

		National Defence Défense Nationale	<a href="#">Back to the DID List</a>
<b>DATA ITEM DESCRIPTION - DESCRIPTION DE DONNÉES</b>			
<b>1. TITLE – TITRE</b>		<b>2. IDENTIFICATION NUMBER - NUMÉRO D'IDENTIFICATION</b>	
<b>CUSTOMER AND THIRD PARTY SUPPORT PLAN</b>		<b>DID 2.16.7.1</b>	
<b>3. DESCRIPTION / PURPOSE – DESCRIPTION / OBJET</b>			
The purpose of the plan is to provide a detailed description and procedures of supporting the North Warning System Technical Authority (NWSO TA) and/or NWSO TA sponsored personnel or agencies requiring access to North Warning System (NWS) sites for purposes directly related to the Operation And Maintenance (O&M) and/or sustainment of the NWS. An individual, a group of individuals, and/or a Government or corporate organization involved in operations or activities not directly associated with the O&M of the NWS, must be considered Third Party Support (TPS).			
<b>4. APPROVAL DATE DATE D'APPROBATION</b>	<b>5. OFFICE OF PRIMARY INTEREST (OPI) BUREAU DE PREMIERE RESPONSABILITÉ (BPR)</b>		<b>6. GIDEP APPLICABLE D'ÉCHANGE DE DONNÉES PERTINENT</b>
	NWSO Technical Authority (TA)		N/A
<b>7. APPLICATION / INTERRELATIONSHIP – APPLICATION / INTERDÉPENDANCE</b>			
CDRL-NWS SOW Section 2, Para 2.16 refer. Customer Support Request (CSR). Third Party Support (TPS) Customer and Third Party Support Database  This DID contains the format and content preparation instructions for the data generated under the Work tasks described in the NWS O&M SOW.			
<b>8. ORIGINATOR - AUTEUR</b>		<b>9. APPLICABLE FORMS - FORMULES PERTINENTES</b>	
NWSO TA		Customer Support Request Form (G) Third Party Support Request Form (G)	
<b>10. PREPARATION INSTRUCTIONS – INSTRUCTIONS SUR LA PRÉSENTATION DES DONNÉES</b>			
10.1 <u>Source Document</u> NWS SOW Section 2 – Para 2.16 DND/USAF AFTAC Memorandum of Understanding (M)			
10.2 <u>Content and Format</u>			
10.2.1 The Customer and Third Party Support Plan must be prepared and available on-line in Contractor format. The Plan must describe in detail the Contractor's method of managing and providing services for personnel or agencies, which have been authorized, requiring access to the NWS sites. The plan must include procedures for requesting customer and third party support (CSR/TPS).			
10.2.2 The Plan must detail the Customer Support which may include but must not be limited to: <ul style="list-style-type: none"> <li>a. Inspections and audits;</li> <li>b. Demonstrations and briefings;</li> <li>c. Implementation of IQ Work;</li> <li>d. Performance of particular or specialized Work on NWS installed equipment and/or systems by authorized and qualified third parties; and</li> <li>e. Supporting various agencies in accordance with established letters of agreement, Service Level Agreements (SLA) and/or Memorandums Of Understanding (MOU);</li> </ul>			
10.2.3 It must be incumbent on the NWSO TA to define the support requirements to include, but not limited to: <ul style="list-style-type: none"> <li>a. Rations and Quarters (R&amp;Q);</li> <li>b. Ground Transportation;</li> </ul>			

- c. Mobile Support Equipment (MSE);
- d. Airlift within the Zone;
- e. Site escort;
- f. Wildlife monitor; and
- g. Access to the Contractor's staff for technical support

10.2.4 Develop and maintain a CSR/TPS quality form to provide the opportunity for NWSO and NWSO sponsored personnel the opportunity to comment on experience and service provided.