

## ANNEX B TO VOLUME 3

### STATEMENT OF WORK

### LASER RANGE FINDER - HAND-HELD THERMAL IMAGER - LONG RANGE (LRF HHTI-LR)

### IN-SERVICE SUPPORT



#### NOTICE

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# **1 Scope**

## **1.1 Purpose**

The purpose of this Statement of Work (SOW) is to define the work requirements for the in-service support of the Laser Range Finder - Hand Held Thermal Imager - Long Range (LRF HHTI-LR) System.

The goals of the holistic ISS program are:

- Ensure an adequate range and depth of LRF HHTI-LR logistic support;
- Ensure adequate and timely in-service support over the life of the LRF HHTI-LR;
- Optimize Department of National Defence (DND) Life Cycle Material Management (LCMM) workload efficiency;
- Maximize LRF HHTI-LR mission readiness; and
- Minimize LRF HHTI-LR life cycle cost.

## **1.2 Background**

The LRF HHTI-LR will be acquired and supported through two separate contracts.

The Acquisition contract, for which the work is defined in the Acquisition SOW, generally covers the following work:

- Development and verification of an LRF HHTI-LR system that fully satisfies Canada's requirements;
- Development of the Integrated Logistic Support (ILS) elements that will be required to support the LRF HHTI-LR when introduced into operational service;
- Production, verification and delivery of LRF HHTI-LR systems; and
- Delivery of ILS elements to support the introduction of the LRF HHTI-LR into operational service and support the systems for the first two years of service.

The In-Service Support contract, to which this SOW applies, generally covers the following work:

- Repair and Overhaul (R&O);
- Provision of spare parts;
- Implementation of system modifications;
- Technical Investigations and Engineering Support (TIES);
- Support of technical publications;
- Configuration management;
- Delivery of training courses; and
- Disposal

## **1.3 Intended Use**

The LRF HHTI-LR system will provide Canadian soldiers and sailors with a hand-held capability to detect, recognize and identify objects of interest under varying conditions of light and visibility. The system will provide a capability for the accurate geolocation of targets, and the onwards transmission of target data to other systems. Imagery produced by the LRF HHTI-LR System will be saved and transferred for analysis. The system will be used by the Canadian Army in the combat arms leader, sniper, reconnaissance and other similar roles. It will also be used by the Royal Canadian Navy to enhance general situational awareness, by boarding parties, and for security surveillance when in port.

## 1.4 System Overview

The conceptual configuration of the LRF HHTI-LR System is described in Section 3 of the LRF HHTI-LR System Requirements Specification (SRS). A final configuration of the system will be developed within the scope of the LRF HHTI-LR Acquisition contract. The conceptual high-level equipment breakdown, arranged in a logistics view, comprises the following:

### 1.4.1 Prime Mission System

The LRF HHTI-LR prime mission system is organized to be stored and transported in two separate cases, to be confirmed within the scope of the LRF HHTI-LR acquisition contract.

The LRF HHTI-LR Field Kit with Case comprises the following components:

- Filed Kit Storage and Transport Case;
- LRF HHTI-LR, including internal batteries and LRF HHTI-LR embedded software;
- Field Pouch;
- Ruggedized Flash Drive with (if required) interface cable;
- Lens Cleaning Kit;
- Space for internal rechargeable batteries for 24 hours of operation of LRF HHTI-LR
- Space for one Land Warrior Battery;
- Bilingual Operator Manual; and
- Bilingual Quick Reference Guide.

The LRF HHTI-LR Support Kit with Case comprises the following components:

- Support Kit Storage and Transport Case;
- Rechargeable Internal Batteries;
- Tripod Pouch;
- Tripod;
- Accessories Pouch;
- Battery Charger and Battery Charger cable assembly;
- Data Interface Cable Assemblies; and
- Power Cable Assemblies.

The LRF HHTI-LR System includes a collection of ATAK plugins that is required to implement the functionality for the interface between the LRF HHTI-LR and the Integrated Soldier System (ISS) Battle Management System (BMS). The LRF HHTI-LR / ISS BMS ATK plugins (LIBI AP) will be installed on the ISS End User Device (EUD) and on the ISS Commander's Tablet.

### 1.4.2 Support System

The detailed configuration of the LRF HHTI-LR Support System will be determined within the scope of the LRF HHTI-LR acquisition contract.

The LRF HHTI-LR Support System may include, as required, the following Special Tools and Test Equipment that would be used at first and second line maintenance units:

- Nitrogen Purging Adapter; and
- Device to upgrade LRF HHTI-LR embedded software.

The LRF HHTI-LR Support System will include the special tools and test equipment required to conduct second level maintenance of the LRF HHTI-LR at 202 Workshop Depot.

## **1.5 Support and Maintenance Concept**

This SOW should be read in conjunction with the Support and Maintenance Concept at Appendix 3.

## **1.6 Land Equipment Management System**

The Contractor should be familiar with the Land Equipment Management System (LEMS) that is documented in B-GL-342-001/FP-000, which describes the DND approach to the management of land equipment.

## **1.7 Contractors Performing R&O**

Some of the work performed by the Contractor will be R&O of equipment. The Special Instructions Repair and Overhaul Contractors (A-LM-184-001/JS-001) describes the instructions and procedures governing civilian contractors engaged in the R&O of material on behalf of the DND.

## **1.8 Glossary and Acronyms**

The glossary of terms and meaning of acronyms used in this SOW and associated annexes and appendices can be found in Appendix 6 References, Acronyms, Glossary and Lexicon.

First use of an Acronym will follow (in parentheses) the first use of the term it represents.

## **1.9 Applicable Documents**

The Contractor must use the referenced documents listed in Appendix 6 References, Acronyms, Glossary and Lexicon for the preparation of deliverables to the extent specified in this SOW and appendices to this SOW.

## **2 General Requirements**

### **2.1 Task-Based Work**

All work to be undertaken under this SOW will be undertaken in response to a DND 626 Task Authorization.

Task-based work is “as and when requested work” provided and invoiced pursuant to an individual DND 626 Task Authorization Form authorized by the Procurement Authority (PA) under the existing terms and conditions of the LRF HHTI-LR ISS Contract.

In order to minimize the number of DND 626 Task Authorizations issued by the PA, an annual tasking (see Section 3.6) will be established to cover the meetings, reporting and recurring service requirements that will occur over each fiscal year.

### **2.2 Repair and Overhaul Services**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must provide R&O services to the repairable items listed in the Contracted Supported Items List (CSIL) – Repair and Overhaul (R&O) in Appendix 1 Contract Deliverables.

### **2.3 Supply of Spare Parts**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must provide R&O services to the repairable items listed in the CSIL – Spare Parts in Appendix 1 Contract Deliverables.

### **2.4 Maintenance of Technical Data**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must update the technical data prepared during the Acquisition contract as identified in the CSIL – Technical Data in Appendix 1 Contract Deliverables.

### **2.5 Contract Service Deliverables**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must deliver the contract service deliverables identified in the Contract Services Requirements List (CSRL) in Appendix 1 Contract Deliverables.

### **2.6 Contract Data Deliverables**

#### **2.6.1 General**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must deliver contract data deliverables identified in the Contract Data Requirements List (CDRL) in Appendix 1 Contract Deliverables.

The Contractor must apply the requirements of this Section 2.6 to delivery of contract data deliverables identified in the CDRL in Appendix 1 Contract Deliverables.

The Contractor must apply the requirements of this Section 2.6 to delivery of updated technical data in the CSIL – Technical Data in Appendix 1 Contract Deliverables.

#### **2.6.2 Format of Contract Data Deliverables**

Unless otherwise specified in a CDRL or Data Item Description (DID), or approved by the Technical Authority (TA), the Contractor must prepare and deliver all electronic copies of data deliverables, in formats compatible with the office software currently in use by the DND, which currently comprises:

- a. Microsoft Windows 10 Enterprise Operating System, Version 21H2;



- b. Microsoft Edge Version 108;
- c. Microsoft Office 365 (Word, Excel, Access, PowerPoint and Outlook);
- d. Microsoft Visio for Office 365; and
- e. Microsoft Project for Office 365.

Unless otherwise specified in a CDRL or DID, the Contractor must deliver data deliverables in pdf format.

When delivering a document in pdf format, the Contractor must create a pdf version of the document with the following attributes:

- a. The document text must be searchable; and
- b. Internal hyperlinks, such as cross-references from the table of contents to document text, must be active.

The Contractor must format all soft copies for printing on 8.5 x 11-inch bond paper unless otherwise specified in a Data Item Description (DID) or approved by the TA.

### **2.6.3 File Naming Convention**

The Contractor must continue the file naming convention established by the Acquisition contract that uniquely identifies each data deliverable.

### **2.6.4 Delivery of Contract Data Deliverables**

For each delivery of a contract data deliverable, unless specified otherwise in the CDRL, the Contractor must:

- a. Place the softcopy file of the data deliverable on the Secure FTP Site;
- b. Inform the CA by email, copied to the TA and PA, that the data deliverable has been placed on the Secure FTP Site;
- c. When the CDRL for the data deliverable requires a hard copy deliverable, provide the hard copy deliverables by courier delivery addressed to the CA; and/or
- d. Deliver the data deliverable as otherwise agreed with the CA.

### **2.6.5 Review and Revision of Contract Data Deliverables**

The Contractor must deliver all Contract Data Deliverables initially as a draft version for Canada's review.

Unless otherwise noted in the CDRL for a data deliverable, Canada will provide review comments within 10 working days of delivery of the data deliverable.

Unless otherwise noted in the CDRL for a draft deliverable, the Contractor must revise the data deliverable in response to comments provided by the TA.

Unless otherwise noted in the CDRL for a data deliverable, the Contractor must provide a revision of the contract data deliverable within 15 working days after the receipt of review comments from the TA.

### **2.6.6 Bilingual Contract Data Deliverables**

When a CDRL Item specifies either a bilingual data deliverable or Canadian English and Canadian French versions of a data deliverable, the Contractor must prepare the Canadian English content first.

The Contractor must revise the Canadian English content or version of the data deliverable in response to comments received from the TA.

In order to prevent unnecessary rework, the Contractor should not initiate work on the French content or version of the data deliverable until the TA has accepted the English version of the data deliverable.

The Contractor must revise the Canadian French content or version of the data deliverable in response to comments received from the TA.

## **2.7 Metric System**

The Contractor must use metric units in all manuals, drawings and instructions.

## **2.8 Use of Canadian English and Canadian French in Deliverables**

The Contractor must use Canadian English and Canadian French when preparing deliverables.

The Contractor must be consistent in the use of equivalent terms in Canadian English and Canadian French.

The Contractor must consult, in order of preference, the following sources when determining the terminology to use in data deliverables:

- a. The Lexicon provided in Section 5 of Appendix 6 References, Acronyms, Glossary and Lexicon;
- b. TERMIUM Plus®, the Government of Canada's terminology and linguistic data bank at << <https://www.btb.termiumpius.gc.ca/tpv2alpha/alpha-eng.html?lang=eng> >>;
- c. Ernst Comprehensive Dictionary of Engineering and Technology;
- d. The Canadian Oxford Dictionary (English); and
- e. Dictionnaire Le Petit Robert (français).

