

Solicitation No. M7594-224467
Service Pistol Replacement
Royal Canadian Mounted Police

Annex B - Statement of Work

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1.0 INTRODUCTION

1.1 Background

The Royal Canadian Mounted Police (RCMP) is Canada's national police service and has policing mandates across the country at community, municipal, provincial, territorial and federal levels. The RCMP provides policing services to Canadians across 10 Provinces, 3 Territories, 150 Municipalities, and over 600 Indigenous Communities which includes providing both Federal Police Services and Specialized Police Services in support of hundreds of other police and public safety agencies across Canada.

The RCMP has with approximately 30,000 employees including 19,000 police officers. The RCMP has more than \$1.3B in assets including buildings and vehicles across the country. The RCMP is committed to being progressive, proactive, and innovative, having a diverse and modern workforce, this requires that the RCMP's general duty (GD) pistol be examined from a Gender-based perspective (Gender-based Analysis+ (GBA+)). In doing so, the organization will ensure that all police officers across the country have the appropriate service pistol and ancillary equipment to perform their duties as safely and effectively as possible. Many of these police officers work in rural and remote areas in approximately 750 detachments across Canada.

In addition, the current service pistol has exceeded its planned life cycle of over 20 years. As a result, Canada is undertaking a procurement process for a new and modern service pistol that offers a reduced trigger pull weight, various grip sizes and a reduction in overall weight. In addition to acquiring a pistol, holster, carrying case, and maintenance kits; to enhance public and officer safety the RCMP has also identified the need for a Red Dot Sight (RDS), Pistol-mounted flashlight.

The Department of Fisheries and Oceans (DFO) (Conservation and Protection (C&P)) also requires replacement Service Pistols. C&P's mandate aims to ensure the conservation and sustainable use of Canada's aquatic resources and the protection of species at risk, fish habitat, and oceans. Fishery officers are designated under the Fisheries Act and defined as peace officers under the Criminal Code of Canada with the authority to investigate and enforce all provisions of the act and other related acts and work closely with the RCMP, local and international police forces to undertake their work.

1.2.1 Expected Outcomes

The Pistol Replacement project will provide police officers with a new modern pistol, ancillary equipment, and the necessary training to use these items in a safe and operational manner. The following represents the expected outcomes as a result of this acquisition:

- a) Government of Canada's diversity and inclusion policies are respected by leveraging Gender Based Analysis (GBA+) in the selection of the service pistols and ancillary equipment and training;
- b) RCMP Members have a pistol that supports the day-to-day performance of their policing duties as required by section 124 of the Canada Labour Code, "Every employer shall ensure that the health and safety at work of every person employed by the employer is protected";;
- c) Canadians can rely on the police services to provide for their safety and security because police officers have the appropriate equipment and related training to meet the high standard of competence required to successfully perform policing duties.
- d) Lifecycle management process that includes an embedded sustainment (also known as "evergreening") resulting in an established long-term planning, optimization and ultimate replacement of equipment assets; and
- e) Members will have a service pistol that :
 - i) Is reliable and flexible, allowing for adaptability and weight reduction;
 - ii) Has a reduced trigger pull weight in line with GBA+ analysis;
 - iii) Uses a mounted flashlight to increase effectiveness in low light threat response; and
 - iv) Has a Red Dot Sight (RDS) for quicker and more accurate sight acquisition.

1.2.2 Objectives of the Statement of Work (SOW)

The objective of this SOW is to define the work, services and deliverables required of the Contractor in support of the RCMP's Service Pistol Replacement.

1.3 Scope

The RCMP is committed to ensuring that Canadians feel protected by, and have trust in their National Police Force. Canada is engaging a Contractor who will deliver the service pistols and ancillary equipment, training and support for the pistol and ancillaries. Canada intends to procure all items as a bundle which will see one contractor provide the pistols and associated accessories. If required a subsequent standing offer may be awarded to the winning contractor for pistol spare parts. The pistol, inclusive of the training pistol, will be delivered with the RDS and LED weapon light mounted as a fully configured, zeroed pistol. The scope of the Contractor's work encompasses:

- a) Supply service pistols with three (3) magazines;
- b) Supply RDS;
- c) Supply LED weapon light;
- d) Supply general duty holsters;
- e) Supply plain clothes holsters;
- f) Supply pistol carrying cases;
- g) Supply training pistols with three (3) magazines;
- h) Supply all requisite tools and test equipment for two separate armouries;
- i) Supply preventative maintenance kits for pistols;
- j) Provide armourer training for the pistol, RDS, LED weapon light, training pistol and holsters;
- k) Provide the Armoury in Regina, Saskatchewan and Ottawa, Ontario with a Factory Service Designation and Warranty Depot Designation for the pistol;
- l) Provide train-the-trainer training for RCMP basic firearms instructors (BFI) on the pistol, RDS, LED weapon light, training pistol and holsters;
- m) Supply all training material in both of Canada's Official Languages (i.e. French and English) for Armourers and Basic Firearms Instructors with requisite user's manuals and technical specifications for the pistol, RDS, LED weapon light, training pistol and holsters;
- n) Provide on call, technical service support to RCMP armourers for the pistol, RDS, LED weapon light, training pistol and holsters; and
- o) Provide warranty service support for the pistol, RDS, LED weapon light, training pistol and holsters.
- p) Provide a schematic diagram depicting the itemized break down of the individual OEM parts for the pistol. The individual parts must be available to support service of the entire pistol including the magazines.

