

U.S. Department of Homeland Security
U.S. Customs and Border Protection
Office of CBP Air and Marine



Performance Work Statement
for
National Aircraft Maintenance and Logistics Support
Contract #HSBP1010C00002

Performance Work Statement
National Aircraft Maintenance and Logistics Support
Table of Contents

Part	Title	Page #
C.1	General.....	Page 06
C.2	Definitions and Commonly Used Aviation Abbreviations.....	Page 07
C.3	Government Furnished Property/Information/Equipment.....	Page 07
C.4	Contractor Furnished Property/Information/Equipment.....	Page 07
C.5	Specific Requirements.....	Page 07
C.5.1	Aircraft Maintenance Program.....	Page 07
C.5.1.1	Objectives.....	Page 07
C.5.1.2	Maintenance Levels.....	Page 09
C.5.1.3	FAA and DOD Regulations.....	Page 08
C.5.1.4	CBP Aircraft Servicing.....	Page 08
C.5.1.5	Aviation Fuel and POL Management Program.....	Page 08
C.5.1.6	Avionics.....	Page 09
C.5.1.7	Night Vision Goggle Maintenance.....	Page 09
C.5.1.8	Engineering Change Proposals (ECP) and Service Bulletins.....	Page 10
C.5.1.9	Power Plant, Propeller and Rotor Systems.....	Page 10
C.5.1.10	Airframe, Airframe Components and Accessories.....	Page 10
C.5.1.11	Aircraft Inspections.....	Page 10
C.5.1.12	Corrosion Control Program.....	Page 10
C.5.1.13	Aircraft Support Equipment.....	Page 11
C.5.1.14	Calibration Program.....	Page 11

C.5.1.15	Survival Equipment.....	Page 11
C.5.1.16	Quality Control Plan.....	Page 11
C.5.1.17	Logs and Records.....	Page 12
C.5.1.18	CARMAC Database.....	Page 12
C.5.1.19	Aircraft Configuration Management.....	Page 12
C.5.1.20	Technical Library.....	Page 13
C.5.1.21	Foreign Object Damage (FOD).....	Page 13
C.5.1.22	Foreign-Owned and Other Government Agency- Owned Aircraft Maintenance Support.....	Page 13
C.5.2	Aircraft Logistics.....	Page 13
C.5.2.1	Objectives.....	Page 13
C.5.2.2	Regulations.....	Page 14
C.5.2.3	Supply Sources and Categories.....	Page 14
C.5.2.3.1	Department Of Defense Support DOD.....	Page 14
C.5.2.3.2	Aviation Fuel.....	Page 14
C.5.2.3.3	Aircraft and Equipment Support.....	Page 15
C.5.2.3.4	Supply Categories.....	Page 15
C.5.2.4	Supply Support.....	Page 15
C.5.2.4.1	Inventory Control.....	Page 15
C.5.2.4.2	Repairable Asset Control.....	Page 15
C.5.2.4.3	Consumable Inventory.....	Page 15
C.5.2.4.4	Support and Test Equipment Inventory.....	Page 16
C.5.2.4.5	Intensive Assets Management.....	Page 16

C.5.2.4.6	Excess Inventory Management.....	Page 16
C.5.2.4.7	Annual Inventory.....	Page 16
C.5.2.4.8	Special Inventories.....	Page 16
C.5.2.4.9	End of Contract Inventory.....	Page 17
C.5.2.5	Transportation.....	Page 17
C.5.2.6	Additional Tasks.....	Page 17
C.5.2.6.1	Crash Damage Aircraft Support.....	Page 17
C.5.2.6.2	Third Party Logistics Support.....	Page 17
C.5.2.6.3	Custodial Services.....	Page 17
C.5.3	Administrative and Other Requirements.....	Page 18
C.5.3.1	Level of Operations.....	Page 18
C.5.3.2	Staffing.....	Page 19
C.5.3.2.1	Key Personnel (Government notification purposes only).....	Page 18
C.5.3.2.2	Certification Requirements.....	Page 18
C.5.3.2.3	Uniforms.....	Page 18
C.5.3.2.4	Training.....	Page 19
C.5.3.2.5	Travel Reports.....	Page 19
C.5.3.2.6	Floor Check Support.....	Page 19
C.5.3.3	New Acquisition Support Plans.....	Page 19
C.5.3.4	Cost and Financial Management.....	Page 19
C.5.3.5	Safety.....	Page 20
C.5.3.6	Hazardous Waste Management.....	Page 20
C.5.3.7	OSHA Bloodborne Pathogen Standard 1910.1030.....	Page 22