## **2.9 File transfer Protocol (FTP) Site**

It is intended that the secure FTP site that was established to support the acquisition contract is supported and maintained throughout the life of this in-service support Contract.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must establish, maintain and populate a secure LRF HHTI-LR FTP site in accordance with CSRL Item PM-211 in in Appendix 1 Contract Deliverables.

The purpose of the Secure FTP Site is to:

- a. Provide a permanent repository of the contract data deliverables that can be accessed by members of Canada's Equipment Management Team (EMT);
- b. Provide a conduit for the ad-hoc exchange of data between the Contractor and Canada project teams;
- c. Provide a portal for the distribution of software updates; and
- d. Provide a portal for users and maintainers of the LRF HHTI-LR to access the latest user and maintenance documentation.

The Secure FTP Site must comply with the security requirements specified in the Security Requirements Check List (SRCL) at Annex < TBD > to this Contract.

The Secure FTP Site must be accessible using the Microsoft Edge web browser, and/or other browsers requested by the TA.

The Secure FTP Site must be accessible to authorised users 24 hours a day, 7 days a week, excluding planned maintenance periods.

The Contractor must configure the Secure FTP Site to support the efficient delivery, review, and update and configuration management of contract data deliverables.

The Contractor must configure the Secure FTP Site to support the ad hoc delivery of data to key positional roles on the Contractor and Canada's project teams.

The Contractor must configure the Secure FTP Site to support the exchange of data during the In-Service Support contract.

The Contractor must provide and maintain user account management services to establish and administer user accounts for the Secure FTP Site.

The TA will provide the Contractor with an initial list of authorized users, and update the list as required during the contract.

The Contractor must provide authorized users with access to required data to perform their activities in throughout the duration of the Contract.

The Contractor must manage the data on the FTP site in accordance with the Contractor's Configuration Management and Technical Data Management procedures, as described in the ISSMP.

The FTP site must be available at the project Kick-Off Meeting.

## **2.10 Security Requirement**

The Contractor must comply the requirements of the Security Requirements Checklist (SRCL) at Annex < TBD > when conducting the work.

### **3 In-Service Support Management Tasks**

#### **3.1 Contractor's In-Service Support Manager**

The Contractor must designate an In-Service Support Manager (ISSM) with the responsibilities to coordinate, execute, and manage the Contractor's project management activities for the Contract.

The Contractor's ISSM must have the total responsibility for all work required under the Contract.

The Contractor's ISSM must be the primary point of contact between the Contractor, the DND Technical Authority (TA), and the PSPC Contracting Authority (CA) for all issues related to the Contract.

The Contractor must inform Canada when the person assigned as the Contractor's ISSM changes.

#### **3.2 In-Service Support Management Plan (ISSMP)**

The ISSMP is prepared within the scope of the LRF HHTI-LR Acquisition Contract. There may be a requirement to update the ISSMP during the term of the In-Service Support Contract.

The ISSMP describes the Contractor's plan for integrating all management, planning and control activities associated with the equipment's service support work.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must update the In-Service Support Management Plan (ISSMP) IAW Data Item Description (DID) SM-01 in Appendix 2 Data Item Deliverables.

The Contractor must deliver the ISSMP IAW Contract Data Requirement List (CDRL) ID SM-201 in Appendix 1 Contract Deliverables.

The Contractor must manage the work IAW the ISSMP.

#### **3.3 Status Reports**

Status Reports will be required to support each Status Review Meeting, as described in Section 3.5.3 Status Review Meeting.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must prepare Status Reports (SRs) IAW DID SM-02 in Appendix 2 Data Item Descriptions.

The Contractor must deliver SRs IAW CDRL SM-202 in Appendix 1 Contract Deliverables.

#### **3.4 Issues and Action Items**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must prepare an Issue and Action Item Log (IAIL) IAW DID PM-03 in Appendix 2 Data Item Descriptions.

The Contractor must deliver the Issue and Action Item Log (IAIL) IAW CDRL SM-203 in Appendix 1 Contract Deliverables.

The Contractor must take action to address and complete the Action Item(s) (AI) that are assigned to the Contractor, by the agreed to date.

Both the TA and the Contractor must agree on the disposition of an AI before it may be closed.

#### **3.5 Project Meetings**

##### **3.5.1 Meeting Organization and Coordination**

Meetings will be chaired by Canada, unless specified otherwise.

The Contractor's ISSM must be present at the Kick-off Meeting (KOM), Status Review Meetings (SRM), and at other meetings when requested by Canada. If the ISSM does not have final approval authority for decision making and changes, then the person that has that final approval authority must also be present.

The Contractor must conduct meetings using Microsoft Teams, unless an in-person meeting is specified in this SOW.

When an in-person meeting is conducted at the Contractor's facilities, the Contractor must provide the capability for remote attendance using Microsoft Teams.

When an in-person meeting is conducted at Canada's facilities, Canada will provide a capability for remote attendance using Microsoft Teams.

### **3.5.2 Kick-Off Meeting (KOM)**

A KOM will be held within 20 calendar days following the award of the In-Service Support Contract.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must schedule, plan and conduct a KOM.

The Contractor must conduct the KOM as a Status Review Meeting.

The Contractor must address the following items during the KOM:

- Contractor briefing on how it will be organized to manage the Contract;
- Roles and responsibilities of key personnel and points of contact;
- Key Contract terms, performance objectives and performance management;
- Deliverables;
- Communications such as but not limited to procedures for monitoring and reporting progress;
- Procedures for managing risks and issues;
- Contract administration and Contract change procedures; and
- Performance based evaluation framework.

### **3.5.3 Status Review Meeting (SRM)**

The purpose of the SRM is for the Technical Authority (TA), Contracting Authority (CA) and the Contractor to discuss the Contractor's performance over a predetermined period of time and address any issues or concerns. The SRM is initiated via a DND 626 Task Authorization Form.

Status Review Meetings (SRMs) will be convened by the TA at least once per year, and more often when required. The Contractor may request the TA to convene a SRM when required.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must schedule, plan and conduct a SRM to formally report the status of work to the TA.

The Contractor must coordinate with the TA for all arrangements related to SRMs.

Each SRM must address, referring to the SR and IAIL, as a minimum, the following items:

- Status, management, and financial aspects of the In- Service Support Contract;
- With inputs from the TA, the status of the LRF HHTI-LR and its associated equipment, the extent of its usage, and any anticipated surge in operations;
- Performance Review to discuss the support delivered since the last review. This may include the quality of ongoing support, resolution of shortfalls and difficulties, and planning for any predicted changes in on-going support requirements;
- External factors impacting on Contract performance, including any commitments of deployment(s) or surges;
- Issues and/or discrepancies arising from the contract Status Reports;

- Actions required for longer-term planning of Contract activities and the provision of support; and
- Other topics as requested by Technical Authority.

In the case of an annual SRM, the SRM must also address any concerns or issues related with the:

- Annual Government Owned Inventory Report (Section 7.19);
- Annual R&O Performance Report (Section 7.18); and
- Obsolescence Management Issues Report (OMIR) (Section 8.7)

The Contractor must apply the requirements specified in Section 3.5.5 Meeting Documentation Requirements to SRMs.

### **3.5.4 Other Meetings and Communication**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must respond to the TA's request for phone or Microsoft Teams calls to discuss issues that may arise.

### **3.5.5 Meeting Documentation Requirements**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must prepare a Meeting Agenda for each meeting IAW DID PM-05 in Appendix 2 Data Item Descriptions.

The Contractor must deliver a Meeting Agenda for each meeting IAW CDRL SM-205 in Appendix 1 Contract Deliverables.

The Contractor must collect and record the information necessary for the preparation of the minutes.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must prepare the Meeting Minutes of each meeting IAW DID PM-06 in Appendix 2 Data Item Descriptions.

The Contractor must deliver the Meeting Minutes of each meeting IAW CDRL SM-206 in Appendix 1 Contract Deliverables.

The Contractor must update the IAIL as described in Section 3.4 Issues and Action Items following each meeting.

No change in the interpretation of the SOW, System Requirements Specification, cost, and schedule, as defined in the Contract, may be authorized by the minutes of a meeting. Such changes will require a Contract amendment by the CA.

## **3.6 Annual Tasking**

The TA will initiate an annual tasking via a DND 626 Task Authorization that covers the following activities:

- Management and operation of the Secure FTP Site (Section 2.9);
- Ongoing update of IAIL (Section 3.4);
- Status Reports (Section 3.3);
- Annual and other scheduled Status Review meetings (Section 3.5.3);
- Other Meetings and Communication (Section 3.5.4);
- Ongoing update of Technical Problem Database (Section 6.4);
- Annual Stocktaking of material held on Repairable Material Account (RMA) (Section 7.17);
- Annual Government Owned Inventory Report (Section 7.19);
- Annual R&O Performance Report (Section 7.18); and
- Annual and urgent Obsolescence Management Issues Report (OMIR) (Section 8.7).

The scope of the annual tasking may be adjusted each year.

## **4 Quality Management**

### **4.1 Quality Management Requirements**

Full requirements for quality management are specified in the main articles of agreement section of the Contract. The information provided below is a summary of these requirements, and are included so that the scope work related to quality management is visible in this SOW.

### **4.2 Quality Management Program**

In the performance of the Work described in the Contract, the Contractor must comply with the requirements of ISO 9001:2015 - Quality management systems – Requirements.

In response to a DND Task Authorization, the Contractor must provide assistance for Government Quality Assurance (GQA).

## **5 Environmental Management and Assessment**

### **5.1 Regulatory Requirements**

#### **5.1.1 Toxic Substances**

IAW the Prohibition of Certain Toxic Substances Regulations (SOR/2012-285), the substances listed under this regulation must not be incorporated in any part of the equipment.

#### **5.1.2 Mercury**

IAW the Products Containing Mercury Regulations (SOR/2014-254), if Mercury is present in any part of the equipment, the Mercury content limit must comply with the regulation (SOR/2014-254). If such substances must be used, the Contractor must:

- a. Inform the Technical Authority by identifying the substance(s); and
- b. Identify the specific location within the equipment and its concentration.

#### **5.1.3 Polychlorinated Biphenyls (PCBs)**

IAW the Polychlorinated Biphenyls (PCBs) Regulations (SOR/2008-273), if PCBs are present in any part of the equipment, the Contractor must comply with the regulation (SOR/2008-273).

If such substances must be used, the Contractor must:

- a. Inform the Technical Authority by identifying the substance(s);
- b. Identify the specific location within the equipment and its concentration; and
- c. Certify that there is no technically or economically feasible PCB-free alternative.

#### **5.1.4 Asbestos**

IAW the Prohibition of Asbestos and Products containing Asbestos Regulations (PAPCAR): SOR/2018-196, the Contractor must offer asbestos-free equipment.

### **5.2 Environmental Management System**

The Contractor must implement and maintain an Environmental Management System (EMS) which is consistent with the principles presented in ISO 14001. Certification to this standard is preferred but not mandatory.

