – Maintenance		
	<ul style="list-style-type: none"> a. Clean coils, fans, fan motors, drip pan and other areas with vacuum brush or wiping as necessary; b. Inspect door gaskets for damage and proper fit; adjust gaskets as required and lubricate hinges and sliding door; c. Check door latch and adjust as necessary; d. Clean area around equipment; e. Fill out Maintenance checklist and report deficiencies to the Technical Authority 	Annually	



Reference Number	Service	Frequency	Uniformat II Refs
S10.2	Coffee Urn – Maintenance		
	<ul style="list-style-type: none"> a. Check thermostat, switch and temperature gauge; calibrate if required; b. Check for clogged or defective steam trap; c. Inspect and clean steam strainer; d. Examine equipment valves and piping for leaks Inspect for leaks at water gauge glasses and at valves; repack valves if necessary; e. Tighten or replace loose, missing or damaged nuts, bolts, or screws; f. Lubricate water filter valve, check rings; tighten as required; g. Check operation of lights; h. Check timer mechanisms and operation of unit; i. Replace filter Fill out check list and report deficiencies to the Technical Authority 	Quarterly	
S10.3	Deep Fryer – Maintenance		
	<ul style="list-style-type: none"> a. Check compartments, valves, and piping for leaks; tighten as required; b. Check thermostat; calibrate if necessary; c. On electrically heated units check elements, switches, controls, and wiring for defects; repair and adjust as necessary; d. Check basket or racks for bends, breaks or defects; straighten bends or repair as necessary; e. Check nuts, bolts and screws for tightness; tighten or replace as necessary; f. Fill out Maintenance checklist and report deficiencies to the Technical Authority 	Quarterly	
S10.4	Char Broiler – Maintenance		
	<ul style="list-style-type: none"> a. Check doors and seals for warping and misalignment; lubricate hinges and repair as necessary; b. Check nuts, bolts and screws for tightness; replace or tighten as required; c. Check element, switches, controls and wiring for defects; repair as required; d. Check operation of thermostats; calibrate as required; 	Quarterly	



Reference Number	Service	Frequency	Uniformat II Refs
	e. Fill out Maintenance checklist and report deficiencies to the Technical Authority		
S10.15	Upright Fridge – Maintenance		
	<ul style="list-style-type: none"> a. Clean coils, fans, fan motors, drip pan and other areas with vacuum, brush or wiping as necessary; b. Inspect door gaskets for damage and proper fit; adjust gaskets as required and lubricate hinge; c. Check door latch and adjust as necessary; d. Clean area around equipment; e. Fill out Maintenance check list and report deficiencies to the Technical Authority 	Annually	
S10.6	Convection Oven – Maintenance		
	<ul style="list-style-type: none"> a. Check doors and seals for warping and misalignment; lubricate hinges and repair as necessary; b. Check nuts, bolts and screws for tightness; replace or tighten as required; c. Check element, switches, controls and wiring for defects; repair as required; d. Check piping and valves for leaks; e. Check fan blades and fan motor for proper operation; f. Check operation of thermostat; calibrate as required; g. Fill out Maintenance checklist and report deficiencies to the Technical Authority 	Monthly	
S10.7	Steam Table – Maintenance		
	<ul style="list-style-type: none"> a. Inspect water compartment, steam coil, valves and piping for leaks; b. Check steam trap and strainer; clean as required; c. Check operation of pressure regulating valve and gauge; d. Check insulators, connections and wiring; tighten connections if required; e. Check condition of covers and receptacles; adjust as required; f. Check thermostat and temperature gauges; calibrate thermostat if necessary; g. Fill out Maintenance checklist and report deficiencies to the Technical Authority 	Semi-annually	



Reference Number	Service	Frequency	Uniformat II Refs
S10.8	<p>Walk-in Freezer/Refrigerator – Maintenance</p> <ul style="list-style-type: none"> a. Clean condenser coils, fans, and intake screens; b. Lubricate motor Inspect door gaskets for damage and proper fit; adjust gaskets as required and lubricate hinges; c. Check starter panels and controls for proper operation, burned or loose contacts, and loose connections; d. Clean coils, evaporator drain pan, blowers, fans, motors and drain piping as required; lubricate motors; e. During operation of unit check refrigerant pressures and compressor oil level; add refrigerant and oil as necessary; f. Check operation of low pressure cut-out; adjust or replace as required; g. Inspect defrost system for proper operation; adjust as required; h. Clean area around equipment; i. Fill out Maintenance checklist and report deficiencies to the Technical Authority 	Semi-annually	
S10.9	<p>Steam Kettle (Tilting) – Maintenance</p> <ul style="list-style-type: none"> a. Check piping and fittings for leaks; tighten as required; b. Check operation of electric water valve; c. Inspect cover, hinges and seals on units so equipped; lubricate hinge; d. Lubricate tilting gear mechanism and trunnion bearing; e. Fill out Maintenance checklist and report deficiencies to the Technical Authority 	Quarterly	
S10.10	<p>Tilting Skillet/Braising Pan – Maintenance</p> <ul style="list-style-type: none"> a. Check electric transformer, heating elements, insulators, connections and wiring; tighten connections and repair as required; b. Check surface temperature with meter for hot spots; c. Check temperature control system for proper operation; adjust as required; d. Lubricate tilting gear mechanism and trunnions; 	Quarterly	