C.5.3.8 Forms and Documentation.....Page 23

C.5.3.9 Phase-In and Phase-Out.....Page 23

C.5.3.10 End of Employment Actions.....Page 23

C.5.3.11 Contract Deliverables.....Page 24

C.5.4 Information Technology (IT) Support.....Page 24

C.5.4.1 System Overview.....Page 24

C.5.4.2 Specific Information Technology (IT) Requirements.....Page 25

LIST OF APPENDIXES

APPENDIX 1: Types of Aircraft by Location/Projected Flight
Hours/Level of Operations.....Page 29

APPENDIX 2: Definitions And Commonly Used Aviation Abbreviations.....Page 40

APPENDIX 3: Government Furnished Property/Information/Equipment.....Page 44

APPENDIX 4: EO/IR, Radar, Navigation System Assets (Subject To Change)..Page 45

APPENDIX 5: Night Vision Goggles.....Page 46

APPENDIX 6: Survival Equipment.....Page 47

APPENDIX 7: CARMAC Reports.....Page 48

APPENDIX 8: APATS Reports.....Page 52

APPENDIX 9: ILS Reports.....Page 54

APPENDIX 10: Contract Deliverables.....Page 56

APPENDIX 11: Forward Area Refueling Point Locations.....Page 73

**PERFORMANCE WORK STATEMENT
NATIONAL AIRCRAFT MAINTENANCE AND LOGISTICS**

C.1 GENERAL

C.1.1 SCOPE

C.1.1.1 This contract is in support of Department of Homeland Security, U.S. Customs and Border Protection (CBP), Office of CBP Air and Marine.

See http://www.cbp.gov/xp/cgov/border_security/air_marine/ for organization and mission statement. The contract encompasses aircraft maintenance and logistics support necessary to ensure that the Government has the numbers, types, and properly configured aircraft available where and when required to meet the Government aviation operational commitments. The Government aircraft are assigned, on a permanent and temporary basis, to Aviation Operational Sites (AOS) strategically located at military air bases, civilian air facilities and alternate sites in the United States and foreign locations. Except for shop evaluations and repairs on specified sensor, communication, and electronic equipment as well as occasional transient support requirements, this contract does not encompass the fleet of CBP P-3 aircraft: support services for those aircraft are provided under a separate contract.

C.1.1.2 The Government aviation assets, consisting of approximately 265 aircraft, include a variety of non-certificated (military) and certificated fixed and rotary wing, single and multi-engine aircraft, some of which are modified and equipped with state-of-the-art, highly sophisticated sensor equipment i.e., Radar and Electro-Optical/Infrared Detecting Systems designed to facilitate smuggling detection, interdiction, tracking, and apprehension. These aircraft are supported at approximately 50 locations in the Western hemisphere classified as AOSs and alternate sites. The numbers of aircraft and numbers and locations of maintenance sites may dramatically increase or decrease during the life of this contract depending upon world events and border protection priorities. Approximately 100,000 flying hours of operational, support, training, functional check, and maintenance test flights are flown each year. The number of flying hours will vary by aircraft, location, and mission requirement and may dramatically increase or decrease or surge in response to border protection priorities. See Appendix 1, Types of Aircraft by Location/Projected Flight Hours/Level of Operations.

C.1.1.3 The Contractor may be required to fly on Government aircraft for relocation, to conduct in-flight checks (test flights) and to conduct trouble shooting that cannot be completed on the ground.

C.1.1.4 Contractor frequently may be required to perform official travel to temporary duty sites within and outside the United States.

C.1.1.5 The legacy mainframe application to be utilized by the Contractor is the Computerized Aircraft Reporting and Material Control (CARMAC) system. CARMAC includes a supply module and an aircraft maintenance module and is fully integrated with several other applications.

C.2 DEFINITIONS AND COMMONLY USED AVIATION ABBREVIATIONS

See Appendix 2.