The Contractor must have a formalized set of procedures and control measures in place to demonstrate environmental compliance and minimize environmental impact of the work.

### **5.3 Equipment Environmental Assessment**

The contractor may be tasked with updating the Equipment Environmental Assessment (EEA) that was prepared under the Acquisition Contract under the following circumstances:

- A change in configuration to the LRF HHTI-LR System associated with a system modification (see Section 6.5); or
- To update the Safety Data Sheets (SDS) that are included in the EEA

An update to the EEA will be initiated IAW the process to update Technical Data, as described in Section 6.3 Technical Data Management.



## 5.4 Environmental Packaging Labels

The Contractor must label and ship goods falling within the Hazardous Products Act, R.S.C. 1985, C. H-3 and regulation(s) there under, IAW the said Act and regulation(s).

The Contractor must clearly identify the contents of the hazardous material with labels, and the SDS must explain what those hazards are.

## **6 Engineering Support Tasks**

### **6.1 General**

The Contractor must provide Engineering Support for the LRF HHTI-LR System, its equipment, technical data, and all associated items as listed in the CSIL in Appendix 1 Contract Deliverables.

### **6.2 Configuration Management**

The Contractor must conduct configuration management of the LRF HHTI-LR System in accordance with the ISSMP.

The Contractor must control changes to the configuration of the LRF HHTI-LR System, and identify and maintain a record of the configuration of the LRF HHTI-LR, its equipment and all associated items.

Changes to the configuration of the LRF HHTI-LR system will be triggered by an Engineering Change Proposal (ECP), as described in Section 6.5.3. Work conducted to maintain configuration management will be included in the DND 626 Task Authorization associated with implementing the ECP.

The Contractor must track the status of the configuration changes (to both hardware and software).

The Contractor must report the status of the configuration changes within the Status Reports.

### **6.3 Technical Data Management**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must update the technical data identified in the CSIL – Technical Data of Appendix 1 Contract Deliverables.

Updates to technical data may be triggered by:

- A system modification resulting from the implementation of an Engineering Change Proposal (ECP), as described in Section 6.5;
- A request for amendment of Technical Data from the TA; and/or
- Suggestions for the amendment of Technical Data from the Contractor.

Work conducted to update technical data will be included in the scope of the DND 626 Task Authorization associated with implementing an ECP.

The Contractor must implement document revisions, updating the document's change page, and ensuring correct and current data is issued for use.

For bilingual Technical Data, the Contractor must update both Canadian English and Canadian French versions of the Technical Data publications translated IAW Section 2.6.6 Bilingual Contract Data Deliverables.

### **6.4 Technical Problem Management**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must establish and maintain a Technical Problem Management (TPM) database and associated management procedures to identify, investigate and resolve technical problems with the LRF HHTI-LR System.

This database must enable Technical Problem Reports to be generated and continuously monitored and to be summarized in the Status Reports.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must prepare Technical Problem Reports IAW DID ES-01 in Appendix 2 Data Item Descriptions.

The Contractor must deliver Technical Problem Reports IAW CDRL ES-201 in Appendix 1 Contract Deliverables.

## **6.5 System Modifications**

### **6.5.1 System Modifications Proposed by Canada**

Once the LRF-HHTI-LR has been in service with the CAF, operators, maintainers and the EMT may identify potential beneficial changes to the LRF HHTI-LR System. Potential changes may be related to hardware, embedded software, LIBI AP software, supporting systems or technical data.

When Canada seeks to make changes to the LRF HHTI-LR System Product Baseline, Canada will prepare and deliver an Engineering Change Request (ECR) to the Contractor.

On receipt of an ECR, and when authorized by the PA via a DND 626 Task Authorization, the Contractor must prepare and deliver a cost estimate of the work required to produce an Engineering Change Proposal (ECP) to respond to the ECR.

The Contractor must not proceed with the preparation of the ECP until the TA has accepted the cost estimate and authorized the Contractor to proceed with the preparation of the ECR.

When authorized by the TA to proceed with preparation of the ECP, the Contractor must prepare an ECP IAW DID CM-03 in Appendix 2 Data Item Descriptions.

The Contractor must deliver the ECP IAW CDRL ES-203 in Appendix 1 Contract Deliverables.

### **6.5.2 System Modifications Proposed by the Contractor**

The following situations exemplify what may cause the Contractor to propose system modifications:

- Opportunities for enhanced system performance; and/or
- Identified obsolescence of components or parts

When the Contractor seeks to make changes to the Product Baseline, the Contractor must prepare an Engineering Change Proposal (ECP) IAW DID CM-03 in Appendix 2 Data Item Descriptions.

The Contractor must deliver the ECP IAW CDRL ES-203 in Appendix 1 Contract Deliverables.

### **6.5.3 Implementation of Approved ECPs**

Following the receipt of an ECP from the Contractor, Canada will analyze the ECP and review the ECP at an internal Change Control Board (CCB) meeting. Canada will inform the Contractor of the CCB's decision. Where Canada decides to proceed with the implementation of the ECP, Canada will raise a DND 626 Task Authorization.

When authorized by the PA via a DND 626 Task Authorization to implement an ECP, the Contractor must implement the ECP IAW the DND 626 Task Authorization.

The Contractor must verify the implementation of approved ECPs.

## **6.6 Software Support**

### **6.6.1 General**

When authorized by the PA via a DND 626 Task Authorization, The Contractor must provide software support to the software components of the LRF HHTI-LR System identified in the CSIL – Software in Appendix 1 Contract Deliverables.

The provision of software support will be achieved through the processes described in Section 6.5. System Modifications. Software support may be initiated by either the Contractor or the TA.

Software modifications proposed by the TA will likely include but are not limited to:

- Modifications to LRF HHTI-LR embedded software / firmware to ensure correct integration with external systems to which the LRF HHTI-LR is interfaced as external systems are updated; and/or
- Modifications to LIBI AP software to ensure compatibility with upgrades to the DND ATAK release baseline

The Contractor may propose a Software Maintenance Release following the process described in Section 6.5.2 System Modifications Proposed by the Contractor. A Software Maintenance Release would include available enhancements, extensions, improvements, upgrades, updates or other modifications to the LRF HHTI-LR embedded software / firmware developed by the Contractor on their own initiative.

The Contractor may also propose a software modification for future development to provide enhancements to the LRF HHTI-LR system.

## **6.7 Technical Investigation and Engineering Support (TIES)**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must provide TIES.

The scope of TIES could include:

- Conducting specialized testing;
- Performing specialist engineering studies, such as human factors, survivability, electromagnetic interference/compatibility, safety and health, reliability and maintainability;
- Providing engineering assessments and recommendations (for example, regarding trends, failures (including repetitive failures), defects, safety hazards, corrosion, and technology insertion);
- Developing alternate or supplementary operating, maintenance, and supply procedures;
- Rationalizing the preventive maintenance requirements in areas where there is a potential for significant improvements in maintenance effectiveness or efficiency;
- Preparing technical bulletins and preparing supporting technical data;
- Developing repair schemes for potential repairs not covered in maintenance manuals;
- Preparing additional publications or amendments to existing publications;
- Translating technical publications into either Canadian official language (English or Canadian French);
- Performing post battle damage assessments, and determine how to return equipment to a serviceable state, or if it can be cannibalized for parts;
- Designing and developing modifications/upgrades/conversions, updating drawings, preparing modification installation instructions and providing modification installation kits;
- Investigating software faults, and viruses, and develop solutions. Update software embedded in the system or its associated equipment;
- Assessing regulatory compliance, especially regarding safety and protection of the environment; and/or
- Obtain CSA/UL or equivalent safety certifications for the equipment that has been modified or repaired through the work under this Contract.

On completion of the TIES, the Contractor must prepare a TIES Report IAW DID ES-02 in Appendix 2 Data Item Descriptions.

The Contractor must deliver the TIES Report IAW CDRL ES-202 in Appendix 1 Contact Deliverables.

## **7 Repair and Overhaul Tasks**

### **7.1 General**

The terms 'repair' and 'overhaul' are defined as follows:

Repair - The identification and correction of those specific defects which degrade the performance of an item, causing it to function below its specification or not as described in its operations manual.

Overhaul - The restoration of an item to its original condition and life expectancy. It includes the replacement of worn, damaged or life expired parts; the incorporation of approved modifications; and the rework of components as necessary.

The Contractor must provide R&O for the repairable items listed in the CSIL – R&O in Appendix 1 Contract Deliverables.

The Contractor must perform R&O in accordance with this SOW such that the CAF will be provided with functional, safe and reliable LRF HHTI-LR.

The Contractor must use parts and materials as per the configuration of the system described by the Technical Data identified in Section 6.3.

Changes to the parts, equipment configuration, or design must be approved by the TA, and executed in accordance with the SOW.

### **7.2 Logistic Statement of Work – Repair and Overhaul**

The Contractor must perform R&O in accordance with the Logistic Statement of Work – Repair and Overhaul (LOG SOW) at Appendix 4 to this SOW.

The LOG SOW is applicable to Repair and Overhaul tasks. It is not applicable to other work described in this SOW.

Section 7 of this SOW provides contextual information that will assist the Contractor in understanding how the LOG SOW is to be applied in the context of repair and overhaul of the LRF HHTI-LR System.

### **7.3 Triggers for Repair and Overhaul Performed by the Contractor**

Repairable items listed in the CSIL – R&O in Appendix 1 Contract Deliverables will be shipped to the Contractor's R&O Facility for repair in the following circumstances:

- The scope of repair work is beyond that which can be undertaken by DND's 202 Workshop Depot; or
- DND's 202 WD does not have the capacity to complete the repair within the desired Turn-Around-Time (TAT).

If the TA determines that repairable items listed in the CSIL – R&O in Appendix 1 Contract Deliverables are in need of overhaul upon completion of a mission or due to deteriorated conditions, the repairable items will be shipped to the Contractor's R&O Facility for overhaul.

### **7.4 DND 626 Task Authorization for Repair and Overhaul**

All R&O work will be initiated using a DND 626 Task Authorization. A DND 626 Task Authorization will typically cover the scope of work necessary to:

- Receive, clean and inspect the repairable item;
- Prepare a Repair Cost Estimate (RCE) for the repair or overhaul;
- Repair or overhaul the repairable item as required to return the item to a serviceable state;
- Test and inspect the repaired / overhauled item to verify correct function;

- Preserve, prepare and package the repaired / overhauled item for shipping;
- Control the work, and prepare all associated reports; and/or
- On an exceptional basis, arrange for commercial shipping and ship the repaired item back to DND.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must provide a Repair Cost Estimate (RCE) to the TA, as described in Section 7.6.

On acceptance of the RCE by the TA, the Contractor must conduct the R&O described in the DND 626 in accordance with the processes described in this SOW.

