

Statement of Work (SOW) for Contractor (NDTN Post)

SECTION 1 – DEFINITIONS

Include the definitions of all technical terms and Acronyms that are used in the SOW to allow civilian service providers a clear and understandable description of the work to be accomplished and the skills required.

1.1 Technical Terms

1.2 Acronyms

NCSA – NATO CIS Service Agency

CIS: communication and information systems

NDTN: NATO Digital Transmission Network

CIP 67: Communication Improvement Plan of 1967

NGCS: NATO General Purpose Communications Segment

DLOS: Digital Line Of Sight

OLTE: Optical Link Terminating Equipment

BME: Bandwidth Management Equipment

SECTION 2 – EXECUTIVE SUMMARY AND SCOPE OF WORK

Post context:

NCSA Brunssum CIS Sector installs, operates, maintains and supports CIS capabilities. Radio section (NDTN) is responsible for the operation and maintenance of the NDTN DLOS network (replacement of former CIP-67 network) and its attached components, providing terrestrial transmission services as part of the NATO General Purpose Communications Segment (NGCS). This comprises also maintenance and support for all associated equipment and site infrastructure (fixed DLOS and communication sites in Germany, The Netherlands and France).

2.1 Scope of Work

The Contractor/consultant will perform the following tasks:

Operate and perform preventive and corrective, up to depot level, maintenance on DLOS radio equipment, Optical Link Terminating Equipment, Multiplex equipment and Remote Control and Supervisory equipment.

Perform detailed testing procedures to localize and diagnose causes of communication equipment and/or circuit malfunction or failure.

Perform circuit installation, modification and cessation according to NATO circuit orders.

Perform system alignments to ensure circuit and link parameters are met.

Test and restore repaired communication equipment to ensure operation.

2.2 Background and Site Information

NCSA Sector Brunssum is located in (Brunssum, Netherlands). The work is normally performed in an office and hardened CIS Facility. The risk of injury is categorized as low risk of injury.

2.3 Contractor/consultant Personnel

A. Essential Qualifications

1. Professional/Experience

IS04A: Information Systems Engineering And Maintenance - Electronic Systems Engineering, Maintenance and Operations- Telecommunications Equipment. Includes equipment for non-deployable telecommunication sites to include non-deployable radios, automatic message distribution systems, technical control facilities, and other electronic systems associated integral to the communications sites.

2. Education/Training

A Higher Secondary education and completed higher vocational training leading to a formal technical or professional certification with 3 years function-related experience or a Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 5 years post related experience.

Must be familiar with the use of test, measurement and diagnostic equipment associated with the maintenance of microwave radio systems, fibre optic and multiplex equipment.

Technical Training on equipment to be operated and maintained in the network, e.g. DLOS radio's intelligent multiplexers, OLTE, etc.

B. Desirable Qualifications

1. Professional/Experience

Experience operating and maintaining HVAC equipment and Power Generators.

2.3.1 Security Clearance

The Contractor/consultant must possess and present valid proof of a nationally issued and NATO acceptable security clearance to the minimum level of NATO SECRET.

2.3.2 Availability of Contractor/consultant

Contractor shall state their availability date.

2.3.3 Travel Requirements:

The anticipated requirement for TDY travel is 6 days per month in average. NATO will pay all travel costs and associated per diem directly to the individual.

2.4 Language

English:

Speaking ability: Good

Listening and understanding ability: Good

Reading ability: Good

Writing ability: Good

The work, both oral and written, at the work location as a whole is conducted mainly in English.

2.5 Standard Automatic Data Processing Knowledge

Word Processing: Working knowledge

Spreadsheet: Working knowledge

Graphics Presentation: Working knowledge

E-mail clients/Web Browsers: Working knowledge

Database: Basic knowledge

Web Content Management: Basic knowledge

2.6 Physical Security/Safety Requirements

The Contractor will be briefed on the approved site physical security and safety regulations and emergency services upon arrival. Access pass will be provided.

2.7 Daily Direction and Evaluation

NATO shall provide daily direction. Time sheets, signed by the supervisor or alternate shall be submitted with the Invoice.

2.8 Quality Assurance

General meetings may be required to address performance issues. Negative or adverse performance will be formally communicated to the contractor through the Contracting Officer.

2.9 Hours of Operations:

Contractor/consultant will work normal organizational working hours, which are Monday to Thursday from 0800 to 1230 and 1330 to 1700 and Friday from 0730 to 1300.

2.10 Recognized Holidays

The Sector follows the standard NATO holiday schedule for the geographic area. A copy will be provided to the contractor/consultant upon arrival. The contractor is not expected to perform on these days.

Section 3 – NCSA Furnished Property and Services:

All test equipment, computer/network related equipment, tools and office equipment will be provided by NATO.