Reference Number	Service	Frequency	Uniformat II Refs
	<ul style="list-style-type: none"> e. Check nuts, bolts and screws for tightness; tighten or replace missing as required; f. Check complete operation of unit; g. Fill out Maintenance checklist and report deficiencies to the Technical Authority 		
S10.11	Steamer (Boilerless) – Maintenance		
	<ul style="list-style-type: none"> a. Examine doors and door gaskets; make necessary adjustments; b. Check working pressure on steam gauge; c. Visually inspect hinges and latches; d. Lubricate hinges; e. Tighten or replace loose or missing nuts, bolts or screws; f. Inspect piping and valves for leaks; tighten as necessary; g. Check operation of low water cut-off; adjust as required; h. Check water level sight glass; adjust as required; i. Fill out Maintenance checklist and report deficiencies to the Technical Authority 	Quarterly	
S10.12	Ranges/Food Warmers/Griddles – Maintenance		
	<ul style="list-style-type: none"> a. Check doors and seals for warping and misalignment; lubricate hinges and repair as necessary; b. Check nuts, bolts and screws for tightness; replace or tighten as required; c. Check elements, switches, controls and wiring for defects; repair as required; d. Check operation of thermostats; calibrate as required; e. Fill out Maintenance checklist and report deficiencies to the Technical Authority 	Quarterly	
S10.13	Refrigerated Table/ Cold Food Preparation Station – Maintenance		
	<ul style="list-style-type: none"> a. Clean coils, fans, fan motors, drip pan and other areas with vacuum, brush or wiping as necessary b. Check Inspect door gaskets for damage and proper fit; adjust gaskets as required and lubricate hinges door latches and adjust as necessary; 	Annually	



Reference Number	Service	Frequency	Uniformat II Refs
	<ul style="list-style-type: none"> c. Clean for lime on thermostatic probe and heating elements; d. Clean around equipment; e. Fill out Maintenance checklist and report deficiencies to the Technical Authority 		
S10.14	Dishwasher – Maintenance		
	<ul style="list-style-type: none"> a. Check electric insulators, connections and wiring; including removing access panels; b. Check motor and bearings for excessive noise, vibration and overheating; c. Check operation of wash and rinse spray mechanism for spray coverage and drainage Inspect soap and spray solution feeder lines; clean as necessary; d. Inspect water lines and fittings for leaks; tighten fittings as necessary; e. Check doors for; operation of chains and counterweights, warping, alignment and water tightness; adjust if necessary; f. Check packing glands on wash, rinse, and drain valves; add or replace packing as required; g. Check lubricant in gear case; add oil if required; h. Check proper operation of solenoid valve and float in fill tank; adjust as required; i. Check pumps for leakage and obstructions; adjust as required Check proper operation of micro-switch; j. Check water for proper temperature Check temperature regulator and adjust if necessary 	Quarterly	
S10.15	Ice Machine – Maintenance		
	<ul style="list-style-type: none"> a. Lubricate moving parts, pivot points and fan motors; b. Visually check for refrigerant, oil or water leaks; c. Open and close water valve; d. Replace in line water filter; e. Check and clear ice machine draining system; f. Clean motor, compressor and condenser coil; g. Check and tighten electrical connections as required; 	Quarterly	



Reference Number	Service	Frequency	Uniformat II Refs
	<ul style="list-style-type: none"> h. Inspect doors, gaskets, handles; lubricate as required; i. Clean area around equipment; j. Fill out Maintenance and report deficiencies to the Technical Authority 		
S11	Water Inspection and Testing		
S11.1	Inspect Above-Ground Storage Tanks in accordance with the Daily/weekly Above-Ground Storage Tank Checklist.	Daily/Weekly	
S11.2	Inspect Above-Ground Storage-Tanks in accordance with the Monthly Above-Ground Storage Tank Checklist.	Monthly	
S11.3	Raw Water Testing from Distribution Points		
	<ul style="list-style-type: none"> a. Sample water from a representative sample of wells and test for: <ul style="list-style-type: none"> • E.Coli, and • Total Coliform; b. Collect samples from potential problem areas and at points furthest from the treatment system; and c. Take samples prior to cleaning/ treatment of systems. 	Bi-weekly	
S11.4	Well Raw Water Testing		
	<ul style="list-style-type: none"> a. Sample wells and test for: <ul style="list-style-type: none"> • E.Coli, and • Total Coliform; b. Collect samples from wells prior to cleaning/ treatment of systems. 	Monthly	
S11.5	Raw Water Testing - Septic System Indicator Parameters		
	<ul style="list-style-type: none"> a. Sample wells and test for: <ul style="list-style-type: none"> • Chloride; • Ammonia; • Nitrates; • Nitrites, • Total Kjeldahl Nitrogen(TKN); • Faecal Coliform; and • Faecal Streptococci b. Take samples prior to cleaning / treatment of water systems. 	Quarterly	
S11.6	Raw Water Testing for Metals and General Chemistry		



