CONTRACTOR PROVIDED WORK ORDER SYSTEM

If requested by the COR or KO, the Contractor shall provide a work order processing system. This system shall have the following features.

1. Work Order Reception Service
For the Supply Directorate locations, the contractor shall provide computerized work order reception services. Access to an online computer work order reception platform shall be provided. DeCA generated work repair requests shall be received, stored, dates recorded, proposals issued, and work completion stored to each request within the response times outlined in the PWS.

2. The contractor shall have and maintain a commercial type of software program that uses the given information for work orders. The contractor shall identify on-site inconsistencies, annotate all inconsistencies on the work order, and update the database with the correct information.

3. A monthly report of all work orders completed shall be provided as a summary wrap up with each month's invoice.

4. Work Control: Work order control log. The contractor shall only accept service requests which were created in the computerized work reception platform only, other formats shall not be accepted by the contractor. Content of the work orders shall be an agreed to format by the contractor and COR prior to access being granted to the Supply Chain Directorate staff. Only named individuals from each site, the COR, and contracting staff will be given access to the system and input access. Any action estimated at EUR 2000 or less will be input at the site level, all other work task must be input by engineering.

5. Basic Outline of Work Order Form:
The following data points shall be checked, verified, initialed, and signed for completion (digitally on the work order) by the Supply Chain Directorate Staff on every work order:
1. DeCA Inventory number
2. Nature of the problem
3. Location of the Inventory
4. Nature of services being requested (PM/EM/UM) (TECHNICAL/SCHEDULE and any unique site constraints)
5. Solution/Proposal Proposed (TECHNICAL/SCHEDULE/COSTS)
6. Schedule Tracking
7. Work Completion (Documentation and Photo)
8. Third Party Commissioning/Inspection Services Required (Y/N). COR/Site Staff to Determine.
9. Site Staff Signature of Acceptance of Operability

All information shall be recorded, entered, and verified in the contractor's computer system accurately for each Work Order.

6. The Government will only accept an electronic or digital solution in order to achieve the work order form as outlined. The electronic or digital solution must be capable of capturing a physical signature from the site staff and initials from the technician. The work order form will act as a supporting document to all service/maintenance records and will be uploaded into the work order reception system.