## **7.5 Receipt, Cleaning and Inspection (In-Inspection)**

The Contractor must perform an In-Inspection upon the receipt of the repairable item and an associated DND 626. The work must include:

- Material handling and receipt of the repairable items, including initiation of work control requirements specified in the LOG SOW;
- The verification of contents of the Transport and Storage Case with the packing list, reporting discrepancies to NDQAR;
- Identification and reporting to the NDQAR of any equipment damaged due to preservation and packaging failures in shipments using form CF 777, Unsatisfactory Condition Report (UCR), supported by photographs in accordance with C-02-015-001/AG-000 Unsatisfactory Condition Reporting;
- Cleaning the repairable item, storage and transport case in which it was shipped, and any other system components that accompany the repairable item prior to inspection;
- Inspecting the repairable item including troubleshooting, faultfinding, testing and verification to develop the In-Inspection report and estimated cost of repair, if applicable; and
- Inspecting the Transport and Storage Case for damage, faults and excessive wear.

## **7.6 Repair Cost Estimates (RCE)**

On completion of receipt, cleaning and inspection, the Contractor must develop and provide an RCE including all labour, parts, material and overhead to the TA for approval before the repair can proceed.

If the RCE exceeds the Maximum Repair Cost (MRC), the Contractor must provide recommendations for scrapping and salvage of usable parts to the TA.

If DND provides spare parts to the Contractor, or spare parts are already Contractor Held and Managed, the Contractor must deduct the value of the parts from the RCE of the item for which the parts are intended.

If the inspection of the Transport and Storage Case indicates that repair is required, the Contractor must provide a separate RCE for the repair of the Transport and Storage Case.

On acceptance of the RCE, the TA will authorize the repair by email.

The Contractor must not proceed with repair until the TA has authorized the repair.

## **7.7 Maximum Repair Cost**

The Maximum Repair Cost (MRC) is defined as: "The maximum amount authorized that includes all labour and material costs, to be expended to repair an item." It is a guard against the possibility of an item being repaired at a cost that exceeds its value to DND, and should not be interpreted as the amount that DND necessarily intends to pay.

For each Repairable Item indicating an MRC, as shown in the CSIL – R&O in Appendix 1 Contract Deliverables, the Contractor must not exceed the MRC without authorization from the TA.

If DND provides spare parts to the Contractor, or spare parts are already Contractor Held and Managed, the Contractor must deduct the value of the parts from the MRC of the item for which the parts are intended.

## **7.8 Extent of R&O**

On receipt of an Email from the TA that the RCE has been accepted, the Contractor must conduct R&O work necessary to restore the repairable item to a condition of full serviceability, where all requirements in the LRF HHTI-LR System Requirements Specification (SRS) at Appendix 5 related to the repairable item are met.

The Contractor must repair or replace defective material and components.

The Contractor must replace all decals, labels, and data plates that are not clear and/or legible.

## **7.9 Parts and Material Used in Repair and Overhaul**

The Contractor must provide the parts needed to perform R&O.

The Contractor must use parts and materials in R&O that are of the same fit, form and function as described in the EBS and PPB, unless otherwise authorized by the TA.

## **7.10 Testing, Inspection and Labeling**

The Contractor must perform testing to confirm that the repaired item(s) has been restored to a serviceable condition.

The Contractor must perform testing on all repaired items to ensure the correct operation of all components where incorrect function could introduce a hazard to the user or co-located personnel.

The Contractor must visually inspect all completed equipment for security of components and hazardous conditions, and all deficiencies must be noted and corrected.

The Contractor must include a properly completed and signed CF942/CF942A Materiel Condition Tag/Label, when applicable, IAW C-02-005-009/AM-000 Inspection and Condition of Materiel Returned to and Held in the Supply System, for all returned items.

The Contractor must attach the CF942/CF942A Tags/Labels to the materiel returned after R&OI IAW C-02-005-009/AM-000

CF942/CF942A Tags/Labels will be provided to the Contractor by the DND Quality Assurance Representative.

## **7.11 Repair and Overhaul Findings Report**

On completion of repair, testing and inspection of the repaired item(s) the Contractor must prepare a Repair and Overhaul Findings Report IAW DID RO-01 in Appendix 2 Data Item Descriptions.

The Contractor must deliver the Repair and Overhaul Findings Report IAW CDRL RO-201 in Appendix 1 Contact Deliverables.

## **7.12 Repair Turn-Around-Time (TAT)**

Repair TAT is defined as that period of time from the date of receipt of the repairable item at the Contractor's facility to the date the item is serviceable, packed, and ready for shipment.

The Contractor must complete repairs within a sixty (60) calendar day repair TAT, unless otherwise indicated in the CSIL – R&O in Appendix 1 or by the TA.

The Contractor must complete overhauls within a one hundred and twenty (120) calendar day repair TAT, unless otherwise indicated in the CSIL – R&O in Appendix 1 or by the TA.

### **7.13 Condemn / Scrapping Considerations**

Based on the results of the Contractor's In-Inspection and RCE, the TA may determine that it is not cost effective to repair the repairable item. In this situation, the TA will initiate a DND 626 for the disposal of the repairable item.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must dispose of a repairable item.

If the equipment contains embedded software (and possibly data) it may be necessary to erase the stored software and data prior to disposing of the equipment. In such cases, the Contractor must seek direction from the TA.

When DND-owned equipment is to be scrapped, the Contractor must dispose of the equipment IAW processes mandated by the assigned Demilitarization Codes.

### **7.14 Return of Repaired / Overhauled Items to DND**

After Repair and/or Overhaul, the repaired item and accompanying components must be preserved in accordance with the procedures specified in technical data item LS-118 Preservation, Storage and Reactivation Instructions.

After Repair and/or Overhaul, the repaired item and accompanying components must be prepared for shipping in accordance with the procedures specified in technical data item LS-123 Stowage, Shipping, and Handling Instructions.

The repaired item and accompanying components must be prepared for shipping in the same or replacement Storage and Transport Case in which they were received.

When preparing the repaired item and accompanying components for shipment after repair or overhaul, the Contractor must compare the shipment contents with the original packing list, and seek direction from the NDQAR if there are any shortages.

The Contractor must replace, at its own expense, any item damaged during transportation and handling as a result of improper Contractor or sub-contractor packaging, preservation, dunnage and/or restraining system.

### **7.15 Shipping**

For R&O, Canada will provide and pay for shipping to and from the Contractor's facility.

### **7.16 Customs and Excise**

DND is responsible for clearing Customs of all DND materiel consigned to R&O Contractors.

If a Contractor sub-contracts to an out of country location, the Contractor is responsible for the preparation of all the necessary customs documentations.

The Contractor must not use a Customs Broker unless specifically authorized by the PA.

### **7.17 Stocktaking**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must initiate and complete a one hundred per cent (100%) manual stocktaking of material provided by the Crown held on the Contractors RMA.

Refer to Section 8.5 Stocktaking of the LOG SOW at Appendix 4 for more information.



## **7.18 Annual R&O Performance Report**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must prepare Annual R&O Performance Reports IAW DID RO-02 in Appendix 2 Data Item Descriptions.

The Contractor must deliver the Annual R&O Performance Report IAW CDRL RO-202 in Appendix 1 Contact Deliverables.

Annual R&O Performance Reports will be reviewed at each annual Status Review Meeting, as described in Section 3.5.3 Status Review Meeting.

## **7.19 Annual Government Owned Inventory Report**

When authorized by the PA via a DND 626 Task Authorization, the Contractor must prepare an Annual Government Owned Inventory Reports IAW DID RO-03 in Appendix 2 Data Item Descriptions.

The Contractor must deliver Annual R&O Performance Reports IAW CDRL RO-203 in Appendix 1 Contact Deliverables.

Annual Government Owned Inventory Reports will be reviewed at each annual Status Review Meeting, as described in Section 3.5.3 Status Review Meeting.

## **8 Supply Support Tasks**

### **8.1 Provision of Spare Parts**

DND requires spare parts and consumables to support the in-house repair of the LRF HHTI-LR Systems as follows:

- Second level maintenance activities conducted by 202 Workshop Depot;
- First level maintenance activities conducted by first and second line maintenance units;
- Operator maintenance activities conducted by users of the LRF HHTI-LR system; and
- Repair by Replacement (RbR) for components of the LRF HHTI-LR system that are not economically repairable

Refer to Annex 3 Support and Maintenance Concept for further information.

DND will conduct periodic restocking of spare parts via a DND 626 Task Authorization. It is anticipated that restocking of spare parts will occur on an annual basis.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must supply spare parts and consumables as specified in the DND 626.

The turn-around-time for parts re-stocking is identified in the CSIL – R&O in Appendix 1 Contract Deliverables.

### **8.2 Supply Turn-Around-Time (TAT)**

Supply TAT is defined as that period of time from the date of receipt of the DND 626 Task Authorization for the supply of spare parts to the date the item is packed and ready for shipment.

The Contractor must supply parts within a forty-five (45) calendar day Supply TAT, unless otherwise indicated in the CSIL – Spare Parts in Appendix 1 Contract Deliverables or by the TA.

### **8.3 Supply of Shelf-Life Items**

The Contractor must not supply spare parts or consumables with less than twelve (12) months remaining on its designated shelf-life, unless otherwise approved by the Technical Authority.

### **8.4 Replacement of Damaged, Destroyed or Abandoned Assets**

From time to time due to events such as, but not limited to, accidents and battle damage, DND may require replacement of complete LRF HHTI-LR systems.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must supply complete LRF HHTI-LR Systems as specified in the DND 626.

### **8.5 Spare Parts Packaging, Handling, Storage and Transportability**

The Contractor must comply with the following LRF HHTI-LR Technical Data when supplying spare parts and consumables:

- LS-118 Preservation, Storage and Reactivation Instructions;
- LS-122 Identification Labels for Storage & Shipment and Packaging Codes; and
- LS-123 Stowage, Shipping, and Handling Instructions

The Contractor must comply with special instructions provided in the DND 626 related to packaging, handling, storage and transportability.

The Contractor must comply with health and safety regulations related to packaging in the provincial or territorial jurisdiction where packed.

## **8.6 Shipping**

Shipping of spares will be borne by the Contractor and billed to DND.

## **8.7 Obsolescence and Supply Chain Management**

For the duration of the Contract, the Contractor must be keenly aware of the availability of all parts comprising the LRF HHTI-LR System and must provide advanced warning the TA of parts recommended for provisioning that are subject to supply chain disruption, no longer manufactured, have become obsolete or are expected to become obsolete within two years.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must prepare an Obsolescence Management Issues Report (OMIR) IAW DID SS-01 in Appendix 2 Data Item Descriptions.

The Contractor must deliver the OMIR IAW CDRL SS-201 in Appendix 1 Contract Deliverables.

As a minimum, the Contractor will prepare an OMIR on an annual basis to be reviewed at each annual Status Review Meeting, as described in Section 3.5.3 Status Review Meeting.

When an urgent risk of supply chain interruption or obsolescence occurs such that action is to mitigate the risk is required before the next annual Status Review Meeting, the contractor must inform the TA of the risk, and seek authorization for the preparation of an urgent OMIR.

## **9 Training Support Tasks**

### **9.1 Operator Training Course Delivery**

A CAF unit that has not previously used the LRF HHTI-LR may be issued with these systems prior to an operational deployment or task rotation. In this situation, Initial Cadre Training of operators within the unit may be required.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must deliver an operator training course IAW CSRL TR-201 based on the Technical Data item LS-116 Operator Training Course Package.