1.4 Service Pistol Phases - Tasks and Deliverables (TD)

This section provides a summary of the phases, associated tasks, and deliverables that must be completed by the Contractor. The Contractor must ensure the packaging of all items, the authenticity of the equipment, serialization, warranties, delivery and tracking system, importation processing activities and authorizations from the Country of Origin into Canada (if applicable), and any other activities related to the acquisition of the pistols and ancillaries.

The Work will be conducted in three phases, some of which will occur simultaneously. See Figure 1 which outlines the phases and desired timelines below. The phases along with a high level description are as follows:

1.4.1 Phase 1 - Asset Delivery and Management

The asset delivery and management phase will commence no later than six (6) months after contract award when the contractor will begin delivering pistol packages, training pistols, plain clothes holsters, tools and test equipment, and preventative maintenance kits. This phase will be conducted in two stages in order to ensure that armourers and the basic firearms instructors (train-the-trainer cadre) are equipped and trained prior to the broader organization. The Contractor's responsibilities, as well as a detailed

breakdown of deliverables, are described in Section 2.2 Phase 1 - Asset Delivery and Management - Tasks and Deliverables (TD1) - Service Pistol Packages, Training and Service Support Delivery, under Section 2.0 Contractor Tasks and Deliverables.

- a) **Stage 1 Initial Delivery** - Delivery of all items required to support the training of armourers and trainers. This stage will be highlighted by the initial delivery of pistol packages, plain clothes holsters, and the required tools, test equipment, preventative maintenance kits to support the full roll-out of the pistol packages to the Armoury in Ottawa, Ontario (Ottawa NCR Armoury, Technical and Protective Operations Facility (TPOF), Room 408, 1426 St. Joseph Blvd, Orleans, ON, K1A 0R2, Attn: Shipping & Receiving, (613) 993-3100) and Regina, Saskatchewan (RCMP Regina Armoury, 5600 - 11th Ave, Bldg 98, Regina, SK, S4P 3J7, Attn: Shipping & Receiving, (639) 625-3704). A small quantity of training pistols will be delivered during this stage. This stage will begin no later than six (6) months after contract award; and

Stage 2 Full Delivery - Delivery of all remaining pistol packages, plain clothes holsters and all remaining training pistols to the Armoury locations in Ottawa, Ontario and Regina, Saskatchewan. This stage will see the delivery of all training pistols and as required, pistol preventative maintenance kits. This stage will see staggered deliveries starting from the completion of Stage 1 and continue for two (2) years after contract award.

1.4.2 Phase 2 - Armourer and Basic Firearms Instructor Training

The contractor must supply all training material in both of Canada's Official Languages (i.e. French and English) for Armourers and Basic Firearms Instructors (train-the-trainer) with requisite user's manuals and technical specifications for the pistol, RDS, LED weapon light, training pistol and holsters as part of the initial bid submission.

The contractor must deliver armourer and basic firearms instructor (train-the trainer) training no later than sixty (60) days after contract award. Training will be conducted at the Armoury in Ottawa, Ontario and Regina, Saskatchewan, with an option to conduct training at the contractor's location at Canada's discretion.

The required Special Tools and Test Equipment (STTE) to support training at the Armoury in Ottawa, Ontario and Regina, Saskatchewan, must be received no later than sixty (60) days after contract award. The pistol packages that were submitted as part of the bid proposal will be utilized to support training. Quantities are outlined in Annex C - Performance Evaluation.

Training will be conducted in two stages as follows:

- a) **Stage 1 Armourers Training** - Training must be provided on all items included in the Pistol Package, plain clothes holster, as well as the training pistol to warrant the armourers a Factory Service Designation to perform weapon maintenance as well as a Warranty Depot Designation. Armourers will be provided a technical introduction on the RDS, LED weapon light, training pistol and holster such that they are able to perform all operator level maintenance on these ancillary items; and
- b) **Stage 2 Basic Firearms Instructor Training** - The training must be provided on all items included in the Pistol Package, plain clothes holster as well as the training pistol to ensure that trainers are able to confidently train regular members on the safe and operational use of all products in this requirement.

The Contractor's responsibilities are described in Section 2.3 Phase 2 - Armourer and Train-the-Trainer Training - Tasks and Deliverables (TD2) - Service Training and Documentation, under Section 2.0 Contractor Tasks and Deliverables.

1.4.3 Phase 3 - Service Support

The service support phase will start immediately after the first deliveries of the pistol packages in Phase 1 Stage 1. Furthermore, after the completion of armourer training in Phase 2 Stage 1, the RCMP armourers

will hold both a Factory Service and Warranty Depot designation for the pistol. The contractor must provide service support for all items, the provision of technical support to the RCMP for all items, evergreening services, product reporting and tracking, as well as the provision of pistol preventative maintenance kits when called upon to do so. Service support will continue throughout the duration of the contract. The Contractor's responsibilities are described in Section 2.4 Phase 3 - Service Support - Tasks and Deliverables (TD3) - Service Support, under Section 2.0 Contractor Tasks and Deliverables.