Reference Number	Service	Frequency	Uniformat II Refs
	a. Sample wells and test for metals and general chemistry analysis b. Take samples prior to cleaning / treatment of water systems	Every year	
S11.7	Provision of Truck Delivery Potable Water Test Results		
	Provide documentation indicating delivery truck tanks have been tested and do not contain contamination	Every Delivery	
S11.8	Testing of Groundwater from Ground Water Monitoring Wells		
	a. For each Sampling event, collect: <ul style="list-style-type: none"> • One water sample from each of the five groundwater monitoring wells • One quality control duplicate water sample • Each sample will be subjected to a chemical analysis for: <ul style="list-style-type: none"> • Ammonia • Conductivity • pH • Total Dissolved Solids (TDS) • Total Kjeldahl nitrogen (TKN) • Nitrate • Sulphate • Field parameters (pH, conductivity and temperature) b. Collect and send samples IAW prescribed protocols to an accredited testing laboratory.	In July, September, December and March	

Table 2: Building Condition Assessment Standard

Service	Service Standard
Building Condition Assessment Capability Requirements	
	a. Provide an integrated industry-recognized cost estimation tool, such as RSMeans Data, to capture system, labour and material cost data, including Green Building category line items, using appropriate lifecycle data; b. Enable prioritization of limited budgets based on critical documented requirements; c. Enable user-adjusted labour and materials costing and lifecycle time periods for Current Replacement Value (CRV) calculation for the cost of all system CRV's within an asset or from an imbedded cost per square meter calculation;



Service	Service Standard
	<p>d. Enable automatic annual updates to labour and material costs, inflation and location factors, resulting in automatic adjustments to asset and system replacement values, system renewal costs and costs for addressing identified deficiencies;</p> <p>e. Provide a Capital Funding Scenario analysis tool, including capabilities to:</p> <ul style="list-style-type: none"> • Identify opportunities to bundle projects cost-effectively, and readily determine the intersections (project timing, project types and project locations) of multiple projects, • Generate the Facility Condition Index (FCI), and System Condition Index (SCI), configurable to enable users to include or exclude: overhead costs, deferred maintenance, deficiencies and asset and system renewals, • Assess system or equipment costs to maintain a user-determined targeted FCI, • Enable adjustment of Capital Planning scenarios for spending, timing and project content to explore the impact of different funding strategies, and • Identify risk factors such as backlog deterioration that quantifies the potential added cost of not addressing issues within the recommended timeframe; <p>f. Be configurable to reflect Guiding Principles for Green Globes and LEED-EB Operations and maintenance,</p> <p>g. Provide the capability to:</p> <ul style="list-style-type: none"> • Estimate costs, payback and resource savings potential of implementing Green initiatives, • Collect utility usage or billing data through direct upload of data, and • Conduct comparative analyses of utility data across assets and evaluation of costs and payback periods for Green or conventional actions, and allow for the incorporation of Green criteria into budget and prioritization scenarios; • Create user-configurable and definable custom dashboards to summarize and graphically display other information about the portfolio
Conduct Building Condition Assessments (BCAs)	
	<p>a. Conduct Scenario analysis for different levels of funding using embedded costing analysis tools for forecasting, estimating and prioritizing short- and long term-capital planning;</p> <p>b. Create and propose multi-year budgets based on DND priorities and strategies;</p> <p>c. Provide customized dashboards and reports, utilizing ASTM E2018-8 standards adhering to Uniformat II Categories (levels 1 to 4); and</p> <p>d. Provide data analytics on key indicators and graphic views of the portfolio condition in interchangeable formats, including Comma-separated Value (CSV) files and other formats that can be used to populate MS Excel, MS Word, MS PowerPoint, MS Project and Portable Data File (PDF) files.</p>
Assess the full range of building site, components and systems	
	<p>a. Site components,</p> <p>b. Architectural components and systems,</p> <p>c. Heritage components and character defining elements where applicable in designated buildings,</p>



Service	Service Standard
	d. Structural components and systems, e. Horizontal and vertical transportation, f. Mechanical components and systems, and g. Electrical components/systems.
Apply industry-recognized subclasses for both Capital and Repair events structured as follows:	
	a. Integrity, including lifecycle and reliability; b. Optimization, including: <ul style="list-style-type: none"> • Abandoned, • Capacity, • Energy, • Maintenance, • Mission, • Sustainability, and • Technological Improvements; c. Regulatory, including: <ul style="list-style-type: none"> • Accessibility , • Building Code, • HazMat, and • Life Safety.
Investigate the full range of building and site improvement factors, including:	
	a. Component condition and assessment of remaining life; b. Condition of character-defining elements for designated heritage buildings; c. Equipment obsolescence; d. Design problems and deficiencies that adversely affect operation and maintenance activities; e. Impact of compliance with Treasury Board Secretariat habitability standards for temperature, humidity and ventilations; f. Compliance with the latest edition / revision of applicable standards and codes (including: health, fire, life safety codes, national building code and electrical safety); g. Compliance with local by-laws; h. Effective age and remaining economic life of building components (effective age must consider implications for a designated asset and character defining elements in particular); and i. Confirmation of regulatory testing.
Create and record the Component/Systems List, Component/System Name and narrative, indicating component details in accordance with industry best practices for:	



