

**ANNEX A**

**W8485-23SL01/A**

**PERFORMANCE WORK STATEMENT (PWS)**

**FOR**

**REPAIR AND OVERHAUL (R&O) AND IN-SERVICE SUPPORT (ISS)**

**OF**

**PARACHUTES AND RELATED EQUIPMENT**

## **1 Scope**

1.1 Purpose: The Department of National Defence (DND), Director General Aerospace Equipment Program Management (DGAEPM), has a requirement for the delivery of efficient and effective in-service support (ISS) such as repair, overhaul, testing, reduction to spares, technical investigation and engineering support services for Parachutes and related Equipment under its Aviation Life Support Equipment Search & Rescue – Aerial Delivery (SAR-AD) Sustainment Enterprise. . This document and subsequent appendices are intended to define the scope of work and to present the processes that govern the work that will be performed.

1.2 Parachutes and related Equipment is the class of equipment or devices used to deliver personnel and material from/by rotary and fixed wing Royal Canadian Air Force aircraft, during open-door operations while in flight or for emergency egress from aircraft to prevent/reduce injury or loss of life. The applicable equipment is listed in Appendix 1 – List of Applicable NSNs.

### **1.2 Parachutes and Related Equipment /SAR-AD Enterprise**

1.2.1 The Parachutes and Related Equipment/SAR-AD Enterprise encompasses both the in-house and contracted in-service support activities for the delivery of Parachutes and Related Equipment/SAR-AD support to the Department of National Defence (DND) Royal Canadian Air Force's (RCAF) worldwide operations.

1.2.2 Within the Department of National Defence (DND), Director General Aerospace Equipment Program Management (DGAEPM), the Directorate of Aerospace Equipment Program Management (Fighters and Trainers) (DAEPM (FT)) retains the responsibility for various FT-6 in-service support activities for the Parachutes and Related Equipment/SAR-AD.

1.2.3 The Parachutes and Related Equipment/SAR-AD which is part of the Weapons System Management organization (WSM) within DAEPM (FT) provides technical, engineering, and life cycle management support for Parachutes and Related Equipment/SAR-AD used to maintain various RCAF aircraft fleets.

1.2.4 Canada retains the overall Program Management and oversight responsibilities over the activities across the Enterprise, as detailed in Section 1.2, Parachutes and Related Equipment/SAR-AD Enterprise – Roles and Responsibilities of Canada.

1.2.5 The Contractor will work in coordination with Canada to become an integral part of the Parachutes and Related Equipment/SAR-AD Enterprise. The Contractor's responsibilities within the Parachutes and Related Equipment/SAR-AD Enterprise are detailed in Section 1.3, Parachutes and Related Equipment/SAR-AD Enterprise – Roles and Responsibilities of the Contractor, and throughout the PWS.

### **1.3 Parachutes and Related Equipment/SAR-AD Enterprise – Roles and Responsibilities of Canada**

1.3.1 The Equipment Management Team (EMT), comprising the Contracting Authority (CA), Procurement Authority (PA) and Technical Authority (TA) will retain oversight and overall control over Parachutes and Related Equipment/SAR-AD Enterprise activities, including all contracted ISS and R&O services, on behalf of Canada.

1.3.2 Canada will retain the following responsibilities:

- a. Enterprise-level program management and directions;
- b. Technical and contractual requirements' definitions;
- c. Internal financial management;
- d. Internal contract management;
- e. Internal reporting requirements;
- f. First and Second Line maintenance;
- g. Supply chain management and warehousing;
- h. Shipping (to and from Contractor facility);
- i. Provisioning materiel for First- and Second-Line Maintenance;
- j. Product service acceptance; and
- k. Life Cycle Materiel Management (LCMM).