Service Pistol Replacement Phases, Tasks and Deliverables (TD)

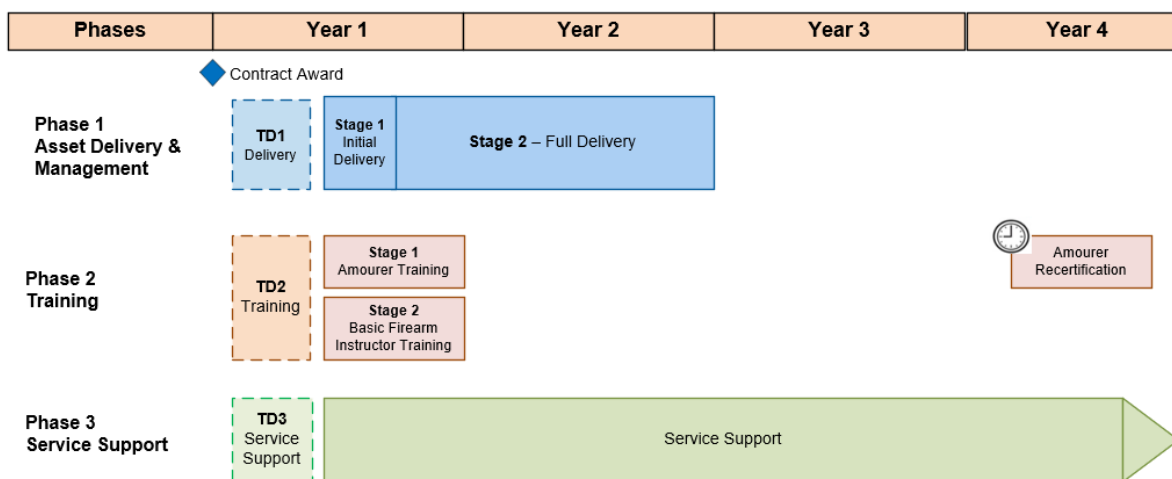


Figure 1 - Pistol Replacement - Phases, Tasks and Deliverables (TD)

2.0 CONTRACTOR TASKS AND DELIVERABLES

2.1 Overview

This section defines the tasks and deliverables that the Contractor must complete including the associated timeframes in which they must be completed. There will be three phases, some of which will occur simultaneously. The phases along with a detailed description outlined in sections 2.2 through 2.3.

2.1.1 Kick Off Meeting

Within four (4) weeks from the effective date of the Contract, the Contractor must contact the Contracting Authority to determine if a kick off meeting is required. A meeting will be convened at the discretion of the Technical Authority after the contract award to review technical and contractual requirements. The Contractor shall be responsible for the preparation and distribution of the minutes of meeting within five (5) calendar days after the meeting has been held. The meeting will be held at the Contractor's facilities or at the Royal Canadian Mounted Police facility or via teleconference, at Canada's discretion at no additional cost to Canada, with representatives of the Contractor, the Royal Canadian Mounted Police and Public Works and Government Services Canada.

2.2 Phase 1 - Asset Delivery and Management - Tasks and Deliverables (TD1) - Service Pistol Packages, Training and Service Support Delivery

2.2.1 Overview

Canada intends to procure all items as a bundle which will see the contractor provide the pistol packages and associated accessories. Each pistol package is composed of a pistol, three magazines, RDS, LED weapon light, general duty holster, and a carrying case. The pistol will be delivered with the RDS and LED weapon light mounted as a fully configured, zeroed pistol. In addition, the procurement will also include fully configured, zeroed training pistols and a plain clothes holster. Both the pistol and training pistol are to be delivered in the carrying case which are to be collectively packaged in a container and palletized to minimize the possibility of damage, and to identify if the shipment has been tampered with during transit. The carrying case must have a sticker attached with bar coding of the serial numbers of the pistol and RDS contained therein. A list of pistol and RDS serial numbers must be provided with shipment. The holsters are to be delivered in accordance with standard commercial packaging with a maximum of 25 holster per box so as to ensure safe arrival of items at destination. Upon delivery of all items, Canada will complete an inspection and test all items to ensure that they are in good technical and operational condition noting any damages and defects that may have been caused during transportation or the manufacturing process. Any equipment that is either damaged, non-functional or has defects will be returned directly to the Contractor following the contract directives. The specifics of the pistol preventative maintenance kits, tools and test equipment is relative to the type of pistol and ancillaries provided by the Contractor.

2.2.2 Scope of Contractor's Service

The Asset Delivery and Management Phase will begin six (6) months after the Contract Award. During this phase, the Contractor will deliver all service pistols, ancillary equipment, training pistols, plain clothes holsters, tools and test equipment, as well as the preventative maintenance kits for the pistols. Preventative maintenance kits must be made available for the duration of the warranty period for each of the products included within the procurement as well as the full-service life of the pistol. The Contractor's work will be conducted in two stages:

2.2.2.1 Phase 1 Stage 1 - Initial Delivery

The initial delivery of armoury equipment will be completed no later than six (6) months after contract award. Phase 1 Stage 1 has the objective of delivering all of the required equipment to support the training of armourers and firearms instructors. This stage will be highlighted by the initial delivery of pistol packages distributed equally between the Armoury in Ottawa, Ontario and Regina, Saskatchewan. These items will be used to support the armourer and the Basic Firearms Instructor training which will occur in Stage 2. This Stage will also include the delivery of the required armourer tools and test equipment, a quantity of training pistols, plain clothes holsters, as well as the preventative maintenance kits to support the full roll-out of all products. All preventative maintenance kits that are supplied must be of the same quality as those originally supplied under the bid submission, and any necessary improvements or changes to parts must be approved by the RCMP Technical Authority which resides in the National Armourers Program (NAP).