LRF HHTI-LR Systems to support the delivery of this course will be provided by Canada.

### **9.2 Maintenance Training Course Delivery – 202 Workshop Depot**

In response to unforeseen circumstances, such as but not limited to high staff turn-over at 202 Workshop Depot, the delivery of regenerative training for electro-optical technicians employed at this facility may be beneficial.

When authorized by the PA via a DND 626 Task Authorization, the Contractor must deliver a maintenance training course IAW CSRL TR-202 based on the Technical Data item LS-117 Maintenance Training Course Package.

## **10 List of Appendices**

The following documents are appended to this SOW:

- Appendix 1      Contract Deliverables
- Appendix 2      Data Item Descriptions (DIDs)
- Appendix 3      Support and Maintenance Concept
- Appendix 4      Logistics Statement of Work (LOG SOW)
- Appendix 5      System Requirements Specification (SRS)
- Appendix 6      References, Acronyms, Glossary and Lexicon

## APPENDIX 1 TO ANNEX B TO VOLUME 3

### CONTRACT DELIVERABLES

#### LASER RANGE FINDER - HAND-HELD THERMAL IMAGER - LONG RANGE (LRF HHTI-LR)

#### IN-SERVICE SUPPORT



##### NOTICE

This documentation has been reviewed by the technical authority and does not contain controlled goods. Disclosure notices and handling instructions originally received with the document must continue to apply.

##### AVIS

Cette documentation a été révisée par l'autorité technique et ne contient pas de marchandises contrôlées. Les avis de divulgation et les instructions de manutention reçues originalement doivent continuer de s'appliquer.

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## **1 Introduction**

### **1.1 Identification**

This Appendix specifies the Deliverables required under the In-Service Support (ISS) Statement of Work (SOW).

All deliverables, support and services required under this SOW will be delivered in response to a DND 626 Task Authorization.

The Contract Data Requirements List (CDRL) (Section 2) specifies the deliverable data items required when authorized by a DND 626 Task Authorization. Each CDRL Item refers to an associated Data Item Description (DID). The DIDs define data content, preparation instructions, format and intended use of the data, and are provided in Appendix 2 to the SOW.

The Contract Supported Items List – Technical Data (CSIL-TD) (Section 3) identifies the Technical Data items produced under the acquisition contract that the Contractor will support under the ISS SOW when authorized by a DND 626 Task Authorization.

The Contracted Supported Items List – Software (CSIL-SW) (Section 4) identifies the software that will be maintained and modified by the Contractor when authorized by a DND 626 Task Authorization.

The Contracted Supported Items List – Repair and Overhaul (CSIL-R&O) (Section 5) identifies the repairable parts that will be subject to repair and overhaul at the Contractor's R&O facility when authorized by a DND 626 Task Authorization.

The Contracted Supported Items List – Spare Parts (CSIL-SP) (Section 6) identifies the component parts of the LRF HHTI-LR that are subject to provisioning by the Contractor when authorized by a DND 626 Task Authorization as DND consumes spare parts and consumables during operational use and repair at DND repair facilities.

The Contract Services Requirements List (CSRL) (Section 7) specifies the deliverable services required when authorized by a DND 626 Task Authorization.

### **1.2 References**

References to related documents are embedded within each Data Item Description.

### **1.3 Acronyms and Glossary**

Refer to Appendix 6 of the ISS SOW for a list of acronyms and glossary of terms used in this Appendix.

## 2 Contract Data Requirements List (CDRL)

### 2.1 Contract Data Requirements in Statement of Work

The CDRL should be read in conjunction with Section 2.6 Contract Data Deliverables in the ISS Statement of Work.

### 2.2 Precedence of CDRL

The requirements stated in Blocks 5 through 10 of the CDRL take precedence over any such requirements that may have been identified in the DIDs. Guidance for the interpretation of the information in each block (field) in the CDRL is provided below.

### 2.3 CDRL Layout and Interpretation

The layout and interpretation of the CDRL blocks are described in Table 2 1.

Table 2 - 1 Layout and Interpretation of CDRL Blocks

Column	Title	Interpretation
1	CDRL ID	Unique identifier of CDRL item in the form AA-xyy-nn, where: “AA” is a two-letter identifier identifying the DND functional area: SM – In-Service Support Management ES – Engineering Support SE – Systems Engineering RO – Repair and Overhaul SS – Supply Support “x” identifies the contract: 1 – Acquisition 2 – In-service Support “yy” is a two-digit sequential number following the “x” prefix “nn” is a two-digit sequential number that is used if the deliverable associated with an event that occurs multiple times, such as an agenda for a project status meeting. The agenda for the first meeting would be PM-104-01, the agenda for the second meeting PM-104-02, etc.
2	Title	The title of the deliverable item.
3	DID	The associated DID that specifies the format of the deliverable item.
4	SOW Reference	A reference to the location(s) in the ISS SOW where delivery of the deliverable item is specified.

Column	Title	Interpretation
5	Approval Code	<p>Approval Code denotes whether the data is to be submitted for approval, review or information. The following codes are used:</p> <p>A – Approval: The data listed as being deliverable must be submitted for approval by Canada. The Contractor must obtain this approval before using the data.</p> <p>The Contractor must amend previously approved deliverable data within 10 working days from an agreement to amend the deliverable and must obtain further approval before use.</p> <p>R – Review: The deliverable will be reviewed by Canada for acceptability of format, clarity and completeness. Once accepted, the data must be considered for information only.</p> <p>I – Information: The data is for information purposes only.</p>
6	Review Period	<p>Indicate timeframe in which DND reviews will take place (i.e. 5 Days, 2 weeks). Abbreviations used include:</p> <p>WD – working days</p> <p>WKS - weeks</p>
7	Frequency	<p>Frequency denotes the frequency of delivery of the data (to be read in conjunction with Block 8 – Due dates). Frequencies may be expressed using the following codes:</p> <p>ANNLY – Annually</p> <p>ASREQ – As required</p> <p>MNTHY – Monthly</p> <p>ONCE – One time</p> <p>UPDT – The deliverable is progressively updated over time with new content</p> <p>All deliveries are subject to revision after comments are received by Canada</p>
8	Due Date(s)	<p>Date or dates of each submission, using constraints related to milestones as appropriate.</p> <p>Unless otherwise noted, the due date refers to the submission of the initial draft version of the document.</p>
9	Distribution, Quantity and Media	<p>Identifies recipients, number of copies and media type. Abbreviations used include:</p> <p>TA – Technical Authority</p> <p>CA – Contracting Authority</p> <p>SC – soft copy</p> <p>HC – hard copy</p> <p>When a quantity is not provided, the quantity is 1.</p>
10	Remarks	Any additional or clarifying information that may be required.

## 2.4 In-Service Support Management Data Requirements

1	2	3	4	5	6	7	8	9	10
<b>CDRL ID</b>	<b>Title</b>	<b>DID</b>	<b>SOW Reference</b>	<b>Approval Code</b>	<b>Review Period</b>	<b>Due Date(s)</b>	<b>Frequency</b>	<b>Distribution , Quantity and Media</b>	<b>Remarks</b>
SM-201	In-Service Support Management Plan	SM-01	ISS SOW Section 3.2	R	15 WD	10 WD before ISS Kick-off meeting	ONCE	Draft: SC: TA, CA Final: SC: TA, CA HC: TA, CA	Review comments to be discussed at ISS Contract Kick-off meeting.
SM-202-01 ... SM-202-nn	Status Report	SM-02	ISS SOW Section 3.3	R	10 WD	10 WD before the Status Review Meeting	ANNLY and ASREQ	SC: TA, CA	
SM-204	Issue and Action Item Log (IAIL)	PM-03 IAIL	ISS SOW Section 3.4	R	Ongoing	10 WD before ISS Kick-off meeting, then continuously available on FTP site.	UPDT	SC: TA, CA	
SM-105-01 ... SM-105-nn	Meeting Agenda	PM-05 Meeting Agenda	ISS SOW Section 3.5.5	R	10 WD	10 WD before the meeting	ASREQ	SC: TA, CA	
SM-106-01 ... SM-106-nn	Meeting Minutes	PM-06 Meeting Minutes	ISS SOW Section 3.5.5	R	10 WD	5 WD after meeting	ASREQ	SC: TA, CA	

## 2.5 Engineering Support Data Requirements

1	2	3	4	5	6	7	8	9	10
<b>CDRL ID</b>	<b>Title</b>	<b>DID</b>	<b>SOW Reference</b>	<b>Approval Code</b>	<b>Review Period</b>	<b>Due Date(s)</b>	<b>Frequency</b>	<b>Distribution , Quantity and Media</b>	<b>Remarks</b>
ES-201	Technical Problem Report	ES-01 Technical Problem Report	ISS SOW Section 6.4	R	10 WD	5 WD after identification of each new technical problem  Frequency of periodic status reporting from database to be identified in DND 626 Task Authorization	UPDT, ASREQ	SC: TA, CA	
ES-202	Technical Investigation and Engineering Support (TIES) Report	ES-02 TIES Report	ISS SOW Section 6.7	R	10 WD	As identified in DND 626 Task Authorization	ASREQ	SC: TA, CA	
ES-203	Engineering Change Proposal (ECP)	CM-3 ECP	ISS SOW Section 6.5.1, 6.5.2	A	10 WD	As identified in DND 626 Task Authorization	ASREQ	SC: TA, CA	

## 2.6 Repair and Overhaul Data Requirements

1	2	3	4	5	6	7	8	9	10
<b>CDRL ID</b>	<b>Title</b>	<b>DID</b>	<b>SOW Reference</b>	<b>Approval Code</b>	<b>Review Period</b>	<b>Due Date(s)</b>	<b>Frequency</b>	<b>Distribution , Quantity and Media</b>	<b>Remarks</b>
RO-201	Repair and Overhaul Findings Report	RO-01 Repair and Overhaul Findings Report	ISS SOW Section 7.11	R	10 WD	5 WD after completion of inspection and verification after repair	ASREQ	SC: TA, CA	
RO-202-01 ... RO-202-nn	Annual R&O Performance Report	RO-02 Annual R&O Performance Report	ISS SOW Section 7.18	R	10 WD	10 WD before the Annual Status Review Meeting	ANNLY	SC: TA, CA	
RO-203-01 ... RO-203-nn	Annual R&O Government Owned Inventory Report	RO-03 Annual R&O Government Owned Inventory Report	ISS SOW Section 7.19	R	10 WD	10 WD before the Annual Status Review Meeting	ANNLY	SC: TA, CA	

## 2.7 Supply Support Data Requirements

1	2	3	4	5	6	7	8	9	10
<b>CDRL ID</b>	<b>Title</b>	<b>DID</b>	<b>SOW Reference</b>	<b>Approval Code</b>	<b>Review Period</b>	<b>Due Date(s)</b>	<b>Frequency</b>	<b>Distribution , Quantity and Media</b>	<b>Remarks</b>
SS-201	Obsolescence Management Issues Report (OMIR)	SS-01 OMIR	ISS SOW Section 8.7	R	10 WD	10 WD before the Annual Status Review Meeting, Urgent OMIR on authorization of TA	ANNLY, ASREQ	SC: TA, CA	

### 3 Contract Supported Items List – Technical Data (CSIL-TD)

The technical data identified in this Section was produced within the scope of the acquisition contract. Modifications to these technical data may be required in response to a change in configuration of the system, typically as a result of a system modification initiated by Canada or by the Contractor. The Technical Data to be supported by the Contractor is listed in Table 3 - 1.