C.3 GOVERNMENT FURNISHED PROPERTY/INFORMATION/EQUIPMENT

All Ground Support Equipment (GSE), utilities, initial furniture at contract start, test equipment, and special tools required for use on this contract will be Government furnished, to include CARMAC and its associated applications or alternative system. The Government furnishes facilities at all AOSs. A list of GFP is in the Technical Library. The Government will also arrange for Contractor access to the DLA Federal Logistics Systems. Appendix 3 lists typical Government Furnished Property (GFP) reports.

C.4 CONTRACTOR FURNISHED PROPERTY/INFORMATION/EQUIPMENT

Contractor shall provide all personnel, IT hardware and software (except CARMAC and its associated applications or alternative system), common hand tools, management, office supplies, and all other supplies necessary to perform this contract. Contractor shall provide furniture to replace initial inventory on a cost reimbursable basis. Common hand tools are not cost reimbursable under this contract.

C.5. SPECIFIC REQUIREMENTS

This Performance Work Statement consists of two major functional areas: Aircraft Maintenance Support Services and Aircraft Logistics Support Services. The following objectives are in support of the CBP mission goals to “Procure an operationally effective and efficient fleet of aircraft . . . [and] Enhance air . . . assets operationally available to increase efficiencies of the logistics and maintenance program.”

- To obtain timely and effective aircraft maintenance and logistics support to ensure operational and training requirements are met with airworthy, mission-capable aircraft.
- To maximize launch rates and mission completion in an efficient and cost effective manner.

C.5.1 AIRCRAFT MAINTENANCE PROGRAM

C.5.1.1 OBJECTIVES

C.5.1.1.1 Obtain timely and cost effective maintenance support services in the United States and abroad to meet the Government operational and training requirements.

C.5.1.1.2 Optimizing locations for significant aircraft calendar and hourly inspections, aircraft major modifications, and major repairs; thereby, maximizing the efficiency and cost effectiveness of maintenance support.

C.5.1.2 MAINTENANCE LEVELS

C.5.1.2.1 The Contractor shall provide maintenance support that results in timely, cost effective repairs that conform to 14 CFR and DoD regulations as applicable.

C.5.1.2.2 For maintenance beyond the capabilities of a particular AOS, the Contractor shall have the maintenance performed in the most cost effective manner, e.g., at an appropriate existing CBP facility, DoD activity, or a DoD/FAA approved commercial vendor.

C.5.1.2.3.1 The Contractor shall perform maintenance on the UH-60A helicopter, primarily consisting of a Periodic Maintenance Interval and alterations at a dedicated inspection station, presently co-located at the Tucson AOS.

C.5.1.2.3.2 The Government has a third party contractor providing on-site technical support for the Contractor at the Tucson AOS for the UH-60A Sikorsky Helicopter.

C.5.1.3 FAA AND DOD REGULATIONS

C.5.1.3.1 Contractor shall maintain all Government aircraft in accordance with 14 CFR and Department of Defense (DoD) regulations, as applicable.

C.5.1.3.2 For aircraft that are FAA Type Certificated, the aircraft are operated and the contractor shall maintain in accordance with 14 CFR Part 91 and 125 as applicable. DoD sourced aircraft are also operated under 14 CFR Part 91, but are maintained in accordance with applicable technical manuals and data.

C.5.1.4 CBP AIRCRAFT SERVICING

The Contractor shall provide for the timely and effective aircraft servicing of all aircraft to ensure successful launch when required by the Government. Servicing shall include the cleaning of aircraft windshields, except at those locations where contractor personnel are not normally based to perform servicing such as at Forward Area Refueling Points.

C.5.1.5 AVIATION FUEL AND POL MANAGEMENT PROGRAM

The Contractor shall develop and implement an effective aviation fuel and POL management program. Although most Government aircraft fuel and POL requirements are provided by the Government through Government Host-Tenant agreements with the DoD installation, the Contractor shall ensure the Contractor's overall program complies with the most current version of MIL-STD-1548, "Into plane delivery of fuel and oil at commercial airports." Additionally, the Contractor, as applicable, operates, maintains and inspects fuel storage above-ground storage tanks (ASTs), underground storage tanks (USTs), containers and transfer systems in accordance with CBP permits/registrations and instruction requirements, and applicable state, federal, and local laws and regulations. The Contractor shall execute all responsibilities associated with spill plans including record keeping, inspections, and personnel training.