### **1.4 Parachutes and Related Equipment/SAR-AD Enterprise – Roles and Responsibilities of the Contractor**

1.4.1 This PWS defines the scope of the work that Canada requires the Contractor to perform and is organized into the aspects of the Parachutes and Related Equipment/SAR-AD in-service support activities required to support the contracted portion of the Aviation Life Support Equipment Search & Rescue – Aerial Delivery (SAR-AD) Sustainment Enterprise. This PWS comprises the following sections:

Section 2 – Program Management

Section 3 – Maintenance Support Services

Section 4 – DND 626

Section 5 – Materiel Support

Section 6 – Reporting and Documentation

Section 7 – Contract Close-Out

### **1.5 Acronyms and Glossary**

1.5.1 A list of acronyms and a glossary are provided in Appendix 5.

## **1.6 References**

- 1.6.1 A list of reference is provided in Appendix 6.
- 1.6.2 If there is a discrepancy between the wording of the PWS and any documents listed in Appendix 6, the wording of the PWS will take priority over the wording of any other documents.
- 1.6.3 Where the performance of the Work is tied directly to the adherence of established policies or regulations, the Contractor will be directed to such references as identified in the contract and Appendix 6.

## **2 Program Management**

### **2.1 General**

2.1.1 Canada retains Program Management and oversight responsibilities over the sustainment activities across the Parachutes and Related Equipment/SAR-AD Enterprise. The Contractor must perform the required Program Management functions as described and in support of the coordination and execution of the scope of work and the delivery of the Contracted Outcomes.

### **2.2 Contract Outcomes**

2.2.1 The scope of work identified in this PWS represents the tasks that the Contractor must perform in order to deliver the contracted outcomes to Canada. The performance of these outcomes will be monitored and measured by Canada to ensure proper visibility over the technical and financial performance of the Contractor in the execution of the contracted tasks.

- a) Completion Dates - Items sent to the Contractor for repair and DND 626 tasking deliverables will be returned to the EMT within the period agreed upon between the Contractor and the EMT for each event as indicated in the PM-005 (R&O) or PM-006 (DND 626);
- b) Cost Compliance - Invoiced price for items sent for repair and for separate work assigned via DND 626 will be within the costs agreed upon between the Contractor and the EMT;
- c) Fit / Form / Function Compliance - Items sent to the Contractor for repair will be returned Fit / Form / Function Compliant;
- d) DND 626 Compliance – Work assigned via DND 626 will meet the requirements detailed in the respective Statement of Work (SoW);
- e) Technical and Financial Data Availability - The timely delivery of the required technical and financial data as per Contract Data Requirements Lists & Data Item Descriptions (CDRLs/DIDs); and
- f) Technical and Financial Data Compliance - The delivery of complete and accurate technical and financial data as per CDRLs/DIDs.

2.2.2 The details of the management and evaluation of the Contractor's performance are provided in the Performance Management Specification (PfMs) at Annex D.

## 2.3 Management Forums

- 2.3.1 The Contractor must participate in management forums. These forums may alternate between the Contractor and DND venues, or may occur via teleconference or by video conference, at Canada's request and direction. These forums may include:
- a) Contract Kick-off and Transition Meetings;
  - b) Progress Review Meetings (PRMs);
  - c) Technical Review Meetings (TRMs); and
  - d) Contract Close-out Meetings.
- 2.3.2 Progress Review Meetings (PRM) will be held as required and at Canada's discretion, at a minimum once per year. The purpose of the PRM will be to review and address any program and contractual issues that may arise.
- 2.3.3 Technical Review Meetings (TRM) will be held at DND's discretion. The purpose of the TRM will be to review and address technical, engineering, design or fabrication issues that may arise.
- 2.3.4 When meetings are required, the Contractor must prepare the agenda and meeting minutes which will require endorsement by all parties. When directed to do so, the Contractor must prepare meeting minutes and agendas in accordance with the Meeting Agenda (CDRL PM-003) and Meeting Minutes (CDRL PM-004) respectively.

## 2.4 Cost Control

- 2.4.1 The price for authorized work under the R&O Managed Process or DND 626 Process; IAW the contract basis of payment, will be agreed upon between DND and the Contractor before any of the work is started. The agreed to price must be recorded by the Contractor in the Monthly Summary Report in accordance with CDRL MAT-001. If during the execution of the authorized work, the Contractor anticipates that they will exceed the agreed-to price and/or approved scope of work, they shall submit Change Order (CDRL PM-007) to R&O Coordination Email Account (ROCEA) to request authorization of the new price and/or scope of work. Any activities performed by the Contractor without prior authorization will be undertaken at the Contractor's risk. **NOTE:** All Change Orders must be sent prior to the Close of Business (COB) of the Max Change Date on the Monthly Summary Report (CDRL MAT-001).