Service	Service Standard
	a. expected life; b. component/system cost (if a replacement event is included); c. quantity (quantities associated to all the components/systems covered in the 30year horizon); d. measurement units to use for the quantity field above; and e. last major action year.
Create and record Component Narratives/System Descriptions, including	
	a. Component/System name b. Year installed c. Basic Description (i.e. description of wall assembly, window, roof type, make/model of equipment) d. The location of the component/system e. The quality of the component/system (excellent, good, average, fair, poor) f. The capacity or performance of the component/system g. The replacement cost h. Identification of Character Defining Elements
Determine and record the System Condition and Anticipated Replacement Date in accordance with industry best practices:	
	a. Assess the impact of each of the component's deficiencies on the component's remaining life; b. Identify quality and service conditions that will lengthen or shorten the component's expected life span, for example: <ul style="list-style-type: none"> • Below average quality component • Inappropriate component or system design • No longer supported by the supplier • Inadequate maintenance • Inadequate performance • Damage from external sources c. Indicate the rationale for the component's condition rating (Excellent, Good, Average, Fair or Poor); d. Indicate the component/system was last replaced and establishment of the next replacement or rehabilitation date; and e. Provide an overview of the component's/system's condition and the recommendations / predictions for future repair and replacement projects. (Provide details of particularly damaged components/systems).
Create and record a BCR Condition Narrative	
	If, during the last Building Performance Review (BPR), one or more components were considered operationally unsatisfactory, assess this narrative or each 'unsatisfactory' component and recommend and cost a course of action to rectify the problem



Service	Service Standard
	described in the form of an event. Hold discussions with the Technical Authority to ensure the assessor fully understands the problem described for each 'unsatisfactory' component. Include conservation advice from conservation professionals for designated buildings.
Inspect each Component/System, establish Component/System Condition and Indicate deficiencies based on accepted Component Evaluation Criteria considering the following factors:	
	<ul style="list-style-type: none"> • Age of the component • Character Defining Elements in Designated Buildings • Component expected life • Identified deficiencies • The component service conditions including duty cycles, weather conditions, hours of operation. • Maintenance practices • Obsolescence • Operational or functional performance problems
Designate the condition of each component as 'Excellent', 'Good', 'Average', 'Fair' Or 'Poor'. For purposes of consistency, relate each of these five possible conditions to the remaining life of a component divided by its expected or theoretical life expressed as a percentage.	
Establish Service Condition factors for all Components/systems.	
Take and record Component/System Photographs	
	At a minimum, provide photographs of every component/system in the entire Asset. Provide at least one photo for each type of cladding material which can be sub-categories to the Component/System in JPG or JPEG formats with file sizes smaller than 2 MB.
Determine and Record Event-related Requirements	
	<p>a. Once the process of evaluating a component's condition has been completed, determine and record the recommended replacement or repair events. Provide a Brief Event Description and the following Event Narratives:</p> <ul style="list-style-type: none"> • Event Description, • Event Justification and Strategy, and • Implication of Event Deferral (Risks). <p>b. Include answers to the following in the event narrative:</p> <ul style="list-style-type: none"> • What will be the impact on asset operations if the event is delayed? • Will there be any additional degradation (cost) if the event is delayed? • Does it involve a Character Defining Element(s)? • What is the potential impact of other components if the event is delayed? • What is the impact on the tenants' health and working environment if the event is delayed? • What is the impact on other related events/projects? <p>c. Indicate the Current Event Year of the recommended year of event implementation.</p>



Service	Service Standard
	Determine and record replacement a Class D estimate of replacement costs adjusted for the condition ratings and remaining life.
	Fully describe the requirement and the implication of deferral, to produce BCR content in a format acceptable to the Technical Authority, providing the following.
	<ul style="list-style-type: none"> • An Executive Summary • A description of the Survey Inspection Process, • The Asset Data record, including <ul style="list-style-type: none"> ○ Asset Photographs ○ Asset Narratives ○ Asset information reviewed ○ Building History • Current & Future Design Parameters & Deficiencies • Overview of Architectural & Structure Condition • Overview of Site Condition • Overview of Vertical Transportation Condition • Overview of Mechanical Systems Condition • Overview of Electrical Systems Condition • Compliance with Air Quality Targets • Confirmation of Regulatory Testing • Compliance with Accessibility Standards • Overview of Seismic Screening • Overview of Environmental Issues • Overview of Project Grouping • Code Compliance Summary • Capital and Repair Requirements