C.5.1.5.1 The contractor shall maintain all Forward Area Refueling Points. A list of these locations can be found at Appendix 11. This requirement directly affects operational missions as well as the safety of aircrews and aircraft, and includes equipment inspection and repair, fuel sampling, and transportation of and replenishment of fuel loads to locations when needed. The contractor will transport aviation fuel to and from remote sites in accordance with all applicable DOT regulations, forms and documentation. Remote fuel site equipment may include mobile fuel tankers, trailer-mounted ASTs, fixed ASTs, portable power generators, and portable lighting equipment. The Contractor shall ensure their equipment operators have the appropriate licenses for this task.

C.5.1.6 **AVIONICS**

C.5.1.6.1 The Contractor shall maintain all aircraft sensors, sensor equipment, sensor components, communications (includes helmets and headsets) and navigation equipment, flight instruments and other installed electronic equipment in accordance with the manufacturer's specifications and FAA requirements. The Contractor shall provide the capability to evaluate and repair sensor, communications, and electronic equipment removed from CBP's P-3 aircraft as specified by the COTR. The Contractor shall provide the capability to repair communication equipment removed from CBP's Unmanned Aircraft System (UAS) aircraft as specified by the COTR. The Contractor shall ensure the integrity of all NVG compatible components. The Contractor shall fault isolate and repair individual repairable assets when possible. The Contractor shall only "fault isolate" (NOT REPAIR OR ADJUST) communication and cryptographic equipment installed in the AOS communications facilities.

C.5.1.6.2 For information purposes only, a representative list of the radar, EO/IR and navigation systems can be found at Appendix 4. This list is subject to change.

C.5.1.6.3 The Contractor shall maintain update subscriptions for, and load into the appropriate aircraft systems in a timely manner, navigational and Global Positioning System (GPS) database updates. The Contractor is not responsible for maintaining any XM weather update subscriptions for those aircraft so equipped.

C.5.1.6.4 The Contractor shall load/update codes and frequencies into aircraft-mounted Wulfsburg RT5000/C5000 radios as necessary. This task shall be accomplished by coordinating as necessary with CBP Tactical Communication Officers at AOSs.

C.5.1.6.5 The Contractor shall be responsible for loading initial identification data into aircraft-mounted SATRACK system components.

C.5.1.7 **NIGHT VISION GOGGLE MAINTENANCE**

The Contractor shall perform all scheduled and unscheduled maintenance requirements on Night Vision Goggles (NVG). For information purposes only, a representative list of the NVG can be found at Appendix 5. This list is subject to change.

C.5.1.8 ENGINEERING CHANGE PROPOSALS (ECP) AND SERVICE BULLETINS (SB)

The Contractor shall provide the COTR a cost estimate and obtain COTR approval before incorporating ECPs, mandatory SBs, and non-mandatory SBs. Contractor shall provide a recommendation with supporting rationale as to whether ECPs and SBs should be implemented.

C.5.1.9 POWER PLANT, PROPELLER AND ROTOR SYSTEMS

The Contractor shall perform maintenance in accordance with manufacturers' specifications, bulletins, letters, FAA Airworthiness Directives (ADs) and technical data. Maintenance includes: trouble shooting, repair and replacement of unserviceable parts, calibration of test equipment, selected rework of engines, propellers and hot section inspections. The Contractor shall inspect, repair, and overhaul at OEM (or DoD, if applicable) approved or authorized vendors when required maintenance actions are beyond Contractor capability for the following equipment:

Reciprocating Engines

Turbine engines/modules

Auxiliary Power Units

Helicopter gearboxes, transmissions, drive shafts, rotor blades, and other dynamic components.

Propellers

Any waivers for the above requirements will be provided in writing to the Contractor by the COTR. Any waiver requests should be presented to the COTR in writing by the Contractor.