2.2.2.2 Phase 1 Stage 2 - Full Delivery

The full delivery of the armoury equipment will commence immediately following the completion of Stage 1 and will continue for a period of two (2) years after Contract Award. This stage will consist of the high-volume delivery at intervals for the remaining pistol packages, training pistols and plain clothes holsters. Deliveries will be made to Armoury locations in Ottawa, Ontario and Regina, Saskatchewan.

2.2.2.3 Conditions of Pistols and Ancillaries

All pistols, ancillaries, and pistol preventative maintenance kits must be made of material and components that meet or exceed the following:

- a) Be new and not previously used;
- b) Be free from imperfections;
- c) Be governed by quality assurance systems to ensure consistent quality; and
- d) Be of consistent colour throughout the period of the contract.

All workmanship used in the construction of the finished product(s) must continue to meet specifications in the SOR and Original Equipment Manufactured quality evaluated for contract award, including where exercised, extension periods.

During the period of the contract, the production/distribution facilities of the Contractor may be visited and inspected by representatives of Canada.

Canada reserves the right to perform any inspection and testing (destructive and/or non destructive) considered necessary to ensure the material and services conform to the specified requirements. Testing may include, but not be limited to, workmanship, quality, material, and compliance to specifications. Should it be determined that the deliverables do not meet the specifications as per the contract, the Contractor must replace all defective equipment and spare parts defined in the contract at no cost to Canada.

2.2.2.4 Identification Labels

- a) The Contractor must ensure that the barrel, slide and frame of each pistol are identified by a matching serial number provided by the manufacturer. The serial number must be permanently stamped or engraved in accordance with the Firearms Act on Firearms Marking Regulations SOR/2004-275 (ref <https://laws-lois.justice.gc.ca>).
- b) The exterior side of the Shipping and Storage Carrying Case containing the fully configured pistol package must have a label applied with the following information:
 - i) Bar coded serial number of the pistol contained within the Storage Case.
 - ii) Bar coded serial number of the Red Dot Sight contained within the Storage Case.

2.2.2.5 Shipment

Equipment must be packaged and shipped to the identified RCMP Armouries at a distribution and timing to be confirmed with the contractor. General timelines are outlined in Figure 1 of Section 1.4 Service Pistol Phases - Tasks and Deliverables (TD). The locations of shipment for phase 1 are as follows:

- a) Phase 1 Stage 1 - Technical and Protective Operations Facility (TPOF), 1426 St Joseph Blvd, Orleans, Ontario, K1C 7K9 and RCMP Armoury, Olivier Crescent, Regina, Saskatchewan, S4T 0P4.
- b) Phase 1 Stage 2 - Technical and Protective Operations Facility (TPOF), 1426 St Joseph Blvd, Orleans, Ontario, K1C 7K9 and RCMP Armoury, Olivier Crescent, Regina, Saskatchewan, S4T 0P4.

2.2.2.6 Service Disruption

The Contractor must submit to Canada, a procedure for notifying Canada in the event of significant changes to its service delivery and support structure such as:

- a) Delivery delays lasting 5 or more business days due to severe weather conditions or a breakdown in the courier/shipping delivery network;
- b) Changes to the Supplier's/Manufacturer's operations; and
- c) Changes to and within the Supplier's/Manufacturer's account management team.

In the event of disruptions such as a power outage, a strike, or disruptions of Manufacturer's supply chain, the Contractor must provide Canada with timely and adequate status updates.

2.2.2.7 Contractor Tasks and Deliverables

The Contractor must successfully complete the tasks and deliverables described in Table 2-1: Tasks and Deliverables (TD1) - Pistol Packages, Training and Service Support Delivery Tasks and Deliverables with the associated timeframes.

Tasks of the Contractor	Description and Deliverables	Schedule
1. Kick-off Meeting	<p>The Contractor must schedule and chair a kick-off meeting with Canada at the discretion of the Technical Authority after the contract award to review technical and contractual requirements.</p> <p>The Contractor must schedule the kick-off meeting no later than 20 working days following contract award;</p> <p>The Contractor must prepare and submit a Meeting Agenda that includes:</p> <ol style="list-style-type: none">1. Meeting Date and Location / Meeting Invite if virtual;2. Guests and roles;3. Contractual Items opened for discussions; and,4. Technical requirements to confirm; and5. Armoury training options and confirmation. <p>The Contractor must prepare and submit Meeting Minutes that includes:</p> <ol style="list-style-type: none">1. Meeting Date and Location / Meeting Invite if virtual;2. Attendees and roles;3. Points of Discussions and Outcomes;4. Decisions; and,5. Action Items that include the person responsible and completion date. <p>Deliverable:</p>	Kick-off meeting schedule and chair within 20 working days after contract award.

Tasks of the Contractor	Description and Deliverables	Schedule
	<p>Delivery (D)-01: Meeting Agenda</p> <p>Delivery (D)-02: Meeting Minutes</p>	
2. Provide a Tracking System for Shipments of Equipment	<p>The Contractor must provide Canada with the shipment logistics and provide a tracking system for Canada to track shipment and docking stations including:</p> <ol style="list-style-type: none"> 1. Asset number; 2. Date ordered; 3. Date shipped; and 4. Shipping destination/location. <p>The Contractor must enable Canada's authorized representatives to input and track:</p> <ol style="list-style-type: none"> 1. Name of Canada's authorized representative submitting the order; and 2. Date delivered to Canada's designated location. <p>Deliverable:</p> <p>Delivery (D)-03: Tracking System</p>	Tracking Logistics must be delivered 5 business days before each shipment.

