

SOW

Statement

Of

Work

Maintenance Activities on SOC  
Potable Water Pipeline and  
Vehicles Washwater Treatment System.

SOUTHERN OPERATIONAL CENTRE  
INFRASTRUCTURE AND GENERAL SERVICES SECTION



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## Document Change Control

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## **PART I. INTRODUCTION**

### **1 GENERAL BACKGROUND**

- 1.1 The NATO Support and Procurement Agency (hereafter referred to as “NSPA”) is the NATO’s Integrated Logistics and Services Provider Agency, fully customer-funded agency, operating on a “no profit - no loss” basis, headquartered in the Grand Duchy of Luxembourg (L-8325 Capellen).
- 1.2 NSPA brings together NATO’s logistics and procurement support activities, providing integrated multinational support solutions for its stakeholders. For more information on the Agency, please consult [www.nspa.nato.int](http://www.nspa.nato.int)
- 1.3 The Southern Operational Centre (hereafter referred to as SOC) is a Program located in the SVAM (Scuola Volontari Aeronautica Militare), ITA Airforce base, at Via Rondinelli snc – Taranto (TA), Italy.

### **2 PURPOSE AND SCOPE OF THE STATEMENT OF WORK**

- 2.1 This Statement of Work (SOW) describes the requirements for ordinary and extraordinary maintenance activities on the NSPA SOC potable water supply system and the vehicles washwater treatment system located at SOC Bldg. 11.
- 2.2 With the implementation of the present project NSPA SOC aims at:
  - Guaranteeing that the drinking water intended for human consumption distributed within the NSPA SOC premises complies at all times with the provisions of the Italian Legislative Decree 18/2023 which implements the European Directive 2020/2184/UE.
  - Ensure the proper functioning of the chemical-physical of the vehicles washwater treatment system located at BLDG11. The system ensures the reuse of the washwater, after it has been appropriately treated.
- 2.3 The NATO Support and Procurement Agency, NSPA, shall act as procurement authority and shall be in charge of the implementation of the project until its end.
- 2.4 The Contractor must be authorized/certified/qualified to provide the services required in accordance with the laws and regulations applicable in Italy/UE.
- 2.5 All works activities of the present SOW must be performed by specialized personnel with the enabling license as a water management and environmental remediation operator and as technician for the operation and maintenance of water purification systems.
- 2.6 As foreseen by Italian laws in force, the Contractor shall assume the role of third responsible for the above systems.
- 2.7 The descriptions of the services requested are attached to this SOW.

## **PART II. DESCRIPTION OF THE REQUIRED SERVICES**

### **1 LIST OF SERVICES**

- 1.1 The “Annex 1 – Services description” describes in detail the technical features of all services required.

## **2 GENERAL REQUIREMENTS**

- 2.1 During the course of the work the Contractor shall comply with any provisions and limitations (e.g. H&S prescriptions, time of activity for operative needs) that may be issued from time to time by the NSPA SOC CTO, Chief Technical Officer;
- 2.2 The Contractor must also scrupulously comply with the regulations in force within the Military base and in relation to them, plan in advance with the approval of the NSPA SOC CTO the execution of the works, and order the traffic of vehicles and means of work.
- 2.3 The Contractor will be held responsible for what could happen due to non-compliance with the rules and regulations in force.
- 2.4 Where it is not otherwise established, it is understood that in carrying out the work, the Company is required to provide the materials, the workforce, the tools and anything else necessary to give each service of work finished and in perfect workmanner like.
- 2.5 All the products used by the Company in carrying out the activities must be subject to the unquestionable and binding opinion of the NSPA SOC CTO based on the requirements of the present SOW.
- 2.6 During the execution of the commissioned interventions set forth in the present Statement of Work, the Contractor will be responsible for:
- The provision of all equipment and any other means needed to carry out the interventions workmanlike;
  - The provision of all assets and equipment aimed to safeguard all people, property and the correct and secure executions of the interventions;
  - Promptly communicate to NSPA-SOC any potential danger to personnel and/or properties.
  - All the H&S charges (direct and indirect) related to the works to be executed in order to perform each tasks in accordance with provided Legislative Decree 81/08.
  - Compliance with the all current NSPA/Italian Rules and Regulations during the execution of the activities.
- 2.7 It should be noted that the Contractor shall use products of a brand and level suitable to the specific intended use, certified equipment, accompanied by safety data sheets (according to EEC and Italian legislation) having adequate technical features.
- 2.8 All spare partes used during the performance of the services shall be genuine OEM as described in the equipment official technical documentation (i.e. operation and maintenance manuals, spare part list, etc..)
- 2.9 All products and equipment to be used by the Contractor for the execution of the interventions will be subject to the check / evaluation and acceptance of the NSPA SOC Chief Technical Office.