C.5.1.10 AIRFRAME, AIRFRAME COMPONENTS AND ACCESSORIES

The Contractor shall perform preventative, scheduled and unscheduled maintenance in accordance with manufacturers' specifications, bulletins, letters, FAA Airworthiness Directives (ADs) and technical data. Maintenance includes: trouble shooting, repair and replacement of unserviceable parts with only FAA (or DoD, if applicable) approved parts, calibration of test equipment. The Contractor shall inspect, repair, and overhaul at OEM (or DoD, if applicable) approved or authorized vendors or 14 CFR Part 145 Certified Repair Stations when required maintenance actions are beyond Contractor capability.

C.5.1.10.1 The Contractor shall develop and implement a procedure for maintenance operational ground checks for all fixed-wing aircraft.

C.5.1.11 AIRCRAFT INSPECTIONS

The Contractor shall perform all scheduled aircraft inspections in accordance with 14 CFR Part 43 and Part 91, other FAA and DoD regulations as applicable, and directives as required by the OEM.

C.5.1.12 CORROSION CONTROL PROGRAM

C.5.1.12.1 The Contractor shall implement a comprehensive aircraft corrosion control program that has the objectives of aircraft life preservation and airworthiness. The Contractor shall ensure the program encompasses exterior surfaces, hidden surfaces, aircraft equipment and aircraft system components to include turbine engine power recovery and desalinization aircraft washes.

C.5.1.12.2 The Contractor shall document, at a minimum, the aircraft and engine corrosion control treatment performed, treatment site, and name of the individual responsible for the corrosion inspection and treatment.

C.5.1.13 **AIRCRAFT SUPPORT EQUIPMENT**

The Contractor shall perform maintenance on all aircraft ground support and test equipment. The Contractor shall conduct periodic mileage, calendar, hourly inspections, and preventive maintenance. The Contractor shall subcontract GSE maintenance beyond the site capability. Additionally, CBP has a fuel tanker truck used in support of the Unmanned Aircraft Surveillance operation in Sierra Vista, Arizona. From time to time, the Contractor shall be required to operate/relocate this vehicle off the military installation (where it is based) for periodic and unscheduled maintenance and repairs. *[Note: The Contractor is not responsible for the maintenance or repairs of this tanker truck.]* The Contractor shall ensure the operator has the appropriate licenses for this task.

C.5.1.14 **CALIBRATION PROGRAM**

C.5.1.14.1 The Contractor shall institute a calibration program and develop a Precision Measurement Equipment List (PMEL). The Contractor shall ensure the PMEL consists of all test and diagnostic equipment, special tools, and gauges requiring periodic checks and calibration certification.

C.5.1.14.2 The Contractor shall perform calibration functions in accordance with the standards of the US Bureau Weights and Measures. The Contractor shall maintain the PMEL certification documentation at the site/unit using the calibrated equipment.

C.5.1.15 **SURVIVAL EQUIPMENT**

The Contractor shall inspect, repair and certify all survival equipment specified by the Government, to include survival equipment utilized by P-3 aircraft crewmembers. The Contractor shall certify all survival equipment in accordance with applicable OEM specifications. See Appendix 6.

C.5.1.16 **QUALITY CONTROL PLAN**

C.5.1.16.1 The Contractor shall provide a Quality Control Plan (QCP) to the Contracting Officer at contract full performance start plus 60 days that is acceptable to the Government for ensuring all contract requirements are met. The Contractor shall ensure the QCP is standardized

throughout the program. The Contractor shall ensure the plan provides for the prevention and detection of all discrepancies and is the basis for taking timely, positive corrective action when discrepancies are discovered. The Contractor shall ensure the plan includes the establishment and operation of a standard tool control program.

C.5.1.16.2 The Contractor shall provide recommended changes that improve the QCP. The Contracting Officer will determine the acceptability of all proposed changes and revisions to the QCP before implementation.

C.5.1.16.3 The Contractor shall make all records and data related to quality control available to the Government upon request. The Contractor shall ensure the records are standardized. The Contractor shall ensure records, data or other inspection documentation used for ensuring that proper maintenance services are performed are verified and reviewed for accuracy. The Contractor shall provide its QCP self-evaluation results to the respective AMO/AMI each month.