Table 3 - 1 Contracted Supported Items List – Technical Data

<i>ID</i>	<i>Title</i>	<i>DID</i>	<i>Remarks</i>
	<b>Systems Engineering Technical Data</b>		
SE-102	System Design Description (SDD)	SE-02 SDD	
SE-103	LIBI AP Interface Control Document (ICD)	SE-03 ICD	
SE-104	Test Procedures	SE-04 Test Procedures	
SE-105	Requirements Traceability and Verification Matrix (RTVM)	SE-05 RTVM	
	<b>Configuration Management Technical Data</b>		
CM-101	Equipment Breakdown Structure (EBS)	CM-01 EBS	
CM-102-01 ... CM-102-nn	Software Version Description Document (SVDD)	CM-02 SVDD	
	<b>Integrated Logistic Support Technical Data</b>		
LS-102	Maintenance Plan	LS-02 Maintenance Plan	
LS-103	Sparing Analysis Report	LS-03 Sparing Analysis Report	
LS-104	Equipment Data Summary (EDS)	LS-04 Equipment Data Summary (EDS)	
LS-105	Provisioning Parts Breakdown (PPB)	LS-05 PPB	
LS-106	Recommended Spare Parts List (RSPL)	LS-06 RSPL	
LS-107	Recommended Support Equipment Requirements List (RSERL)	LS-07 RSERL	
LS-108	Consumables and Bulk Items List (CBIL)	LS-08 CBIL	
LS-109	Material Change Notice (MCN)	LS-09 MCN	

<b>ID</b>	<b>Title</b>	<b>DID</b>	<b>Remarks</b>
LS-110	Provisioning Drawings and Associated Lists	LS-10 Provisioning Drawings and Associated Lists	
LS-111	Operator Manual	LS-11 Operator Manual	
LS-112	Quick Reference Guide (QRG)	LS-12 Operator Quick Reference Guide	
LS-113	Maintenance Manual - 1st and 2nd Line	LS-13 Maintenance Manual - 1st and 2nd Line	Includes Preservation, Storage and Reactivation Instructions (see CDRL LS-118) Includes Stowage, Shipping, and Handling Instructions (see CDRL LS-123)
LS-114	Maintenance Manual – 202 WD	LS-14 Maintenance Manual – 202 WD	Includes Preservation, Storage and Reactivation Instructions (see CDRL LS-118) Includes Stowage, Shipping, and Handling Instructions (see CDRL LS-123)
LS-115	Illustrated Parts Manual (IPM)	LS-15 IPM	
LS-116	Operator Training Package	LS-16 Operator Training Package	
LS-117	Maintenance Training Package – 202 WD	LS-17 Maintenance Training Package – 202 WD	
LS-118	Preservation, Storage and Reactivation Instructions	LS-18 Preservation, Storage and Reactivation Instructions	Content is also embedded in: LS-113 Maintenance Manual - 1 <sup>st</sup> and 2nd Line; and LS-114 Maintenance Manual – 202 WD
LS-119	Supplementary Provisioning Technical Documentation (SPTD)	LS-19 SPTD	
LS-120	Packaging Data	LS-20 Packaging Data	
LS-121	Identification Plates – Design Template & Populated Designs	LS-21 Identification Plates – Design Template & Populated Designs	
LS-122	Identification Labels for Storage & Shipment and Packaging Codes	LS-22 Identification Labels for Storage & Shipment and Packaging Codes	
LS-123	Stowage, Shipping, and Handling Instructions	LS-23 Stowage, Shipping, and Handling Instructions	Content is also embedded in: LS-113 Maintenance Manual - 1st and 2nd Line: and LS-114 Maintenance Manual – 202 WD



<i><b>ID</b></i>	<i><b>Title</b></i>	<i><b>DID</b></i>	<i><b>Remarks</b></i>
LS-124	Serial Number Register	LS-24 Serial Number Register	
LS-125	Special Tools & Test Equipment (STTE) List	LS-25 Special Tools & Test Equipment List	
LS-126	UID Marking Specifications	LS-26 UIID Marking Specifications	
LS-127	Controlled Goods List	LS-27 Controlled Goods List	
LS-128	Laser Safety Data Sheet (LSDS)	LS-28 Laser Safety Data Sheet (LSDS)	
LS-129	Equipment Environmental Assessment (EEA)	LS-29 Equipment Environ-mental Assessment (EEA)	
LS-130	In-Service Support Plan (ISSP) for In-Service Support Contract	LS-30 In-Service Support Plan (ISSP) for In-Service Support Contract	

## 4 Contract Supported Items List – Software (CSIL-SW)

### 4.1 CSIL-SW Layout and Interpretation

The layout and interpretation of the CSIL-SW blocks are described in Table 4 - 1.

Table 4 - 1 Layout and Interpretation of CSIL-SW Blocks

<b>Column</b>	<b>Title</b>	<b>Interpretation</b>
1	Identifier MRN/OEM Part No	A unique identifier for the Item of software, or the hardware that it is hosted on.
2	Item Nomenclature	The name of the Item that may include Item class/group categories and functional descriptors
3	Software version number	The version or revision number of the software item
4	SW Update	Requires software updates to DND/CAF (e.g., may be part of regular upgrade program or to incorporate third party updates)

### 4.2 Supported Software Items

Supported software items are identified in Table 4 - 2.

The contents of Table 4 - 2 will be determined during the acquisition contract. Contents are illustrative only.

Table 4 - 2 Contract Supported Items List - Software

<b>&lt; 1 &gt;</b>	<b>&lt; 2 &gt;</b>	<b>&lt; 3 &gt;</b>	<b>&lt; 3 &gt;</b>
<b>Identifier MRN/OEM Part No</b>	<b>Item Nomenclature</b>	<b>Software version number</b>	<b>SW Update</b>
TBD	LRF HHTI-LR Embedded Software (firmware)	TBD	Yes
TBD	LIBI AP (LRF HHTI-LR ATAK Plugins resident on Integrated Soldier System End User Device)	TBD	No

## 5 Contract Supported Items List – Repair and Overhaul (CSIL – R&O)

### 5.1 CSIL-R&O Layout and Interpretation

The layout and interpretation of the CSIL-R&O blocks are described in Table 5 - 1.

Table 5 - 1 Layout and Interpretation of CSIL-R&O Blocks

Column	Title	Interpretation
1	System Identifier MRN/OEM Part No	A unique identifier for the Item, as used in the applicable technical manuals or supply management system.
2	Item Nomenclature	The name of the Item that may include Item class/group categories and functional descriptors.
3	NATO Stock Number (NSN)	The 13-digit identifier used in NATO and allied cataloguing systems.
4	Repair Cost Estimate R&O or Free-Flow R&O by Item	<p>Repair Cost Estimate (RCE) R&amp;O – Identifies that the item will require the submission of a repair cost estimate to the TA, and authorization of the repair by the TA, before repairs or overhaul can begin.</p> <p>RCE R&amp;O is used when:</p> <ul style="list-style-type: none"><li>• Equipment is more complex;</li><li>• The TA requires more visibility on the scope of repairs proposed;</li><li>• The system has not yet reached steady-state operational use and is therefore harder to predict typical repair costs/requirements; and</li><li>• Repairs occur at a low rate.</li></ul> <p>Free Flow (FF) R&amp;O – Identifies that the item requires a repair cost estimate, but does not require submission to the TA nor authorization of the repair by the TA, as long as the repair cost estimate is below the Maximum Repair Cost (MRC).</p> <p>Free Flow R&amp;O is used when:</p> <ul style="list-style-type: none"><li>• Equipment repairs are well understood or are less complex; and</li><li>• Repairs occur at a high rate.</li></ul>
5	Maximum Repair Cost (MRC)	Identifies the maximum amount authorized that includes all labour and material costs, to be expended to repair an item. Repairs above the MRC must be approved by DND before any repair or overhaul work commences. Standard Selection Notice Observation Message procedures as detailed in A-LM-184-001/JS-001 must apply

Column	Title	Interpretation
6	Repair Turn-Around-Time (TAT)	Identifies the Repair TAT, if different from the general Repair TAT, as defined in the ISS SOW in Section 7.12, indicating that this item is of greater importance to the operation of the LRF HHTI-LR and therefore requires a faster turn-around. Repair TAT is indicated in calendar days; if left blank, then general Repair TAT is followed.

5.2 Repair and Overhaul Supported Items

Supported repair and overhaul items are identified in Table 5 - 2.

The contents of Table 5 - 2.will be determined during the acquisition contract, and will reflect the those LRF HHTI-LR System components identified in the Equipment Breakdown Structure that will be subject to R&O at the Contractor's O&M Facility. Contents are illustrative only.

Table 5 - 2 Contract Supported Items List – Repair and Overhaul

< 1 >	< 2 >	< 3 >	< 4 >	< 5 >	< 6 >
System Identifier MRN/OEM Part No	Item Nomenclature	NSN	RCE or FF	MRC	Repair TAT
TBD	LRF HHTI-LR	TBD	RCE	TBC	
TBD	STTE proprietary to contractor installed at 202 WD Montreal	TBD	RCE	TBC	

## 6 Contract Supported Items List – Spare Parts (CSIL-SP)

### 6.1 CSIL-SP Layout and Interpretation

The layout and interpretation of the CSIL-SP blocks are described in Table 5 - 1.

Table 6 - 1 Layout and Interpretation of CSIL-SP Blocks

<b>Column</b>	<b>Title</b>	<b>Interpretation</b>
1	System Identifier MRN/OEM Part No	A unique identifier for the Item, as used in the applicable technical manuals or supply management system.
2	Item Nomenclature	The name of the Item that may include Item class/group categories and functional descriptors.
3	NATO Stock Number (NSN)	The 13-digit identifier used in NATO and allied cataloguing systems.
4	Supply Turn-Around-Time (TAT)	Identifies the Supply TAT, if different from the general Supply TAT, as defined in the ISS SOW in Section 8.2, Supply TAT is indicated in calendar days; if left blank, then general Supply TAT is followed.

### 6.2 Spare Parts Supported Items

Supported spare parts items are identified in Table 6 - 2.

The contents of Table 6 - 2 will be determined during the acquisition contract, and will reflect the those LRF HHTI-LR System components and parts identified Equipment Breakdown Structure, Provisioning Parts Breakdown and Recommended Spare Parts List

Table 6 - 2 Contract Supported Items List – Spare Parts

<b>&lt; 1 &gt;</b>	<b>&lt; 2 &gt;</b>	<b>&lt; 3 &gt;</b>	<b>&lt; 4 &gt;</b>
<b>System Identifier MRN/OEM Part No</b>	<b>Item Nomenclature</b>	<b>NSN</b>	<b>Supply TAT</b>
TBD	TBD	TBD	

## 7 Contract Services Requirements List (CSRL)

### 7.1 CSRL Layout and Interpretation

The layout and interpretation of the CSRL blocks are described in Table 7 - 1 Layout and Interpretation of CSRL Blocks.