## 2.5 Return Date - Repair and Overhaul

- 2.5.1 The return date for authorized work under the R&O Managed Process will be agreed upon between DND and the Contractor before any of the work is started. The agreed to return date must be recorded by the Contractor in the Monthly Summary Report in accordance with CDRL MAT-001. If during the execution of the authorized work, the Contractor anticipates not meeting the negotiated return time, they shall submit Change Order (CDRL PM-007) to ROCEA to request authorization. **NOTE:** All

Change Orders must be sent prior to the Close of Business (COB) of the Max Change Date on the Monthly Summary Report (CDRL MAT-001).

- 2.5.2 If the return date which will be agreed upon between DND and the Contractor before any of the work is started for an item identified with a Repair Priority Code of C (Critical) is not met, the Contractor shall be responsible to ship the item, at their expense and by the fastest means possible, to the location identified by the ROCEA, as per the Performance Management Specification (PfMS) Annex D.
- 2.5.3 If the Contractor completes the authorized work in advance of the last agreed-to return date, they shall only invoice DND as of the last agreed-to return date, as per the Performance Management Specification (PfMS) Annex D.

## **2.6 Completion Date – DND 626**

- 2.6.1 The completion date will be agreed upon between DND and the Contractor before any of the work is started and approved via a DND 626. The agreed to completion date must be recorded by the Contractor in the Monthly Summary Report in accordance with CDRL MAT-001.
- 2.6.2 If, during the execution of the authorized work, the Contractor anticipates not meeting the completion date, they shall submit Change Order (CDRL PM-007) to ROCEA to request authorization. **NOTE:** All Change Orders must be sent prior to the Close of Business (COB) of the Max Change Date on the Monthly Summary Report (CDRL MAT-001)
- 2.6.3 If the Contractor completes the authorized work in advance of the last agreed-to completion date, they shall only invoice DND as of the last agreed-to completion date, as per the Performance Management Specification (PfMS) Annex D.

## **2.7 Point of Contact**

- 2.7.1 The ROCEA is the primary point of contact between the Contractor and the EMT for all activities related the execution of the work.

### **3 Maintenance Support Services**

#### **3.1 General**

3.1.1 The scope, depth and location of maintenance on Parachutes and Related Equipment/SAR-AD Systems and associated components are organized into three different Lines of Maintenance – First, Second and Third. In the Parachutes and Related Equipment/SAR-AD Enterprise, the performance of maintenance activities within the First and Second Lines are the responsibility of RCAF units and the Third Line maintenance activities are the responsibility of the Contractor.

#### **3.2 Maintenance Activities**

3.2.1 The Contractor must perform maintenance activities on the equipment listed in Appendix 1 – List of Applicable NSNs, as directed and authorized by the EMT and in accordance with Appendix 2, Managed R&O Process.

3.2.2 The Contractor is responsible to provide any replacement parts required to complete the authorized maintenance. The Contractor must only provide parts listed in the applicable CFTOs or authorised technical publications by the TA. Alternate parts can be recommended via the ROCEA in accordance with Change Order (CDRL PM-007) and is subject to approval by the EMT. Upon approval the Contractor shall provide Technical Data Package(s), in accordance with Design Change Technical Data Packages (CDRL ES-002) (TDPs).

3.2.3 The Contractor must provide all required petroleum, oils, lubricants and consumables to support Third Line maintenance requirements, in accordance with the applicable CFTOs.