C.5.1.16.4 The Contractor's QCP shall provide for an on-going trend analysis under the Airline Transportation Association (ATA) coded system and established Engine Trend Monitoring Systems. The Contractor may utilize the current software package, Electronic Maintenance Record Keeping System (EMRKS), to facilitate trend analysis or software of the Contractor's choice. Whatever system is used, the Contractor is required to track man-hours down to the task level that is equivalent to the EMRKS Job Control Number (JCN)/-014 level.

C.5.1.17 **LOGS AND RECORDS**

The Contractor shall maintain the logs and records and other pertinent maintenance and inspection records in accordance with 14 CFR Part 43 and Part 91, and other FAA and DoD regulations and directives as required. The Contractor shall ensure the applicable logbooks or service record cards are properly completed and accompany the aircraft or component upon transfer, turn-in or shipment for overhaul and repair. The Contractor shall ensure logs and records are standardized throughout the fleet. The Contractor shall ensure all records/logs are available to the Government upon request, and that all records/logs are retained until otherwise directed by the COTR.

C.5.1.18 **CARMAC DATABASE**

The Contractor shall maintain the CARMAC database to ensure all data is current and accurate. The Contractor shall up-date the database as required to reflect new aircraft acquisitions and losses.

C.5.1.19 **AIRCRAFT CONFIGURATION MANAGEMENT**

The Contractor shall perform alterations to Government aircraft (as defined in 14 CFR Part 43, Appendix A) when these alterations are signed and approved by the Government Configuration Control Committee. The Contractor shall not perform any other alterations on Government aircraft unless that alteration is a prototype approved in writing by the COTR. Contractor shall

incorporate alterations or Supplemental Type Certificates (STCs) with continued airworthiness inspection requirements. Alterations may include, but are not limited to, the installation of special mission equipment, complete communication packages, and sensor systems.

Within 245 calendar days following commencement of full contract performance, the Contractor shall complete a configuration audit of all aircraft and provide recommendations and detailed cost estimates to achieve standardized configurations for all aircraft types to the Government. Unless an aircraft configuration management tool is provided for by the Government, the Contractor shall also establish and maintain an updated configuration database to reflect new aircraft acquisitions and losses as well as alterations approved by the Government Configuration Control Committee and make this information available to the Government. For each aircraft, the database shall identify, by make/model/serial number, communications and navigation equipment, mission equipment, engines, and any other equipment or components that may be designated by the COTR.

C.5.1.20 TECHNICAL LIBRARY

The Contractor shall ensure technical libraries at each AOS are updated and maintained. The libraries consist of technical manuals, publications, directives, and Government approved inspection checklists applicable to the aircraft types and models. The Contractor shall also include in the technical libraries all Federal Aviation Regulatory Library, Airworthiness Directives (ADs), STC specifications, applicable parts catalogs, and component manuals. The Contractor shall maintain an updated list of all aircraft and equipment manuals in the Technical Library.

C.5.1.21 FOREIGN OBJECT DAMAGE (FOD)

The Contractor shall develop and implement a comprehensive FOD program that shall include, but not be limited to, weekly FOD walks of the aircraft parking ramp, and daily hangar and aircraft FOD checks. Contractor shall implement a Tool Control program that is integrated into the Contractor FOD program.

C.5.1.22 FOREIGN-OWNED AND OTHER GOVERNMENT AGENCY- OWNED AIRCRAFT MAINTENANCE SUPPORT

The Contractor shall provide maintenance and logistics support to foreign government-owned aircraft and aircraft owned by other U.S. agencies and departments at the direction of the Contracting Officer or the Contracting Officer's Technical Representative.

C.5.2 AIRCRAFT LOGISTICS

C.5.2.1 OBJECTIVES

C.5.2.1.1 To obtain a national Inventory Control Point (ICP) that provides responsive program-wide logistics support 24 hours a day, 365 days a year and achieves the highest possible aircraft mission readiness at the most economical cost utilizing such techniques as Just In Time (JIT) and

virtual warehousing.

C.5.2.1.2 To establish and sustain an aggressive inventory management system that accurately forecasts usage requirements so that the range and depth of aircraft repairable spares and repair parts inventory are available to support the flight hour program.

C.5.2.2 **REGULATIONS**

The Contractor shall establish and maintain a logistic support system that meets the requirements of all applicable regulations, including but not limited to the following; OSHA 1910, 14 CFR, FAR Part 45.5, and applicable DoD and GSA regulations.