Table 3: Asset Management Plan Standard

Service	Service Standard
<p>The following standard template applies to Asset Management Plans (AMPs) for individual assets. Extend it as required to AMPs for grouped assets.</p>	
<p>Executive Summary</p>	
	<p>a. Describe the asset (location, when it was built, rentable floor area, main use (maximum of one paragraph at the beginning of the Executive Summary).</p> <p>b. Summarize main findings and conclusions, including:</p> <ul style="list-style-type: none"> • the physical condition of the asset, identifying major problems or deficiencies; • the operational, functional and financial performance of the asset, identifying key issues and conclusions pertaining to building performance; • a table indicating the recommended total amount of major repair and capital spending or each year over the upcoming five-year period, and the higher cost and more urgent projects recommended over this period; • an Options Analysis, including the options reviewed to determine an appropriate strategy for the asset, including a Financial Analysis Table; • a recommended investment strategy for approval; • a summary of risks and required contingency funding; and <p>c. Provide a conclusion and signature block.</p>
<p>Asset Description</p>	
	<p>Provide an overview of factual information about the asset the asset in a table that will allow the reader to understand the nature of the asset and its key characteristics.</p>
<p>Asset Condition</p>	
	<p>a. Summarize the physical condition of the asset. General overview of the asset (interior and exterior) and its various components. Summary of recent renovations.</p> <p>b. Describe specifics about the building’s major systems and components that will likely become issues within the next five years. Describe issues that that will need to be addressed beyond the next five years in an appendix.</p> <p>c. Summarize repair and capital work plans in appendices.</p> <ul style="list-style-type: none"> • Identify the more costly and urgent projects required for the upcoming five-year period. • Present an evaluation of the 25 -year work plan for the building proposed in the BCR in terms of its completeness in documenting building deficiencies and recapitalization requirements, and its realism in terms of funding and implementation requirements. Modify the BCR work plan accordingly, indicating the total cost of the work plan over five- and 25-year periods, and the recommended annual spending by year for the first five years.
<p>Financial Performance</p>	
	<p>a. Summarize past and current performance:</p>



Service	Service Standard
	<ul style="list-style-type: none"> • Present three-years' actual results, and forecast results for the current year using pro-forma Unit Values, and • Operating costs; and <p>b. Provide a financial forecast:</p> <ul style="list-style-type: none"> • A five-year financial forecast, • A 25-year financial forecast, and • Measures that would improve financial performance.
Operational Performance	
	<p>a. Report successfully completed operational compliance audits discussed in the BCR in the AMP through a checklist indicating the date of the audit, followed by a discussion of any deficiencies. An operational compliance checklist may be presented in a table.</p> <p>b. The narrative accompanying the operational compliance checklist may include the following:</p> <ul style="list-style-type: none"> • Description of the current approach to management of the asset (Are daily operations, such as maintenance, being effectively carried out? Are there indications of dissatisfaction with respect to daily operations?). • Discuss any areas of non-compliance with codes or standards identified in the operational compliance checklist. Describe deficiencies and remedial action that may be required (to address areas of non-compliance). <p>c. Indicate the general level of operational performance, highlight areas for further action, and identify costs involved to bring the building into code compliance or to enhance the operating performance of the building. Ensure that necessary projects are incorporated into the work plan.</p>
Functional Performance	
	<p>Summarize the following:</p> <ol style="list-style-type: none"> a. Occupier Satisfaction (e.g. results of survey); how are key user functional requirements being met? b. What deficiencies exist within the building that detract from its ability to fulfill its assigned role? c. What new systems, features, or components will be required in the building as its role changes over the upcoming planning period? d. Comment on the extent to which the design and configuration of the building supports the building's functional role. e. Does the building have adequate space for the functions it supports? f. Comment on the efficiency of space utilization. Is it reasonable? How does it compare with other assets or standards for space utilization? Are there opportunities to optimize the use of space within the building? g. Conclusions that address the longer-term suitability of the building, limitations on its use, its flexibility and adaptability to possible changes in utilization. The conclusion should highlight areas that have been identified for further action, and recommend improvements to functional performance of the building and or that



Service	Service Standard
	a full functional study be undertaken. Identify any costs involved to enhance the functional performance.
Strategic Context	
	<p>Determine and document following:</p> <ul style="list-style-type: none"> a. Key elements and strategic directions from the MRDP as applicable. b. Options that address and adhere to the MRDP, property-specific opportunities and limitations (e.g. government-wide and DND priorities and objectives). c. Conclusions that should summarize the strategic role of the asset, taking into account Occupier needs and the asset’s ability to provide value.
Market Analysis	
	<ul style="list-style-type: none"> a. Determine and document following: <ul style="list-style-type: none"> • Asset Valuation Appraisal if applicable, including valuation reports required to meet Federal Valuation Guidelines, • The Replacement Cost New of the building to determine the Facility Condition Index (FCI), and • The improvement’s replacement cost new, effective age, remaining economic life, and the depreciated replacement cost. b. Provide reports as follows: <ul style="list-style-type: none"> • Complete a Short Narrative Report when the Asset Management Plan is two years older than a five-year AMP cycle (total of seven years) and where special circumstances warrant a more detailed market valuation analysis. • Complete a Form Report when the update to the AMP is within the five-year cycle. This report can be a stand-alone document attached as an appendix to the AMP or can be incorporated into the AMP under the Market Analysis section for easier reading. c. Summarize the analysis and major findings in a Conclusion.
Options Analysis	
	<p>Determine and document following:</p> <ul style="list-style-type: none"> • Summarize key points concerning the evolving role of the asset from the Strategic Context section. • An analysis of strengths, weaknesses, opportunities and threats facing the asset (SWOT Analysis) in point form. • Factors or scenarios driving the options analysis (i.e. program needs that may influence future options for the asset). • The fit within the overall MRDP context. • The full range of possible options, in accordance with their definitions provided below, concerning the future utilization of the asset, including: <ol style="list-style-type: none"> 1) <i>Long-term maintain</i>: generally the status quo, continuing to operate the building and implementing recommended repair and capital projects; 2) <i>Maintain and upgrade</i>: operating and maintaining the building with an additional requirement to upgrade it (i.e.