3.2.4 The Contractor must perform the following maintenance related activities upon authorization:

- a) Preliminary Inspection and Estimate Preparation Services, including disassembly, inspections, fault-finding / troubleshooting, testing, and equipment identification marking in accordance with C-19-010-002/AM-000, Maintenance Policy Painting, Marking and Corrosion Control of Aircraft Maintenance Support Equipment;
- b) Corrective repairs in accordance with authorized repair instructions from applicable CFTOs, Manufacturer Maintenance Manuals, and pre-approved Non-Standard Repairs / Engineering Dispositions;
- c) Corrective repairs, requiring additional repair instructions (i.e. Non-Standard Repairs), that are beyond the limits of the authorized repair instructions from applicable CFTOs, Manufacturer Maintenance Manuals, and pre-approved Non-Standard Repairs/Engineering Dispositions;
- d) Equipment modifications and special inspections in accordance with authorized Modification and Special Inspection leaflets;



- e) Calibration in accordance with C-06-020-001/AM-001 – Test Equipment Calibration Policy and specifications listed in applicable CFTOs Manufacturer, and Maintenance Manuals;
- f) Fabrication of parts, when local fabrication is called for by applicable CFTOs, Manufacturer Maintenance Manuals, and approved drawings; and
- g) Equipment reassembly & functional testing in accordance with applicable CFTOs, and Manufacturer Maintenance Manuals.

3.2.5 The Contractor may submit recommendations to transfer, Second Level maintenance activities to the Contractor's facility (Third Line) on a temporary basis. These recommendations are subject to EMT approval. The Contractor must submit these recommendations to ROCEA in accordance with Change Order (CDRL PM-007). Recommendations to permanently transfer second level activities to the Contractor's facility must be accompanied with a business case demonstrating value to Canada for consideration.

3.2.6 The Contractor may make recommendations to the EMT for changes to maintenance programs affecting equipment and to publications, if such changes will reduce maintenance costs, are necessary as a result of changes to Parachutes and Related Equipment/SAR-AD systems or if they will improve the safety, performance or capabilities of Parachutes and Related Equipment/SAR-AD systems. The Contractor must submit these recommendations to ROCEA in accordance with Change Order (CDRL PM-007).

## **4 DND 626**

### **4.1 General**

4.1.1 The Contractor must perform all engineering support services required to sustain the equipment listed in Appendix 1 – List of Applicable NSNs. Technical Investigation and Engineering Studies (TIES) comprises two (2) streams: Engineering Support and Technical Support services. TIES will be directed by the EMT via the ROCEA and executed in accordance with the authorized DND 626 and associated SOW.

### **4.2 Technical Investigations and Engineering Studies (TIES)**

#### **4.2.1 TIES - Engineering Support Services**

4.2.1.1 The Contractor must execute Technical Investigations and Engineering Studies (TIES) on an as and when requested basis, and as authorized by a DND 626 in support of, but not limited to:

- a) The development and amendment of Canadian Forces Technical Orders (CFTO);
- b) The development of Design Changes (Modifications), Special Inspection (SI) instructions, Corrective Maintenance Program Changes (CMPC) and Alternate Part Approval Forms (APAF);
- c) The improvement of Parachutes and Related Equipment/SAR-AD maintenance programs;
- d) The improvement of repair processes;
- e) Flight Safety Investigations; and
- f) Identification and sourcing of alternate parts.

#### **4.2.2 TIES - Technical Support Services**

4.2.2.1 Technical advice - The Contractor must provide timely and accurate technical advice to the EMT organization in support of 1st Line and 2nd Line maintenance in accordance with an authorized DND 626.

4.2.2.2 Mobile Repair Party (MRP) - The Contractor must provide Mobile Repair Party (MRP) services in accordance with an authorized DND 626 and associated SOW. All associated Travel & Living requirements will be included in the same DND 626.

4.2.2.3 Training - The Contractor must be able to provide training for Canadian Forces (CF) personnel on new capabilities and/or maintenance support activities at CF or Contractor facilities, where all training services will be requested through an authorized DND 626. All associated Travel & Living requirements will be included in the same DND 626.

## **5 Materiel Support**

### **5.1 General**

5.1.1 The Contractor must provide Materiel Support Services for Contract Issued Spares (CIS) and Government Furnished Overhaul Spares (GFOS).

### **5.2 Materiel Management**

5.2.1 When dealing with DND-owned materiel, the Contractor will adhere to the direction provided in the terms and conditions of the contract.