## **3 WORKS EXECUTION**

- 3.1 All works must be carried out in accordance with the best state of art and so that they meet all the conditions set out in the Statement of Work.

- 3.2 All works activities of the present SOW must be performed by specialized personnel with the enabling license as a water management and environmental remediation operator and as technician for the operation and maintenance of water purification systems.
- 3.3 As foreseen by Italian laws in force, before the start of the maintenance activities, the NSPA SOC will appoint the specialized technician of the contractor as a third party responsible ("Terzo Responsabile") for the conduction of SOC water treatment plant for vehicles washing.
- 3.4 The third party responsible, having received the appointment by NSPA SOC, shall take full responsibility for executing controls, carrying out ordinary and extraordinary maintenance, energy efficiency checks and he is accountable to the law for any defaults.
- 3.5 The activities must be coordinated according to the requirements of the direction of the works or with the needs that may arise from the simultaneous execution in all other SOC activities.
- 3.6 The contractor is fully responsible for any damage caused by its employees.
- 3.7 The contractor has the right to carry out the work in the manner it deems most appropriate, to deliver them within the contractual term.
- 3.8 The Works Management (NSPA SOC CTO, Chief Technical Officer) may prescribe a different order in the execution of the works, except for the faculty of the contractor company to present their observations and reservations about the requested manner.

#### **4 WORKS AREAS AND SITE CONDITIONS**

- 4.1 The company is required to comply with the provisions of the Italian Legislative Decree 81 / 2008 and subsequent amendments.
- 4.2 During the activities, the company is also obliged to provide at its own expense, suitable tools/vehicles/products/personal protection equipment, capable personnel and suitable warning and danger signs.
- 4.3 The Contractor assigned with the execution of the work, is considered to be fully aware of the effective existing environmental conditions around and within the chosen areas of intervention, in consideration of their accessibility, the available water and energy resources.
- 4.4 For the above mentioned reason, NSPA SOC is available to allow the Contractor to perform a preliminary site survey.

#### **5 PERSONNEL EMPLOYED AND COMPANY WORKERS**

- 5.1 Prior to the start of the activities, the contractor's personnel shall get an official authorisation to access all NSPA premises in compliance with the Procedures in force. For this reason, not later than 7 working days after contract award, the Contractor shall get in touch with the NSPA CTO to perform all the activities needed to get access to the NSPA area.
- 5.2 Should any of the Contractor's Personnel not meet the required security prescriptions, NSPA reserved the right to deny the access to the base.

- 5.3 Due to the foreseen duration of the works, in order to maintain to a minimum the impact on the workload of NSPA personnel, the Contractor and its workers **shall be able to get unescorted access to the SVAM base.**
- 5.4 During the executions of the activities, the Contractor's Personnel shall systematically adhere to all instructions and dispositions, including those regarding safety and emergency procedures, implemented by NSPA SOC.
- 5.5 The Contractor shall employ workers specifically qualified for the intervention, and shall provide such qualified personnel with all the individual tools and equipment necessary to accomplish their tasks in line with their own specific qualification.

## **6 COORDINATION/ WORK PLAN**

- 6.1 Before the start of the works, the Contractor is required to produce a working plan to be approved by NSPA Technical Representative in accordance with SOC's operative needs.
- 6.2 The working plan shall specify the start and finish dates of the project's elements including their dependencies and involved resources.
- 6.3 When deemed necessary the Contractor will have to participate in meetings as required by NSPA SOC. The meetings are normally conducted in person but the NSPA SOC CTO may also require it to run in VTC. Note that NSPA uses a CISCO Webex System.

## **7 REPORTS & CERTIFICATIONS**

- 7.1 The Contractor is required to report back in writing the description of the work performed once it is completed.
- 7.2 Such report shall:
- be drafted and signed by a responsible technician appointed by the Contractor;
  - be countersigned for acknowledgement receipt by an appointed NSPA – SOC Representative;
  - Indicate the specific list of the interventions performed and the list of any anomalies / non-conformities found in order to let NSPA properly evaluate and eventually plan extra-ordinary maintenance.
- 7.3 Before the start of the works, the Contractor has to deliver to NSPA SOC CTO the technical sheets of the products that intends to use.