Service	Service Standard
	<p>renovation/expansion) to meet program requirements or current asset operational standards;</p> <p>3) <i>Conditional maintain</i>: operating and maintaining the building with individual maintenance projects subject to approval, with approval conditional on a continuing need for the building based on program requirements, or the MRDP strategy; and</p> <p>4) <i>Disposal or transfer</i>: providing minimal maintenance for the asset leading to its disposal.</p> <ul style="list-style-type: none"> • An evaluation of the suitability of each available option, which may frequently be qualitative, as options may be eliminated by readily-identifiable shortcomings. In some situations, a more detailed analysis of available options may be required, including a financial analysis and a risk assessment. • A conclusion, identifying the recommended option, supporting rationale, and related implications or risks associated with the preferred option
Summary and Recommendations	
	<p>Determine and document following:</p> <ol style="list-style-type: none"> a. A recommended investment strategy/management plan for the asset, including the recommendations from each section of the AMP with respect to improving the operational, functional, or financial performance of the asset. Identify whether the AMP strategy involves change in the role of the asset. b. An implementation plan covering actions required to carry out the AMP strategy, including a recommended work plan for the asset identifying priority actions and their timing, planning steps (i.e. planned dates for each IAR on the various projects recommended), required approvals, and the persons responsible for their implementation. Include comments on the urgency of required actions. c. Identification of the potential strategic impact of the recommended strategy on programs and the MRDP and identify of implications for any other facilities.
Appendices	
	<p>Potential Appendices include:</p> <ul style="list-style-type: none"> • Site Plan, Floor Plans and picture of the asset • Building Condition Report • 25-year Work Plan Financial Analysis • Options Analysis • Federal Heritage Buildings Designation/Classification • Abbreviations used in the AMP



Appendix F – Real Property Performance Standard

The following Performance Levels include Response Times, Rectification Periods and Performance Results, as appropriate.

SOW Ref.	Service Area	Performance Level
4.3.7 Provide Maintenance Services	Building Envelope Corrective Maintenance (CM)	Critical Areas – 1 hour response and 4 hours rectification General Areas – 4 hours response and 3 days rectification
	Door Systems CM	Critical Areas – 4 hours Non-Critical Areas – 24 hours
	Electrical Systems CM: Light Fixtures and Lamp replacements Other Electrical Systems	Critical Areas – 4 hours Non-Critical Areas – 48 hours Critical Areas – 2 hours Non-Critical Areas – 24 hours
	Fire Detection and Suppression Systems CM	Critical Buildings/Areas – 1hour Non-Critical – Occupied Buildings – 4 hours Non-Critical – (Unoccupied Buildings – 48 hours Portable fire extinguisher CM calls – 72 hrs
	Generator Call Out/Demand Requests	All Buildings / Areas – 4 hrs
	HVACR Systems CM 1. Heating Systems 2. Cooling & Refrigeration Systems	1. Critical Areas – 1 hour Non-Critical Areas – 4 hrs 2. Critical Areas – 1 hour Non-Critical Areas – 4 hrs
	HVACR Systems CM (excluding Heating and Cooling Systems) faults and failures holding or corrective action	Critical Areas – 4 hours Non-Critical Areas – 48 hrs
	Life Safety Systems CM	Non-urgent repairs – 24 hrs Urgent repairs – 4 hrs
	Plumbing Systems CM (blocked drains, fracture or loose pipes / joints or loss of water supply) CM	Critical Areas – 4 hours General Areas – 4hours - 1 day
	Security & Access Control Systems site response for faulty or inoperable systems and CM	Critical Areas – 4 hours Non-Critical Areas – 24 hrs