C.5.2.3 **SUPPLY SOURCES AND CATEGORIES**

The Contractor shall ensure each supply category is managed and processed in accordance with the unique requirements of each in terms of sources, methods of funding, and accounting requirements. See paragraph C.5.2.3.4 for listing of categories.

C.5.2.3.1 **DEPARTMENT OF DEFENSE SUPPORT (DOD)**

C.5.2.3.1.1 The DoD supply system is the primary source for UH 60 aircraft parts. The budgeted dollars and spending authority for DoD requisitions will be allocated to applicable AOS by object class and line item.

C.5.2.3.1.2 The Contractor shall place MILSTRIP requisitions into the appropriate DoD supply system, monitor and track the order, do follow-up, maintain current status, receive the parts, and complete the MILSTRIP transactions.

C.5.2.3.1.3 When invoices are received from DoD, the Contractor shall verify and certify the receipt of materials in CARMAC and return the invoices to the appropriate AOS budget analyst for payment. The Government will perform budget accounting of the DoD category funds.

C.5.2.3.2 **AVIATION FUEL**

C.5.2.3.2.1 The Government purchases aviation fuel from the Department of Defense (DoD) and commercial suppliers. The Contractor shall request the required fuel load from the appropriate source and supervise the refueling operations. The Contractor shall obtain a fuel receipt for all refuelings and record the transaction in CARMAC or alternative system the day of the fuel purchase. Contractor shall obtain the fuel receipt from either the individual conducting the fueling or the fuel supplier.

C.5.2.3.2.2 When fuel invoices are received, the Contractor shall verify and certify the receipt in CARMAC or alternative system and return the invoices to the Government site Budget Officer for payment. It is the Government's responsibility to perform budget accounting of the aviation fuel category funds.

C.5.2.3.3 **AIRCRAFT AND EQUIPMENT SUPPORT**

The Contractor shall purchase repair services and properly documented and traceable aircraft parts from commercial aircraft parts vendors, Federal Aviation Administration (FAA) certified Repair Stations, or Original Equipment Manufacturers (OEM). In addition to commercial aircraft support, the Contractor shall provide support to commercial equipment installed in Government-operated DoD aircraft.

C.5.2.3.4 **SUPPLY CATEGORIES**

CARMAC identifies several inventory types. The types currently in use are as follows:

- Type 1 - Stock
- Type 2 - Special Stock
- Type 3 - Sensor Equipment
- Type 4 - Reserved
- Type 5 - Reserved
- Type 6 - Support Equipment
- Type 7 - Intensive Managed Items

C.5.2.4 **SUPPLY SUPPORT**

C.5.2.4.1 **INVENTORY CONTROL**

The Government will own the inventory required to maintain the aircraft and systems. The Contractor shall deliver all inventory to the Government during contract phase-out.

C.5.2.4.2 **REPAIRABLE ASSET CONTROL**

C.5.2.4.2.1 The Contractor shall aggressively manage repairable spares due to the high replacement cost. The Contractor shall track each repairable component by part number and serial number.

C.5.2.4.2.2 The Contractor shall expeditiously process components eligible for exchange credit so obligated funds may be quickly de-obligated and made available for other requirements.

C.5.2.4.2.3 Those components destined for overhaul/repair and return represent a major investment of aircraft spares inventory funds. Contractor shall expeditiously process these components to the repair facility and intensively manage until received serviceable into the inventory.

C.5.2.4.2.4 Contractor shall expeditiously process components approved for disposal, delete from the inventory records, and recover limited storage space.

C.5.2.4.3 **CONSUMABLE INVENTORY**

The Contractor shall manage the consumable inventory of aircraft spare parts and material. The Contractor shall develop inventory control procedures such as usage rate, First In First Out (FIFO) issue control, Just-In-Time inventory, Just In Case, and shelf life item management.

C.5.2.4.4 SUPPORT AND TEST EQUIPMENT INVENTORY

C.5.2.4.4.1 The Contractor shall evaluate equipment requirements continuously to ensure that necessary equipment is available to support the Government aircraft maintenance and flight hour program.