Table 7 - 1 Layout and Interpretation of CSRL Blocks

Column	Title	Interpretation
1	CSRL ID	Unique identifier of CDRL item in the form AA-xyy-nn, where: “AA” is a two-letter identifier identifying the DND functional area: TR – Training “x” identifies the contract: 1 – Acquisition 2 – In-service Support “yy” is a two-digit sequential number following the “x” prefix “nn” is a two-digit sequential number that is used if the deliverable associated with an event that occurs multiple times, such as an agenda for a project status meeting. The agenda for the first meeting would be PM-104-01, the agenda for the second meeting PM-104-02, etc.
2	Description	The description of the deliverable service.
3	SOW Reference	A reference to the location(s) in the SOW where delivery of the service is specified.
4	Due Date(s)	Date or dates of each submission, using constraints related to milestones as appropriate.
5	Location	Location of service delivery
6	Remarks	Any additional or clarifying information that may be required.

## 7.2 In-Service Support Management Requirements

1	2	3	4	5	6
<b>CSRL ID</b>	<b>Title</b>	<b>SOW Reference</b>	<b>Due Date(s)</b>	<b>Location</b>	<b>Remarks</b>
FT-201	Secure FTP Site	ISS SOW Section 2.9	IAW DND 626	Contractor's Information Technology Infrastructure	Service to be provided on a DND fiscal year basis

## 7.3 Training Requirements

1	2	3	4	5	6
<b>CSRL ID</b>	<b>Title</b>	<b>SOW Reference</b>	<b>Due Date(s)</b>	<b>Location</b>	<b>Remarks</b>
TR-201	Operator Training Course	ISS SOW Section 9.1	IAW DND 626	Canadian Forces Base, Wing or other location TBD in Canada	Language of delivery TBD. 20 students maximum
TR-202	Maintenance Training Course – 202 WD	ISS SOW Section 9.2	IAW DND 626	202 WD, CFB Montreal, Quebec	Language of delivery TBD 10 students maximum

## APPENDIX 2 TO ANNEX B TO VOLUME 3

### DATA ITEM DESCRIPTIONS (DIDs)

#### LASER RANGE FINDER - HAND-HELD THERMAL IMAGER - LONG RANGE (LRF HHTI-LR)

#### IN-SERVICE SUPPORT



##### NOTICE

This documentation has been reviewed by the technical authority and does not contain controlled goods. Disclosure notices and handling instructions originally received with the document must continue to apply.

##### AVIS

Cette documentation a été révisée par l'autorité technique et ne contient pas de marchandises contrôlées. Les avis de divulgation et les instructions de manutention reçues originalement doivent continuer de s'appliquer.



## 1 Introduction

This Appendix specifies requirements for Deliverable Data required under the LRF HHTI-LR In-Service Support (ISS) Statement of Work (SOW).

The Data Item Descriptions (DIDs) define data content, preparation instructions, format and intended use of the data.

A common set of DIDs is used for the LRF HHTI-LR Acquisition and In-Service Support contracts. The common set of DIDs can be found at Appendix 2 to Annex B to the Acquisition Contract.

DIDs applicable to the ISS Contract are called up in the ISS SOW (Annex B to the ISS Contract), and are referenced in the CDRL in the ISS Contract Deliverables (Appendix 1 to Annex B to the ISS Contract).

This Appendix incorporates Appendix 2 to Annex B to the Acquisition Contract in its entirety.

## APPENDIX 3 TO ANNEX B TO VOLUME 3

### SUPPORT AND MAINTENANCE CONCEPT

#### LASER RANGE FINDER - HAND-HELD THERMAL IMAGER - LONG RANGE (LRF HHTI-LR)

#### IN-SERVICE SUPPORT



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## 1 Introduction

This document describes the overall support and maintenance concept for the Laser Range Finder Hand Held Thermal Imager Long Range (LRF HHTI-LR) System.

This Appendix incorporates the Support and Maintenance Concept at Appendix 6 to Annex B to the LRF HHTI-LR Acquisition Contract in its entirety.

## APPENDIX 4 TO ANNEX B TO VOLUME 3

### LOGISTIC STATEMENT OF WORK – REPAIR AND OVERHAUL

### LASER RANGE FINDER - HAND-HELD THERMAL IMAGER - LONG RANGE (LRF HHTI-LR)

### IN-SERVICE SUPPORT



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#### AVIS

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## 1 Overview of Publication

The purpose of the Logistics Statement of Work (LOG SOW) is to provide special instructions and procedures required for all in and out of country Contractors engaged in the Repair and Overhaul (including refit) on behalf of DND.

This LOG SOW specifies the processes that the contractor must follow when undertaking repair and overhaul work described in Section 7 Repair and Overhaul Tasks of the LRF HHTI-LR Statement of Work for In-Service Support. The contents of this document are based on the standard DND LOG SOW. It has been tailored as required for the in-service support of the LRF HHTI-LR System.

This LOG SOW is to be read in conjunction with the A-LM-184-001/JS-001 *Special Instructions - Repair and Overhaul Contractors* for detailed information. For step-by-step instruction on in and out of country repair process refer to Annex B in the A-LM-184-001/JS-001. This model will describe the roles and responsibilities in the end-to-end repair process.

### 1.1 System of Record - DRMIS

The Defence Resource Management Information System (DRMIS) provides total asset visibility of all Canadian Forces (CF) materiel, whether it is in use, in stock, or on a repair line. The contractors' responsibilities related to management of the accounts in DRMIS are explained and outlined below. Contractors having access to DRMIS must process required transactions as instructed in this publication.

Contractors requiring access to DRMIS must obtain a PKI (Public Key Infrastructure) card in accordance with the recently implemented Two-Factor Authentication.

Refer to Chapter 1.1 of A-LM-184-001/JS-001 for further information on the System of Record.

### 1.2 Supply Accounts

RMA (Repairable Material Account): is an account that must be allocated to the contractor to hold the authorized material for repair that is approved on the contract.

CRPA (Contractor Repair Parts Account): DRMIS provisioning account (\_P) with a Serviceable and an Unserviceable storage location.

SLOC (Storage Locations): are used to manage and warehouse National Spares.

Refer to Chapter 1.2 of A-LM-184-001/JS-001 for further information on Supply Accounts.

### 1.3 Spares

Contract Issue Spares (CIS) are government owned materiel issued to R&O contractor facilities for incorporation into DND equipment undergoing repair, overhaul and modification.

Government Furnished Overhaul Spares (GFOS) are non-catalogued spare parts that are salvaged by the Contractor, on PA/NDQAR authority, from DND materiel undergoing repair, overhaul, re-life or modification

Accountable Advance Spares (AAS) are purchased by the contractor using DND funds, in order to support DND equipment on the repair line. At this time, it is assessed that most repairs will be undertaken by DND at 202 WD. As a result, AAS will not initially be used to support R&O.

Government Furnished Equipment (GFE) is government owned equipment provided by DND to a contractor, on a loan agreement, to be used during the contract period and returned in essentially the same condition (subject to fair wear & tear) at the end of the contract.

Government Furnished Information (GFI) is any information that DND will provide, on a loan agreement, to the contractor to enable contract fulfillment.

Refer to Chapter 1.3 of A-LM-184-001/JS-001 for further information on Spares.

## **1.4 Extent of Work / Types of Equipment**

The Contractor must repair or overhaul only those items for which they have received authorization. This authority is in accordance with the Selection Notice and Priority Summary (SNAPS). Stores Removal Request (SRR), an approved Repairable Materiel Request (RMR) for a Repairable Materiel Account or Task Authorization/DND 626.

Canada intends to authorize each repair or overhaul through the use of a DND 626 Task Authorization. Refer to Chapter 7.1 of A-LM-184-001/JS-001 for further information on DND 626 Task Authorizations.

Different types of DND equipment to be repaired are categorized as either:

- a. Selected Equipment
- b. Non-Selected Equipment
- c. Major Equipment
- d. Repair of sub-components and accessories

Refer to Chapter 1.4 of A-LM-184-001/JS-001 for further information on the different types of DND Equipment that are authorized for repair and the category types.

## **1.5 Repair and Overhaul In and Out of County Process**

Refer to Chapter 1.5 of A-LM-184-001/JS-001 for the process flowchart.

## **2 Receipts**

The Contractor is responsible for the receipt, identification, inspection and distribution of all incoming materiel, as well as the processing of receipt documentation.

The Contractor must comply with Ch. 2.0 of A-LM-184-001/JS-001 when processing receipts.

### **2.1 Selection Notice Observation Message (SNOM)**

The Contractor must use a SNOM to report any or all observations to the TA for in and out of country contracts.

Refer to Chapter 2.1 of A-LM-184-001/JS-001 for further information on SNOMs.

### **2.2 Discrepancies in Shipments**

The Contractor must contact their supporting NDQAR/OCRS to report and action discrepancies in shipments.

The Contractor must act in accordance with Chapter 2.1 of A-LM-184-001/JS-001.

### **2.3 Initial Inspection of Repairable Material**

Canada intends that the DND 626 for a repair will grant the Contractor authority to strip the equipment to assess its repair or overhaul potential and to estimate costs.

Refer to Chapter 2.3 of A-LM-184-001/JS-001 for further instruction on inspection of repairable material.

### **2.4 Hazardous Materiel and Controlled Goods**

Due diligence must be exercised when carrying out duties and responsibilities associated with hazardous materiel and controlled goods.

Controlled goods are identified in the Controlled Goods List delivered by the Contractor within the scope of the LRF HHTI-LR acquisition contract.



Refer to Chapter 2.4 of A-LM-184-001/JS-001 for further information on HAZMAT and controlled goods.

### **3 Work Control**

The Contractor must ensure that the repair of all DND equipment is controlled by an internal serial numbered work order in accordance with Chapter 3.0 of A-LM-184-001/JS-001.

#### **3.1 Completion of Work**

On completion of Repair or Overhaul, the Contractor must transfer the material from unserviceable Storage Location or Work Order to the serviceable Storage Location.

Refer to Chapter 3.1 of A-LM-184-001/JS-001 for further information on completion of work.

#### **3.2 Stop Repair Action**

Upon receipt of an updated SNAPS indicating Stop Repair Action, the Contractor must action the Repairable as per the Instructions supplied.

The Contractor must comply immediately with all stop repair instructions.

Refer to Chapter 3.2 of A-LM-184-001/JS-001 for detailed procedures.

### **4 Selection Notice and Priority Summary (SNAPS)**

The SNAPS is a report found in the DRMIS BI Portal application and is designed to show all MMRs which are selected for repair to that RMA/SLOC, the Maximum Repair Cost (MRC) and the 24-month forecast. The information on the SNAPS plus the R&O contract provides the Contractor with the authority to repair.