SOW Ref.	Service Area	Performance Level
	Kitchen Systems CM	<p>Emergency Call Out - During Normal Business Hours Response –15 minutes Holding or temporary repair –1 hour Rectification –3 hours (or as agreed in writing with Technical Authority)</p> <p>Emergency Call Out - Outside Normal Business Hours Response – 90 minutes Holding or temporary repair – 3 hours Rectification –24 hours (or as agreed in writing with Technical Authority)</p> <p>Normal Call Out - During Normal Business Hours Response –2 hours Holding or temporary repair –4 hours Rectification –24 hours (or as agreed in writing with Technical Authority)</p> <p>Normal Call Out - Outside Normal Business Hours Response – 4 hours Holding or temporary repair –6 hours Rectification –24 hours (or as agreed in writing with Technical Authority)</p>
4.3.8 Provide Environmental Management Services	Hazardous Waste Spills Demand Calls	<p>Emergency Demand Call - During Normal Business Hours Response – 30 minutes Holding or temporary repair –1 hour Rectification –3 hours (or as agreed in writing with Technical Authority)</p> <p>Emergency Demand Call - Outside Normal Business Hours Response – 90 minutes Holding or temporary repair – 3 hours</p>



SOW Ref.	Service Area	Performance Level
		<p>Rectification –24 hours (or as agreed in writing with Technical Authority)</p> <p>Normal Demand Call - During Normal Business Hours Response –2 hours Holding or temporary repair –4 hours Rectification –24 hours (or as agreed in writing with Technical Authority)</p> <p>Normal Demand Call - Outside Normal Business Hours Response – 4 hours Holding or temporary repair –6 hours Rectification –24 hours (or as agreed in writing with Technical Authority)</p>
4.3.10 Provide Grounds Upkeep and Landscaping Services	<p>Demand Requirements: response/ rectification – Routine areas</p> <p>Demand Requirements: Critical areas</p> <p>Demand Requirements: Emergency</p>	<p>Response – 4 hours Rectification – 24 hours</p> <p>Response – 1 hour Rectification – 2 hours Response – 30 minutes Rectification – 1 hour</p>



Appendix G – Facilities Catalogue

Bldg #	Building Name	Gross Area (m2)	ABP Required (Y/N)
3	Fire Station	1363.6	
4	Fire Training Bldg	36.7	
5	Weather Office I Nav Canada	1602.4	
5A	Control Tower	726.3	
6	Air Terminal Bldg	1185.5	
7	Civilian Air Cargo (Air Labrador)	1715.7	
15	Automatic Weather Observation System	20.2	
35	Woodward's Aviation Services	798.5	
43	APU Building	18.1	
44	Base Rescue Flight - 444 San Hangar 9	2489.5	
45A	Comms Closet	Awaiting dimensions	
46	Woodward's Fixed Base Operation	294.4	
48	Woodward's Aviation Services Hangar 11	2185.4	
49	444 Storage Hangar 10	2015.9	
104	GBAC Building	138.5	
105	NavCanada GPS Station		
110	ATC Radar	1620	
157	Gatehouse (Gate 2)	7.4	
159	Sewage Lift Station	6.2	
160	Provincial Aerospace Ltd. Hangar 14	4282.2	
161	Aurora Energy Resources Hangar 17	282.9	
162	Air Labrador Hangar 15	1058.8	
163	North Wind Aviation Ltd. Hangar 13	517.2	
164	RCMP Hangar 16	1259	
165	Provincial Department of Forestry Trailers	139.2	
166	GBAC Storage	1230.1	
172	RT Garage (Woodward's Oil Ltd)	1439.6	
174	Airfield Electrical/ Welding/Sheet Metal Shops	1439.6	
174A	APU Building	Awaiting dimensions	
175	AVGAS Water Separator (Woodward's Oil Ltd)	89.2	
176	Vacant	62.7	
177	Irving Aviation Services Ltd	258.5	
178	Airfield Lighting Power Centre	70.4	
185	Water Pumping Station	175.5	
201	Provincial Airlines Hangar 18	1737.5	
240	Explosive Storage (Vacant - RV)	33.7	
241	Gatehouse (Gate 7)	17.8	
242	Deluge Pumping Station	204.9	
244	Cargo Storage Facility Hangar 3	561	



247	Sewage Lift Station	21.6	
249	Airfield SNIC Operations (Hgr 12)	3381.3	
249A	Fuel Station Check-In	4.7	
250	Hangar 8	12,647.40	
250A	APU Building	Awaiting dimensions	
251	Hangar?	12,430.80	
252	LOX Transfer Facility (Vacant - RV)	486.6	
256	Telecom Section I Military Police	1791	
257	Sewage Lift Station	138.8	
258	Hangar6(Vacant)	2673.6	
259	Hangar 5 (Vacant - RV)	13,685.90	
259A	Gatehouse (Gate 5)	17.8	
260	Hangar 4 (Vacant)	2673.6	
265	Logistics Support Centre	556.8	
267	POL Pumphouse (Woodward's Oil Ltd)	34.7	
267A	APU Bldg. (Woodward's Oil Ltd)	19.2	
268	POL Water Separator (Woodward's Oil Ltd)	75.4	
270	Auto Hobby/Wood Hobby Shop	1440.1	
271	DND/Serco Headquarters Serco Supply	11,334.90	
272	Warehouse & Offices (Storage - RV)	12,307.20	
273	Vehicle Maintenance Shop (Vacant)	496.1	
275	Local Community Organizations/Canex Storage/WCWO Storage/PSP/DND-Serco Storage	12,333.20	
277	APU Building	19.2	
281	Storage	374.5	
283	Water Metering Enclosure	56.5	
295	Canada Border Services, Rangers/LFAA	11,348.60	
297	Fuel Filter Separator Bldg (Woodward's Oil Ltd)	28	
302	Roads & Grounds Section	3890.7	
303	Fuel Computrol Station	TBD	
305	Barrack Block	1760	
306	Barrack Block	1760	
307	Barrack Block	1760	
308	Barrack Block (Vacant - RV)	1760	
309	Barrack Block (Vacant - RV)	1725.8	
310	Canuck Club	3558.6	
311	Vale Inco	1818.5	
312	Barrack Block	1760	
313	Barrack Block	1760	
314	Barrack Block	1760	
315	Barrack Block	1760	
320	Sewage Lift Station	33.5	
325	Canadian Rangers Headquarters	675.5	
340	Vehicle Maintenance Garage	4797.8	