## **8 H&S OBLIGATIONS**

- 8.1 The Contractor shall takes all reasonable and practical measures to protect the public and his own employees against accidents by complying with applicable safety and occupational health regulations in accordance with the relevant Health and Safety (H&S) legislation and regulations applicable to the Host Nation, and applying the best practices available in that field.

- 8.2 The first draft of the Interference Risk Assessment Document (Documento Unico Valutazione Rischi Intereferenti - DUVRI) including the general safety measures to be observed within the NSPA SOC is available in Annex 3.
- 8.3 In order to allow NSPA to prepare the final version of the DUVRI, not later than 7 working days after contract award, the Contractor shall fill in and provide to NSPA CTO the following forms:
- Company Data Form
  - Risks introduced in NSPA SOC workplaces by the Contractor

The above forms are attached to the above-mentioned Annex 3.

- 8.4 All work interventions shall be executed to the best state-of-the-art and measures required by the NSPA SOC CTO in order to comply with the requirements stated in the present Statement of Work concerning personnel and equipment.
- 8.5 Lone workers are not allowed during the execution of the works. The Contractor must guarantee at any time no less than two workers on the work site, one of which being a supervisor i.a.w. the Italian Legislative Decree 81/08.
- 8.6 The requirements regarding occupational health and safety and environment management also apply to any subcontractor. The Contractor shall ensure compliance accordingly.
- 8.7 The Contractor shall ensure adequate medical coverage for all staff on site, including first aid, as appropriate to local conditions.
- 8.8 The Contractor shall have a medical plan for treatment of his staff, and if required the re-patriating of injured/ill or deceased staff.
- 8.9 The Contractor shall ensure that all on-site personnel, including all sub-contractors, visitors and authorities shall be equipped with and use PPE such as hardhats, safety glasses/eye protection, safety vests and safety boots appropriately, as required.
- 8.10 NSPA reserves the right to stop work on the project in case of significant or urgent Health and Safety infractions or risks. In this case, the Contractor shall submit a Health and Safety remediation plan to NSPA for evaluation before re-commencement of works.
- 8.11 The Contractor shall report to NSPA CTO details of any accident as soon as practicable after its occurrence. The Contractor shall maintain records and make reports concerning health, safety and welfare of persons and damage of property as may be required by NSPA.
- 8.12 In addition, the Contractor shall identify the main reasons for any accident (e.g. individual, procedural, equipment failure, etc).

## **9 ENVIRONMENTAL PROTECTION**

- 9.1 NSPA SOC is committed to achieving the highest possible standards of environmental performance, preventing pollution and minimizing the impact of own and contractors' activities on the environment by means of continual improvements on behalf of the NATO Nations.
- 9.2 The Contractor shall establish and maintain systems that protect the environment from contamination, pollution or other adverse impacts resulting from its services.

The contractor shall safeguard the environment, by complying with the relevant legislation and regulations applicable to the Host Nation, and applying the best practices available in that field.

- 9.3 The Contractor shall clean up the work site at the end of every workday. Upon completion of the project, the Contractor shall remove all debris and waste from the site.
- 9.4 On completion of any task, the area concerned must be cleared of all contaminants.
- 9.5 The Contractor is responsible, for any environmental damage and any sanctions received caused by his actions or those of his subcontractors in the execution of the works.

## 10 PLACE OF DELIVERY

- 10.1 The services shall be delivered at:

***NSPA Southern Operational Centre (SOC)  
C/O S.V.A.M. - Via Rondinelli snc  
74121 Taranto (Ta) – ITALY***

## 11 DELIVERY TIMES

- 11.1 Maximum start date: 1 Week after the Purchase Order date unless otherwise agreed with NSPA.
- 11.2 The services under the present SOW shall be normally provided during SOC working hours unless otherwise requested by NSPA SOC CTO in order to minimize the impact on NSPA SOC operational activities.