Tasks of the Contractor	Description and Deliverables	Schedule
3. Deliver Shipment Report	<p>The Contractor must package the pistol and ancillaries into a bundle, referred to as a pistol package (includes pistol and 3 magazines, RDS, LED weapon light, holster and carrying case) and shipped as a unit. For ease of logistics the training pistols, based on required quantities, can be packaged as part of the bundle or shipped separately, however it must be tracked as a separate line item with a supporting shipment report. The pistol packages must be packaged in a container to minimize the possibility of damage during shipping and identify if the package has been opened during shipping.</p> <p>The Contractor must report to Canada within 24 hours on any missing shipments of equipment prior to their arrival at Canada's designated sites and make all reasonable efforts to find and retrieve any and all missing pistol packages destined for a Canada designated location.</p> <p>Deliverable:</p> <p>D-04: Shipment Report</p>	Deliver Shipment Report at Phase 1 Stage 1 and at every delivery in support of Phase 1 Stage 2.
4. Deliver Pistol Packages, Tools and Test Equipment - Phase 1 Stage 1 - Initial Delivery	<p>The Contractor must deliver the requisite number of Pistol Packages and Training pistols equally split between two locations as well as requisite tools and test equipment to the Armoury in Ottawa, Ontario and Regina, Saskatchewan. The armouries operate as separate entities therefore tools and test equipment must be provided to support both facilities such that they can operate independently. These items will support initial cadre training of armourers, basic firearms instructors, and service support requirements.</p> <p>Deliverable:</p> <p>D-05: Phase 1 Stage 1</p>	Must be received by Canada at the Armoury in Ottawa, Ontario and Regina, Saskatchewan, no later than 6 months after contract award.

Tasks of the Contractor	Description and Deliverables	Schedule
<p>5. Deliver Pistol Packages and Training Pistol - Phase 1 Stage 2 - Full Delivery</p>	<p>The Contractor must deliver all remaining Pistol Packages and training pistols to the Armoury in Ottawa, Ontario and Regina Saskatchewan.</p> <p>Deliverable:</p> <p>D-06: Phase 1 Stage 2</p>	<p>Must be received by Canada at a designated Armour in the frequency and quantities identified by Canada. Delivery will be phased from approximately 7 months after contract award until 2027.</p>
<p>6. Return Services of Damaged Asset or Assets that have Defects - Phase 1 Stage 1 and Stage 2</p>	<p>The contractor must repair or replace any item within the Pistol Package or with the training pistol (pistols, ancillaries, accessories and preventative maintenance kit) that has defects or have been damaged during shipment from the contractor or its suppliers.</p> <p>The Contractor must provide the following:</p> <p>Provide and maintain policies and procedures for reporting, replacement and returns of non-functioning pistols and ancillaries;</p> <p>Document the reasons for the item's failure and the resolution, including whether it was repaired or replaced along with the asset number, date and, location and any other pertinent information of the failure and resolution;</p> <p>The Contractor must use its own system to track defects, repairs and replacements.</p> <p>The Contractor must plan and coordinate the shipping of the repaired / replacement of pistols, ancillaries, accessories and preventative maintenance kits back to Canada. The Contractor must report to Canada without delay on any missing shipments prior to their arrival at Canada's designated sites and make all reasonable efforts to find and retrieve any and all missing armoury equipment destined for a Canada designated location.</p> <p>Deliverables:</p> <p>D-07: Policies and Procedures on Repairs and Replacements Products</p>	<p>Deliver repairing services or replacement of the damaged equipment received during Phase 1 Stage 1 and Stage 2.</p> <p>Provide a summary report of Support Services every 6 months commencing after the completion of Phase 1 Stage 1.</p> <p>Deliver Shipment Report at every delivery or repaired / replaced armoury equipment</p>

Tasks of the Contractor	Description and Deliverables	Schedule
	D-08: Bi-Annual Report on Support Services including Repairs and Replacement Products D-09: Shipment Report of Repaired / Replacement Products	
7. (Optional) Deliver Optional pistols, ancillaries, accessories and pistol preventative maintenance Kits - Armoury Inventory	<p>The Contractor must ship the required number and type of pistol preventative maintenance kits throughout the contract to the designated armoury locations (Ottawa and Regina) in Canada.</p> <p>Deliverables:</p> <p>D-10: Optional pistol preventative maintenance Kits</p>	Must be received by Canada at the Armoury in Ottawa, Ontario and Regina, Saskatchewan, on an agreed date and/or frequency.