Refer to Chapter 4 of A-LM-184-001/JS-001 for further information on Annual Repair Forecasts.

### **5 Cost Control**

The Contractor must monitor the cost of each repair to ensure that total repair costs remain within approved limits. While undergoing repair, total cost must be monitored to determine whether or not to continue the repair.

Refer to Chapter 5.0 of A-LM-184-001/JS-001 for more information on cost control.

### **6 Costing Records**

The Contractor must prepare forms and maintain records in accordance with Chapter 6.0 of A-LM-184-001/JS-001.

#### **6.1 Invoice / Claims for Payment (Accountable Advance Spares (AAS))**

Given that the majority of repairs will be undertaken by DND's 202 WD facility, DND does not intend to utilize AAS to support repair and overhaul conducted by the Contractor. This intent may change over the course of the contract.

The Contractor must submit monthly invoices for AAS, but only after receipt and acceptance of the materiel and inspection in accordance with the CGCS quality assurance code (QAC) in the event that a certificate of conformance or test data is required.

Refer to Chapter 6.1 of A-LM-184-001/JS-001 for further information on invoices for AAS

## **7 Engineering and Maintenance Services**

### **7.1 DND 626 Task Authorization**

Refer to Chapter 7.1 of A-LM-184-001/JS-001 for further information on DND 626 Task Authorizations.

### **7.2 Mobile Repair Party (MRP)**

A Mobile Repair Party is an individual or group of individuals who perform repair work away from a Contractor's plant and regional area.

Refer to Chapter 7.2 of A-LM-184-001/JS-001 for more information on MRP.

DND does not intend to utilize MRPs in support of LRF HHTI-LR repair.

### **7.3 Equipment Turn-Around-Time (TAT)**

Unless specifically identified within the contract, equipment turn-around-time (TAT) to a serviceable state must be achieved in 90 calendar days.

Refer to Chapter 7.3 of A-LM-184-001/JS-001 for more information on TAT.

### **7.4 Priority Repair Request (PRR)**

On receipt of a PRR, the contractor is to determine whether DND's required delivery date (RDD) can be met. If not, the contractor is required to provide to the TA a realistic estimated delivery date (EDD).

Refer to Chapter 7.4 of A-LM-184-001/JS-001 for more information on PRR.

### **7.5 Special Investigations & Technical Studies (SITS)**

When authorized by the Procurement Authority via a Task Authorization/DND 626, the Contractor must open a work order to undertake special investigation and technical studies and must provide relevant data to these investigations as and when required.

Refer to Chapter 7.5 of A-LM-184-001/JS-001 for more information.

### **7.6 Technical Investigations and Engineering Studies**

When authorized by the PA, via a Task Authorization/DND 626, the Contractor must undertake technical investigations and engineering studies.

Refer to Chapter 7.6 of A-LM-184-001/JS-001 for more information.

### **7.7 Termination of Contract**

In situations where the contract is not extended, or cancelled by mutual consent or terminated for convenience or by default, the PA will form a Contract close-out planning team to provide the contractor with instruction for the completion of the work already on the repair line and to provide instruction and to coordinate the transfer of DND-owned equipment.

Refer to Chapter 7.7 of A-LM-184-001/JS-001.

## **8 Supply Support**

### **8.1 Transaction Documentation**

The DND 2227 is the supply document used by all contractors when performing supply related transactions. Contractors can use their own templates, provided all of the same information appears on their templates.

Refer to Chapter 8.1 of A-LM-184-001/JS-001 for more information.

## **8.2 Contractor Supply Accounting**

Prime Contractors will be provided an RMA and CRPA for holding spare parts for repair and overhaul of DND materiel. Total National holdings of government owned materiel are not to be held on an RMA or CRPA.

Refer to Ch. 8.2 of A-LM-184-001/JS-001 for more information.

## **8.3 Management of Government Owned Spares**

All government owned materiel (CIS, AAS, GFOS) must be brought on charge to ensure total asset visibility.

Refer to Chapter 8.3 of A-LM-184-001/JS-001 for more information.

## **8.4 Spares Review**

In conjunction with the two-year stocktaking schedule, the Contractor must carry out a review of CIS, AAS (must be done on a yearly basis), and GFOS. This will ensure all of the material is brought on charge on completion of the stocktaking.

Refer to Chapter 8.4 of A-LM-184-001/JS-001 for more information.

## **8.5 Stocktaking**

The PA, working with the supporting NDQAR must initiate and have the contractor carry out a one hundred per cent (100%) manual stocktaking of in country RMAs, and CRPAs, as well as, CIS, GFOS, AAS and Loan Accounts must be counted at a minimum of once every two years or as indicated by Cycle Count Indicator.

Refer to Chapter 8.5 of the A-LM-184-001/JS-001 for more information and the processes for Stocktaking.

## **8.6 Embodiment Fees**

Embodiment fees must be negotiated by PSPC and must be charged against the specific R&O work.

Refer to Chapter 8.6 of A-LM-184-001/JS-001 for further explanation and detail.

## **8.7 Warehousing**

The Contractor must be responsible for the appropriate warehousing and storage of government owned materiel

Refer to Chapter 8.7 of A-LM-184-001/JS-001 for further information on Warehousing.

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

The Contractor must report to the supporting NDQAR/OCRS all instances of loss or damage to government owned materiel in his custody within two (2) working days of confirmation of its discovery.

Refer to Chapter 8.8 of A-LM-184-001/JS-001 for further explanation and detail.

## **8.9 Scrap – Custody and Disposal**

The Contractor must safeguard, control and dispose of scrap material.

Refer to Chapter 8.9 of A-LM-184-001/JS-001 for further explanation and detail on scrap materiel.

## **8.10 Packaging**

Specific packaging instructions must be adhered to by the Contractor in order to assure maximum life, utility and performance of materiel.

Refer to Chapter 8.10 of A-LM-184-001/JS-001 for further explanation and detail on packaging.

## **8.11 Re-usable Containers**

LRF HHTI-LR for repair will be shipped to the Contractor in a re-usable Transport and Storage Case.

Refer to Chapter 8.11 of the A-LM-184-001/JS-001 for more information on reusable containers.

## **8.12 Transportation**

Refer to Chapter 8.12 of the A-LM-184-001/JS-001 for more information pertaining to transportation.

# **9 Warranty Consideration**

Upon receipt of equipment or materiel returned by DND for warranty consideration, the Contractor must follow the procedures as outlined in Chapter 9.0 of A-LM-184-001/JS-001.

## **9.1 Warranty Review Board (WRB)**

Each time an item is received by the Contractor for warranty consideration and there is a dispute as to responsibility, a WRB must be established.

Refer to Chapter 9.1 of A-LM-184-001/JS-001 for more detail on the Warranty Review Board.

# **10 Contractor Use of DND Equipment and Publications**

Written consent must be provided by DND for contractor use of DND publications, tools, test-equipment or jigs and fixtures for commercial work.

Refer to Chapter 10.0 of A-LM-184-001/JS-001 for more information.

## **11 Publications**

The Contractor must document requirements for publications and submit to the PA. The Contractor must develop procedures to control all DND publications in their possession and be responsible for amending all DND publications in his custody. The record of amendments must be maintained as indicated in the applicable area of each publication.

Refer to Chapter 11.0 of A-LM-184-001/JS-001 for more information.

### **11.1 Availability of Publications**

The Contractor must provide the PA with a list of all DND publications obtained from the Contract Authority prior to signing the contract.

Refer to Chapter 11.1 of A-LM-184-001/JS-001 for more information.

### **11.2 Disposal of Publications**

When a publication is no longer needed, the Contractor must request disposal instructions and take action as directed.

Refer to Chapter 11.2 of A-LM-184-001/JS-001 for more information.

## **12 Office Services**

The Contractor must perform the secretarial and clerical work necessary to carry out the terms of this contract with respect to the preparation, filing and transmission of all forms, reports and correspondence, relating to the movement, accounting, storage, repair, overhaul, quality control and investigation of materiel covered by this contract.

Refer to Chapter 12.0 of A-LM-184-001/JS-001 for further explanation.

## **13 Minutes of Meetings**

When meeting minutes are required, the Contractor is responsible for taking them and preparing them in the approved format.

Refer to Chapter 13.0 of A-LM-184-001/JS-001 for further explanation.

## **14 Plant Shutdown / Vacation Period**

During plant shutdown and/or vacation periods, the Contractor must ensure that adequate facilities/personnel are available to ensure the satisfaction of High Priority Requirements (HPRs).

Refer to Chapter 14.0 of A-LM-184-001/JS-001 for further explanation.

## **15 Reports**

### **15.1 Materiel Management Reports**

Reports are available to the Contractor in DRMIS or from their supporting NDQAR.

Refer to Chapter 15.1 of A-LM-184-001/JS-001 for a complete list of reports available to contractors.

### **15.2 MRP Progress Reports**

Not applicable to LRF HHTI-LR.

Refer to Chapter 15.2 of A-LM-184-001/JS-001 for further information.

### **15.3 Technical Investigations and Engineering Studies**

TIES may only be authorized by the Procurement Authority. The Contractor must complete the report as stipulated under a DND 626.

Refer to Chapter 15.3 of A-LM-184-001/JS-001 for more information.

### **15.4 Annual Government Owned Inventory Report**

The Contractor must submit a report annually to the PA on the value of all government owned materiel.

Refer to Chapter 15.4 of A-LM-184-001/JS-001 for further information.

## APPENDIX 5 TO ANNEX B TO VOLUME 3

### SYSTEM REQUIREMENTS SPECIFICATION (SRS)

#### LASER RANGE FINDER - HAND-HELD THERMAL IMAGER - LONG RANGE (LRF HHTI-LR)

#### IN-SERVICE SUPPORT



##### NOTICE

This documentation has been reviewed by the technical authority and does not contain controlled goods. Disclosure notices and handling instructions originally received with the document must continue to apply.

##### AVIS

Cette documentation a été révisée par l'autorité technique et ne contient pas de marchandises contrôlées. Les avis de divulgation et les instructions de manutention reçues originalement doivent continuer de s'appliquer.

## 1 Introduction

This System Requirements Specification (SRS) details the technical and performance requirements for a Laser Range Finder - Hand Held Thermal Imager - Long Range (LRF HHTI-LR) System for use by the Canadian Army and Royal Canadian Navy.

This Appendix incorporates the SRS at Appendix 3 to Annex B to the LRF HHTI-LR Acquisition Contract in its entirety.

## APPENDIX 6 TO ANNEX B TO VOLUME 3

### REFERENCES, ACRONYMS, GLOSSARY AND LEXICON

#### LASER RANGE FINDER - HAND-HELD THERMAL IMAGER - LONG RANGE (LRF HHTI-LR)

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## 1 Introduction

This Appendix provides a central repository for information that supports the LRF HHTI-LR In-Service Support (ISS) Statement of Work and subordinate appendices.

It includes:

- References;
- Acronyms;
- Abbreviations;
- Glossary; and
- Lexicon.

This Appendix incorporates Appendix 7 to Annex B to the LRF HHTI-LR Acquisition Contract in its entirety.