351	Trade Shops	1674.5	
354	Training Facility	2956.9	
360	Barrack Block (Vacant RV)	3244.7	
361	Barrack Block (Vacant)	3224.9	
362	IAF Mess (Vacant - RV)	1524.7	
370	CHPP Pumping Station	91.3	
371	Central Heating & Power Plant	3947.6	
373	CHPP APU Station		
380	Theatre	798.9	
381	Canex/PSP	2685.1	
388	Chapel	1190.6	
395	Sewage Lift Station	33.5	
398	Hamilton Stores Ltd.	217.1	
399	Gymnasium	2437	
405	JJ's Realities Ltd.	2145	
412	Meaney's Limited	1523.1	
420	Hamilton Wholesalers Ltd.	2641.9	
456	POL Transfer Pumping Station (Woodward's Oil Ltd)	16.4	
457	Fuel Pumphouse (Woodward's Oil Ltd)	21.9	
459	POL Products Storage (Woodward's Oil Ltd)	752.1	
475	Barrack Block (Vacant - RV)	2390.1	
476	Barrack Block (Vacant- RV)	2405.5	
477	Barrack Block (Vacant - RV)	2404.5	
478	Social Club (Vacant - RV)	2690.7	
479	Barrack Block (Vacant - RV)	2404.5	
480	Barrack Block (Vacant - RV)	2421.8	
481	Barrack Block (Vacant - RV)	2390.1	
483	Barrack Block (Vacant - RV)	2390.1	
484	Barrack Block (Vacant - RV)	2404.5	
485	Barrack Block (Vacant - RV)	2404.5	
486	Multi-Use Facility (Vacant)	2854.3	
487	Barrack Block & Officer's Mess (Vacant - RV)	2457.4	
488	Barrack Block & Sr NCO's Mess (Vacant - RV)	2477.9	
489	Barrack Block (Vacant - RV)	2390.1	
512	Office Building	2105	
560	Mess Hall	4244.4	
563	APU Building	TBD	
564	MIR/ Dental Clinic	3831.3	
567	Barrack Block (Vacant - RV)	2131.6	
568	Barrack Block	3647.1	
598	Heated Shelter	49.1	
601	CFHA Local Headquarters	325.5	
734	Military Family Resource Centre	937.4	
810	Firing Range Multi-Use Facility	176	
817	YRB Bldg. (Back Beam Marker)	27.6	
819	Gatehouse (Gate 22)	17.8	



820	QRA Gatehouse (Gate 44)	35.9	
821	ORA Workshops	393.8	
822	QRA Aircrew Quarters	448.7	
823	QRA ASME Garage	235.6	
824	QRA Hangar 24	733	
825	QRA Hangar 25	733	
826	QRA Hangar 26	786.2	
827	ORA Hangar 27	733	
828	QRA Ready Weapons Facility	2478	
840	APU Building	23.1	
851	Spring Gulch Pumping Station	157.5	
899	Sewage Lift Station	33.5	
1020	POL Pumphouse (Woodward's Oil Ltd.)	239.9	
1050	Lunch / Break Shelter	23.9	
1071	HazMat Storage Bunker	489	
1235	Search & Rescue Satellite	25.8	
1236	Radio Transmitter Site	111.3	
1239A	APU Building	17.7	
1252	APU Building	47.9	
1253	Area Search Radar	32.2	
1273	Automatic Direction Finder	6	
1274	ILS Glide Path	9.3	
1275	ILS Localizer	9.3	
1301	Main Lodge / Dining (Vacant - RV)	248	
1302	Bunkhouse (Vacant - RV)	45.9	
1303	Bunkhouse (Vacant - RV)	45.9	
1304	Bunkhouse (Vacant - RV)	45.9	
1305	Bunkhouse (Vacant - RV)	45.9	
1308	Latrine (Vacant - RV)	4.2	
1550	Communications Bldg.	160.8	
1551	Weather Radar	8.9	
1553	APU Building	17.7	
1587	GATOR Site	285.4	
1601	Alexander Lake Camp	114.8	
1701	PTA Cabin Facility Minipi Lake	95.9	
1709	PTA Latrines	7.8	



Appendix H – Fixed Assets Registry

Bidders will be provided the Fixed Asset Registry at time of posting.