### **5.3 Inventory Management System of Record**

5.3.1 The current inventory management system of record utilized by DND is a Software Application and Products (SAP) based Defence Resource Management Information System (DRMIS). As a fundamental policy, all supply transactions and movement of materiel must be visible and traceable. Canada will assign a Contractor Repair Parts Account (CRPA) and a Repairable Materiel Account (RMA) to the Contractor in DND's system of record to account for and manage DND-owned assets. All materiel belonging to DND will be captured in the system of record. All goods movements must be supported by appropriate computer transactions. As the Contractor will not have access to the system, in order to ensure total asset visibility of DND-owned materiel while in the care, custody and control of the Contractor, the Contractor must provide the National Defence Quality Assurance Representative (NDQAR) and the ROCEA with any data required to ensure data fidelity, accuracy and visibility within DND's System of Record.

### **5.4 Materiel Stocktaking**

5.4.1 For all Government-Owned Contractor Custody Materiel (GOCCM), the Contractor must perform stocktaking activities in order to ensure accuracy between physical assets and holdings in the system of record. All DND-owned inventory held at the Contractor facility must be physically counted and reported, unless specified more frequently, once every two years.

5.4.2 The Contractor must account for all CIS and GFOS in either a manual or an automated system. Regardless of the system used, the Contractor must maintain an audit trail acceptable to DND.

5.4.3 The Contractor must create a stocktaking plan in accordance with Stocktaking Plan (CDRL LOG-002) to account for DRMIS storage locations.

5.4.4 The Contractor must contact ROCEA two weeks prior to the scheduled stocktaking, in order to coordinate the counts. ROCEA will contact the Procurement Authority who will coordinate the stocktaking requirements, including contacting Quality Assurance Representative (QAR) for count sheets.

- 5.4.5 Reconciliation for each storage location must be performed at a frequency based on the stock type:
- a) A & C Class items– 100% every 2 years, and
  - b) E Class items – counted monthly with serial number validation quarterly.
- 5.4.6 Once every stocktaking is complete, the Contractor must prepare a stocktaking summary report in accordance with Stocktaking Summary Report (CDRL LOG-003) for each DRMIS storage location that was counted physically.
- 5.4.7 If discrepancies are found, a Stocktaking Investigation Report, in accordance with Stocktaking Investigation Reporting (CDRL LOG-004), is to be completed and submitted to the supporting QAR and ROCEA within 30 days of the physical count.
- 5.4.8 For non-catalogued materiel, the Contractor must keep accurate records. When performing a stocktaking on any GOCCM that is not accounted for in DRMIS, the Contractor must:
- a) Compare the count results with the actual quantities recorded in the Contractor's local system;
  - b) Adjust their records should discrepancies be discovered;
  - c) Advise the supporting NDQAR and Procurement Authority if there are any discrepancies via email within 5 days of completion, and
  - d) Prepare and submit a discrepancy report in accordance with Stocktaking Investigation Reporting (CDRL LOG-004).

## **5.5 Loss or Damage to DND Materiel**

- 5.5.1 The Contractor must report to the NDQAR and the Procurement and Technical Authorities, via the ROCEA, all instances of loss or damage to DND-owned materiel in their custody within two (2) working days of confirmation of its discovery.
- 5.5.2 If materiel is damaged, the Contractor must provide an explanation or justification to the TA via ROCEA within two days of identification of the loss.
- 5.5.3 If materiel is lost, the Contractor must complete a Stocktaking Investigation Report in accordance with CDRL LOG-004 and submit it to the NDQAR and notify the EMT via ROCEA within two days of identification of the loss.
- 5.5.4 If the damaged materiel is repairable, the Contractor is responsible to have it repaired at their expense.
- 5.5.5 If the damaged materiel is not repairable, the Contractor can submit a proposal for replacement, at their expense, with an item of the same fit, form and function. This proposal is subject to approval by the TA via ROCEA.

5.5.6 If the Contractor does not submit a proposal for replacement of the lost or damaged item or the proposed replacement item is not approved by the TA and PA, the Contractor must negotiate reimbursement through the CA, TA and PA.

## **5.6 GFOS Inventory Analysis**

5.6.1 In conjunction with the stocktaking schedule the Contractor must carry out a review of Government Furnished Overhaul Spares (GFOS) to determine if holdings of any item:

- a) Exceed the economic stock retention level;
- b) Have become surplus to the requirement as a result of removal of the end item; or
- c) Have become redundant because of a modification, change notice, product improvement, etc.