Table 2-1: Tasks and Deliverables (TD1) - Service Pistol Packages, Training and Service Support Delivery

2.2.4 Warranty and Returns

The Contractor must specify the Manufacturer's warranty for all materials and workmanship, and provide documentation to support the same. Documentation must include specifics of the warranty for each item. The following represents the minimum warranty period and considerations that the contractor must provide to Canada:

- a) The service pistol must have at minimum a comprehensive warranty period of two (2) years;
- b) The RCMP Armoury must be accepted as the warranty centre (depot) whereas the contractor must authorize the RCMP Armoury to act as a Factory Authorized Service Agent and be accepted as the warranty centre for the life of the pistol. This includes being authorized to perform all maintenance, repairs and warranty covered repairs on the pistol. Any warranty claims, warranty recalls and warranty parts be kept at or be made available to the RCMP Armoury within 90 calendar days of the request;
- c) The service pistol must have at minimum a 10 year warranty on all major components (i.e. frame, slide and barrel);
- d) The RDS must have a comprehensive warranty for a minimum period of two (2) years;
- e) The LED weapon light must have a minimum warranty period of two (2) years on switches and electronic components;
- f) The holsters must have a limited warranty for a minimum period of two (2) years;
- g) The training pistol must have a minimum warranty period of ten (10) years, not inclusive of the barrel;
- h) The training pistol must have at minimum a comprehensive warranty period of two (2) years;
- i) Preventative maintenance kits for the pistol and the training pistol must be made available for the duration of the warranty period with continued availability throughout the service life of that item;
- j) Shipping charges for the return and replacement of items under warranty will be the responsibility of the Contractor. In the event that a product is found to be of incorrect color, construction or style, or is deemed unsuitable by Canada, it must be replaced with a new product (same item) at

no additional cost to Canada and treated as a special rush order and delivered in a timeframe acceptable to Canada; and

- k) In the event that an item ordered fails to meet Canada's standards, or is not as ordered, the shipping costs are to be at the expense of the Contractor. The incorrect or defective Deliverables received must be returned to the Contractor, freight collect, for full credit or exchange, at Canada's option. Canada will not be responsible to pay for restocking fees, if applicable, if a product ordered fails to meet their standards or there was an error by the Contractor.
- l) The contractor must replace the pistol preventative maintenance kits if damaged in accordance with provisions of the warranty.

2.3 Phase 2 - Armourer and Train-the-Trainer Training - Tasks and Deliverables (TD2) - Service Training and Documentation

2.3.1 Overview

This phase will be conducted in two stages and will include the training of two groups of RCMP personnel to include the Armourers and a Train-the-Trainer cadre. To commence no later than the completion of Phase 1 Stage 1, this contractor-led training will be conducted in Ottawa, Ontario and Regina, Saskatchewan with an off-site option. Training, technical, manufacturers specifications, warranty and all other relevant information documentation must be provided by the contractor, in both of Canada's official languages (French and English), for both Stages of training. The training of both groups may be conducted simultaneously or sequentially however it must be completed no later than seven (7) months after Contract Award. The final duration as well as the content of each Stage will be agreed upon by both parties.

2.3.2 Scope of Contractor's Service

The Armourer and Train-the-Trainer Training Phase will begin no later than seven (7) months after Contract Award. During this phase, the Contractor must deliver all training necessary for the RCMP to support and train their members on all items within the pistol package as well as the training pistol. The Contractor's work will be conducted in two stages:

2.3.2.1 Phase 2 Stage 1 - Armourer Training

The armourer training will be completed no later than seven (7) months after contract award and it must be delivered in person at the armourer's location in Ottawa, Ontario and Regina Saskatchewan, with an option to provide training at the Contractor's location. The training will cover all items included in the Pistol Package as well as the training pistol in order to ensure that armourers warrant a Factory Service Designation to perform weapon maintenance and a Warranty Depot Designation. The contractor will ensure that the armourers are capable of performing a routine level of maintenance on all ancillary items as well as the training pistol. The proposed training duration and content will be confirmed by the contractor.

2.3.2.2 Phase 2 Stage 2 - Basic Firearms Instructors Training

The Basic Firearms Instructors training will be completed no later than seven (7) months after contract award and it must be delivered in person at training locations in Ottawa (Ontario) and Regina (Saskatchewan), with an option to provide training at the Contractor's location. The training will cover all items included in the Pistol Package as well as the training pistol in order to ensure that the firearms instructor cadre are able to confidently train regular members on the safe and operational use of all products. The proposed training duration and content will be confirmed by the contractor.

At a minimum, Train-the-Trainer Training must include but not be limited to:

- a) The safe use and operation of the pistol to include classroom training as well as the firing of live ammunition with a fully configured pistol;

- b) The safe use and operation of all ancillaries to include the RDS, LED weapon light, and General Duty Holster;
- c) The safe use and operation of the training pistol to include classroom training as well as the firing of marker ammunition;
- d) Operator level pistol maintenance for the purposes of ensuring safe use, assembly, disassembly, cleaning, iron sight adjustment, grip change, and requisite inspections of the equipment; and
- e) Zeroing of the RDS.

2.3.3 Contractor Tasks and Deliverables

During the Training Phase, the Contractor must, at a minimum, successfully complete the tasks and deliverables described in Table 2-2: Tasks and Deliverables (TD2) - Service Training and Documentation, below, and within the associated timeframes.