### WINTER PERIOD:

Monday to Thursday: 07.30 to 17.00

Friday 07.30 to 12.00

### SUMMER PERIOD (approximately from half June to half of September):

Monday to Thursday: 07.00 to 16.30

Friday: 07.00 to 11.30

## 12 QUALITY MANAGEMENT

- 12.1 The Contractor shall have and maintain a certified quality management system in accordance with the provisions of ISO 9001:2015. The certification scope shall include all processes contributing to quality of the present SOW;

**PART III. DUTIES AND RESPONSIBILITIES****1 APPLICABLE LAWS**

1.1 The Contractor shall comply with the following Standards and conditions:

- Conditions set forth in the present Statement of Work;
- Italian Legislative Decree dated 9 April 2008, n. 81 ("Implementation of article 1 of the law of 3 August 2007, n. 123, concerning the protection of health and safety in the workplace - G.U. n. 101 dated 30/04/2008 – Supp. Ord. N. 108) and updating;
- Italian Legislative Decree of 3 April 2006 n. 152 Consolidated Law on Environmental Matters;
- Italian Legislative Decree 17 of 27 January 2010 (implementing Directive 2006/42/EC (Machine Directive);
- Italian Ministry of Economic Development Decree D.M. 22/01/2008, n°37 "Regulation concerning the implementation of Article 11-quaterdecies, paragraph 13, letter a) of Law no. 248 of 2 December 2005, on the reorganization of the provisions relating to the installation of systems inside buildings";
- CEI 64-8 standard: Electrical installations with nominal voltage not exceeding 1000 V in alternating current and 1500 V in direct current;
- Italian Legislative Decree 18/2023 which implements the European Directive 2020/2184/UE.
- Guidelines for the prevention and control of Legionella of the State-Regions Conference of 07/05/2015;
- Guidelines ISTISAN 22/32;
- Current European directives CEE of reference;
- Applicable current Laws and regional/locals regulations concerning the mentioned activity;
- Applicable UNI-EN-ISO-European and Italian regulations concerning the mentioned service.

**2 CONTRACTOR MANAGEMENT ORGANIZATION**

2.1 The Contractor shall serve as the unique point of contact with NSPA.

2.2 The Contractor shall establish a programme management system that will be responsible for accomplishing the required tasks and activities, when ordered by NSPA, as defined in this SOW.

2.3 The Contractor through an appointed Project Manager who will be the primary point of contact for all project activities for the duration of the contract, shall have the overall responsibility for control and coordination of the work performed under the project.

2.4 The Programme Manager be the POC for all communications (technical and contractual) with NSPA and shall assure that the services, time schedule, configuration items and data provided satisfy the contractual requirements. He shall be proficient in English (minimum SLP 3-3-3-3 in accordance with STANAG 6001) and knowledgeable of the directives in force and/or applicable for the supplies in question.

- 2.5 The Project Manager shall be reachable during working hours (08h00-18h00 CET) from Monday to Friday.
- 2.6 The Contractor shall immediately appoint a replacement staff with same level of authority and skills set, in case of planned or unplanned absence of the designated Project Manager. He shall be available, reactive and attend all meetings requested in NATO premises.
- 2.7 The Contractor shall immediately appoint a replacement staff with same level of authority and skills set, in case of planned or unplanned absence of the designated Project Manager.

### **3 COMMISSIONING AND ACCEPTANCE**

- 3.1 Commissioning and Acceptance activities will be performed by a Technical Evaluation Team (TET) nominated by NSPA, chaired by the NSPA SOC CTO and attended by Contractor's representative.
- 3.2 The Contractor shall provide full assistance, equipment and materials necessary to perform the Acceptance Test.
- 3.3 During C&A NSPA SOC will verify that all services have been carried out and performed in quantity and quality in accordance with all the requirements of the present SOW.
- 3.4 At least 7 days before C&A activities the Contractor shall submit to NSPA SOC CTO the official materials certification together with all documents, reports and declarations of conformities as described in the above paragraphs.

### **4 NSPA CONTRACT/ADMINISTRATION**

- 4.1 NSPA SOC appointed the following personnel for the administration and control of the activities:

**NSPA Project Manager:** SOC Commander or his delegatee

**NSPA SOC CTO:** SOC S-DA Section Chief or his delegatee

- 4.2 For anything not expressly provided for in this document, the regulations in force shall apply.

## **Annexes**

The following annexes are an integral part of this SOW:

- Annex n. 1 – Services description;
- Annex n. 2 – Procedure to request access.
- Annex n. 3 – Interference Risk Assessment Document - DUVRI