5.6.2 When authorized, the Contractor must prepare in accordance with Disposal Recommendation (CDRL MAT-003) and handle the necessary documentation associated with the disposal function in accordance with paragraph 5.9 of the PWS.

## **5.7 Obsolescence Management**

5.7.1 The Contractor is responsible to assist the EMT with recommendations pertaining to obsolescence management of in-scope Parachutes and Related Equipment/SAR-AD equipment and associated spares to ensure compliance with continuing technical requirements under DND 626.

5.7.2 When obsolescence issues are identified, the Contractor must inform the EMT by completing Change Order (CDRL PM-007) and submitting it to TA via ROCEA.

## **5.8 Materiel Disposal and Divestment**

5.8.1 When the Contractor identifies any DND-owned asset that is:

- a) Beyond Economical Repair (BER),
- b) At the end of useful life (EOL),
- c) Obsolete, or,
- d) Surplus to requirements.

The Contractor will complete and submit Disposal Recommendation (CDRL MAT-003) to ROCEA for authorization.

5.8.2 The Contractor must safeguard, control, and dispose of the scrap materiel in accordance with DND policy as directed by in the response to the MAT-003.

- 5.8.3 When the Contractor is directed to dispose of Canada-owned equipment, unless otherwise directed by the TA, the Contractor must:
- a) Use a Certificate of Demilitarization (DND Form 2586) for all parts and assemblies that have been demilitarized as per DAOD 3003-1: The Management, Security and Access Requirements Relating to Controlled Goods;
  - b) Forward the Certificate of Demilitarization to the Procurement Authority and Technical Authority via the ROCEA, within 30 days after demilitarization has been carried out;
  - c) Forward the Certificate of Demilitarization and the DND 2227 form in Annex K to the Quality Assurance Representative, within 30 days after demilitarization has been carried out;
  - d) Prepare the Disposal Report for the items disposed under a specific tasking in accordance with Disposal Recommendation (CDRL MAT-003);
  - e) Prepare the End User Certificates and distribute as per DAOD 3003-0 Controlled Goods and DAOD 3013-1 Disposal of Surplus Materiel, and
  - f) The Contractor must maintain a disposal registry of all materiel, including Controlled Goods (CG) and associated documents and approvals.

5.8.4 Disposal activities will be subject to verification by NDQAR.

5.8.5 Any disposal action at Third Line for items with demilitarization requirements must be witnessed by the NDQAR. The Contractor must allow for NDQAR oversight of the disposal activity.

## **5.9 Reduction to Spares**

5.9.1 Reduction to spares is a disposal activity that must occur with appropriate authorization. The resulting piece parts will become GFOS. When the Contractor is directed by the EMT to reduce DND-owned assets into spares or scrap, the Contractor must:

- a) Disassemble the equipment in accordance with the applicable CFTO into subcomponents as directed by the TA;
  - b) Assess the desired subcomponents for serviceability;
  - c) Serviceable components that are catalogued in CGCS must be reported to the responsible NDQAR for induction to DRMIS;
  - d) Serviceable components that have not yet been catalogued must be reported to the TA and PA via the ROCEA for direction; and
- The remaining parts and components are to be disposed in accordance with para 5.9 of this PWS.

## **6 Reporting and Documentation**

### **6.1 Reporting Support Services**

- 6.1.1 The Contractor must prepare and deliver the reports in accordance with the specific requirements defined in Appendix 4, Contract Data Requirements List (CDRLs) and Data Item Descriptions (DIDs).
- 6.1.2 The Contractor must have appropriate management and records control procedures in place to monitor and manage the CDRLS and DIDs and all other information relating to the contract. These control procedures and records must be available for review or audit by Canada on request.

## **7 Contract Close-Out**

### **7.1 Contract Close-Out Plan**

- 7.1.1 The Contractor must prepare and submit a Close-Out Plan in accordance with Contract Close-out Plan (CCOP) (CDRL PM-008).
- 7.1.2 Before contract expiration, Canada will authorize and direct the Contractor to initiate the activities in the most recently approved CCOP with a completed DND 626.