Tasks of the Contractor	Description and Deliverables	Schedule
1. Deliver Armourer Training	<p>The Contractor must deliver the Armourer training including the provision of course documentation, technical and operational specifications of the pistol, pistol parts, Red Dot Sight, LED weapon light, general duty holster and training pistol. This includes the provision of armourer maintenance and technical specifications documentation in both of Canada's official languages for all products.</p> <p>The RCMP Armouries in Ottawa, Ontario and Regina, Saskatchewan must receive a Factory Service Designation and Warranty Depot Designation for the Pistol.</p> <p>Training must be conducted at the RCMP Armoury in Ottawa, Ontario and Regina, Saskatchewan, or at an approved optional location.</p> <p>Deliverable: Training (TR)-01: Armourer Training</p>	<p>Armourers Training must be completed no later than seven (7) months after Contract award.</p> <p>Training logistics including course content, duration, number of serials and location(s) must be finalized a minimum of 30 days prior to the proposed training sessions.</p>
2. Deliver Basic Firearms Instructor Training	<p>The Contractor must deliver the Basic Firearms Instructor training including the provision of course documentation, technical and operational specifications of the pistol, pistol parts, Red Dot Sight, LED weapon light, general duty holster and training pistol. This includes the provision of operator level maintenance and technical specifications documentation in both of Canada's official languages for all products.</p> <p>Training must be conducted at the RCMP Armoury in Ottawa, Ontario and Regina, Saskatchewan, or at an approved optional location.</p> <p>Deliverable: TR-02: Basic Firearms Instructor Training</p>	<p>Basic Firearms Instructor Training must be completed no later than seven (7) months after Contract award.</p> <p>Training logistics including course content, duration, number of serials and location(s) must be finalized a minimum of 30 days prior to the proposed training sessions.</p>

Table 2-2: Tasks and Deliverables (TD2) - Service Training and Documentation

2.4 Phase 3 - Service Support - Tasks and Deliverables (TD3) - Service Support

2.4.1 Overview

The Service Support Phase will start immediately after the first deliveries of the pistol packages. The contractor is expected to provide warranty and service support to the RCMP Armouries, with Factory Service and Warranty Depot designations, in Ottawa, Ontario and Regina, Saskatchewan throughout the duration of the contract. The Contractor must work closely with Canada to manage the obsolescence and evergreening of all items within the pistol package inclusive of the training pistol. This will include open communication about items that are obsolete, nearing obsolescence, no longer manufactured or if an equivalent or upgraded version is available. Pistol preventative maintenance kits that are provided by the contractor must be of the same quality as those originally supplied under the initial contract, and any necessary improvements or changes to parts must be approved by the RCMP Technical Authority which resides in the National Armourers Program (NAP).

2.4.2 Scope of Contractor's Service

The Service Support phase will see the Contractor provide warranty and technical support in order to ensure that all products continue to meet all required capabilities throughout the contract period. The Contractor's work must include:

- a) The Contractor must replace a damaged General Duty Pistol in accordance with provisions of the warranty;
- b) The Contractor must replace a damaged RDS in accordance with provisions of the warranty;
- c) The Contractor must replace a damaged LED weapon light in accordance with provisions of the warranty;
- d) The Contractor must replace a damaged Holster in accordance with provisions of the warranty;
- e) The Contractor must replace a damaged training pistol in accordance with provisions of the warranty;
- f) The Contractor must replace a damaged carrying case in accordance with provisions of the warranty;
- g) The Contractor must replace damaged pistol preventative maintenance kits in accordance with provisions of the warranty; and
- h) The Contractor must provide technical support to the RCMP Armourers for all items within the procurement.
- i) The Contractor must provide mechanical diagrams depicting an exploded view of the offered pistol within 4 weeks of contract award with the following:
 - i) Fully detailing the arrangement and locations of assembled components;
 - ii) Components that appear in the mechanical diagram must be sequentially numbered from "1" to "XX". All numbers must point to their specific component using an arrow.
 - iii) The mechanical diagram numbering must be organized such that the numbering of components is generally done in a left to right fashion.
 - iv) The mechanical diagram must include a sequentially numbered bill of material that references numbers assigned to parts in the mechanical diagram.
 - v) The mechanical diagram must be delivered in a scalable and editable native format.
- j) The Contractor must have available for purchase all OEM parts as outlined in 2.4.2.i for the duration of the contract.

2.4.3 Evergreening Services

The Contractor must provide Canada with an annual Innovation Assessment Report that identifies and provides recommendations on new or emerging technologies as well as innovative services that may be of interest to the RCMP. This is to be inclusive, but not limited to, the pistol, RDS, LED weapon light, holster and training pistol. The Innovation Assessment Report would:

- a) be based on the Contractor's on-going research into new technologies and leading industry practices;
- b) identify, prioritize, and assess new technologies and innovations that would enhance the Pistol and Ancillaries Service (RDS, weapon light, holster and training pistol); and
- c) identify law enforcement industry trends and innovations which could be applied to Pistol and Ancillary service support.

The Contractor must notify Canada at least one year in advance of any intent by any of the product manufacturers to cease production, introduce a new generation, concerns about product obsolescence or of the intent to significantly alter any of the items to include the pistol, RDS, LED weapon light, holster, training pistol preventative maintenance parts, and any individual OEM spare parts. The contractor is also expected to identify to Canada additional training requirements to support the safe and operational introduction of these items into service with the RCMP.

The most recent Innovation Assessment Report will be consulted when evaluating the replacement of these products based on manufacturers' technical and operational documentation. It is in Canada's intent to consider these advancements and innovations every seven (7) years for the RDS, the LED weapon light and the holster, and after ten (10) years for the general duty and training pistols from the in-service date. The in-service date is the date on which Canada receives the asset, in good working order, at its designated location.

Should Canada wish to consider bringing into service a new generation or a replacement product, Canada reserves the right to review, through a combination of functional examinations and testing in order to ensure compliance with the terms of the Contract including the stated operational requirements. Canada reserves the right to refuse the new generation or replacement model after completing the reviews. If a decision is made to introduce a proposed new generation or replacement product, the contractor must provide requisite armourer and basic firearms instructor training no later than delivery of the subject items and at a time and location to be agreed upon with Canada. Training delivery will include the associated technical and training manuals in both of Canada's official languages (i.e. French and English).

The Contractor must coordinate with Canada the purchase and delivery in accordance with the tasks and deliverables outlined in Table 2-1: Tasks and Deliverables (TD1) - Service Pistol Packages, Training and Service Support Delivery.

The Contractor must deliver the training to armourers and basic firearms instructors on the new generation product(s) as outlined in Table 2-2: Tasks and Deliverables (TD2) - Service Training and Documentation.

The Contractor must provide Service Support starting immediately after the first deliveries of the new generation products as outlined in Table 2-3: Tasks and Deliverables (TD3) - Service Support.

2.4.5 Contractor Tasks and Deliverables

During the Service Support Phase, the Contractor must, at a minimum, successfully complete the tasks and deliverables outlined below:

Tasks of the Contractor	Description and Deliverables	Schedule
1. Process Service Call / OnLine Order Requests - Inventory Upkeep	<p>The Contractor must deliver the assets requested from the Service Call Order or Online Order for the purpose to replenish the armoury inventory.</p> <p>Deliverable: Service Support (SS)-01: Service Order Call / Online Order Delivery</p>	Must be received by Canada at designated locations within 60 days after order submission.
2. Warranty Services	<p>The contractor must replace any pistol, RDS, LED weapon light, carrying case, training pistol, and pistol preventative maintenance kits that either have defects or have been damaged during shipment from industry. The Contractor's warranty replacement process must not inhibit an officer from having a functional pistol at all times.</p> <p>The Contractor must provide the following:</p> <ol style="list-style-type: none"> 1. Provide and maintain policies and procedures for reporting, replacement and returns of non-functioning pistols, RDS, LED weapon light, magazines, holster, carrying case, training pistol, and optional items. 2. Document the reasons for the pistol and ancillary failure and the resolution, including whether it was replaced or decommissioned along with the asset number, date and, location and any other pertinent information of the failure and resolution; 3. Track the useful warranty lifecycle for pistols and ancillaries and ensure any required updates are applied as necessary. <p>The Contractor must use its own system to track warranty replacement and resolutions.</p> <p>Deliverables: SS-02: Policies and Procedures on Product Warranty SS-03: Bi-Annual Report on Support Services including Warranty Replacements</p>	<p>Deliver warranty and replacement services for damaged equipment on an ongoing basis post stage 2 delivery and until the end of contract.</p> <p>Provide a warranty summary report to Canada every 6 months.</p>

Tasks of the Contractor	Description and Deliverables	Schedule
3. Returned Shipping of Replaced Pistols and Ancillaries	<p>The Contractor must plan and coordinate the return shipping of pistols, RDS, LED weapon light, magazines, holster, carrying case, training pistol, and pistol preventative maintenance kits, including providing return shipping containers (e.g. boxes) as required.</p> <p>The Contractor must report to Canada within 24 hours on any missing shipments of the item prior to their arrival at Canada's designated sites and make all reasonable efforts to find and retrieve any and all missing items destined for a Canada designated location.</p> <p>Deliverable: SS-04: Shipment Report of Replacement Items</p>	Deliver Shipment Report at every delivery
4. Innovation Services - Evergreening of the Pistol, RDS, Weapon Light and Holster	<p>The Contractor must provide Canada with annual updates and briefings on innovation services, and provide strategic recommendations and advice on innovations relevant to the Pistol and Ancillaries (RDS, weapon light and holster) Service,</p> <p>Deliverable: SS-07: Briefings and Innovation Assessment Report</p>	Deliver Briefings and Innovation Assessment Report every 12 months (annually) starting at the 2nd year post contract award.

Table 2-3: Tasks and Deliverables (TD3) - Service Support

3.0 OTHER CONTRACT SERVICES

On an as-and-when-requested basis, the Contractor must work with Canada to provide cost, schedule, and scope estimates and proposed approaches in response to any requests for additional Services described below at no charge to Canada.

3.1 Operations Governance

The Contractor must submit and obtain Canada's approval for a Governance approach that includes, at a minimum the following elements:

- The Contractor's organizational structure for managing and overseeing the Contract;
- Identification of the individuals assigned to key roles in the Contractor's organizational structure who are responsible for supporting the Pistols, ancillary equipment and training pistols;
- The individuals assigned to key roles in the Contractor's organizational structure who are responsible for supporting the Pistols, ancillary equipment and training pistols;
- The reporting on service level performance and remediating identified deficiencies; and
- Innovation services.

The Contractor must maintain the Governance approach throughout the lifetime of the Contract.

3.2 Contract Management

The Contractor agrees to have a dedicated account representative in place at contract signing who will meet with Canada on a regular basis, no less than semi-annually but as frequently as required by

Canada, to discuss any issues or concerns and ensure the efficient running of the contract. Such communication may cover the entire scope of the Contract including, but not limited to, warranty, support services, customs, or opportunities to maximize value and reduce costs, administrative issues, and Contractor performance issues. The manner and time of communicating through meetings or teleconferences, etc., will be arranged with the Contractor as required after the Contract has been issued.

3.3 Research and Development

Upon the request of Canada, the Contractor must commit to providing a subject matter expert who can collaborate in areas where innovation, technical improvement, and other areas of research and development can be explored in a collaborative or independent manner. This can be related to any of the products, but not limited to, the Pistol, ancillaries and training pistol.