C.5.2.4.4.2 The Contractor shall provide recommended additions or replacement through the oversight Aviation Maintenance Officer/Aviation Maintenance Inspector (AMO/AMI) to the Contract Property Administrator for review and approval.

C.5.2.4.5 INTENSIVE ASSETS MANAGEMENT

The Government will identify certain high value, critical or special assets that will require intensive management. The Contractor shall develop inventory control procedures to manage these assets. Other items may be added to the list at the Government direction. The Contractor shall intensively manage all equipment identified as Type 7 and Type 3 inventory items.

C.5.2.4.6 EXCESS INVENTORY MANAGEMENT

The Contractor shall establish an excess inventory control program that routinely identifies excess aircraft material and equipment and report to the Contract Property Administrator (CPA) any recommendations for disposal. If the CPA approves the disposal, the Contractor shall dispose of the excess inventory in accordance with the appropriate regulations.

C.5.2.4.7 ANNUAL INVENTORY

C.5.2.4.7.1 The Contractor shall conduct an annual joint GFP inventory during the fourth quarter of the fiscal year on a schedule mutually agreeable to the Government and the Contractor. The Contractor shall reconcile and consolidate the site results into one master inventory report. The Contractor shall deliver the consolidated annual inventory report to the CPA no later than 20 days after the inventory cut off date.

C.5.2.4.7.2 The Contractor shall prepare a financial inventory summary report that accounts for all transactions occurring between the consolidated annual inventory cut-off date and midnight, September 30th. The Contractor shall deliver the report to the CPA no later than October 15th.

C.5.2.4.8 SPECIAL INVENTORIES

The Contractor shall conduct special inventories as required by the Contracting Officer. Special inventories may encompass a complete wall-to-wall physical count requirement or only one line item/commodity of stock or equipment. The Contractor shall complete and report special inventories no later than 15 calendar days after receipt of the request.

C.5.2.4.9 **END OF CONTRACT INVENTORY**

The Contractor shall conduct a complete wall-to-wall inventory of all GFP provided under this contract at the time of contract termination. If there is no new Contractor taking over the Government aircraft maintenance program, the Contractor shall conduct the termination inventory with a Government representative. If a new Contractor is phasing in, the Contractor shall conduct a joint wall-to-wall inventory with the new Contractor and the Government representative.

C.5.2.5 **TRANSPORTATION**

C.5.2.5.1 Third party billings by vendors against existing Government transportation accounts are strictly forbidden. Third party billings against the Contractor's transportation accounts are allowed.

C.5.2.5.2 The contractor shall identify international shipping (excluding Puerto Rico) requirements to a Government representative in sufficient time for the Government to prepare the Government Bill of Lading (GBL) and meet the required shipment schedule.

C.5.2.5.3. Transportation insurance coverage for commercial shipments is covered by 48 CFR, Chapter 47.102.

C.5.2.5.4 The Contractor shall ensure materials destined for Puerto Rico clearly indicate the Government as the consignee on all shipping documents.

C.5.2.5.5 The Contractor shall utilize a broker (when appropriate) to expedite the import and export of materials used in support of Government aircraft.

C.5.2.6 **ADDITIONAL TASKS**

C.5.2.6.1 **CRASH DAMAGE AIRCRAFT SUPPORT**

The Contractor shall provide recovery and repair of Government accident damaged aircraft as directed by the COTR.

C.5.2.6.2 **THIRD PARTY LOGISTICS SUPPORT**

When directed by the COTR, the Contractor shall provide logistics support to the third-party contractors. The Contractor shall provide on-site support that includes but is not limited to requisitioning repair parts and material from DoD and commercial sources and packaging and shipping repairable assets to the appropriate repair facility.

C.5.2.6.3 **CUSTODIAL SERVICES**

Custodial services that the Contractor shall perform are limited to hangar work areas and

maintenance shops. The Contractor will be responsible for furnishing all cleaning supplies necessary in order to provide the custodial services in these limited areas only. Examples of cleaning supplies that the Contractor is responsible for include (but not limited to) sponges, mops, brooms, detergents, and paper towels used specifically for cleaning. Examples of supplies the Government will furnish include (but not limited to) toilet tissue, hand soap, light bulbs, and paper towels for the restrooms, break areas, wash rooms, and wash basins.

Custodial care includes sweeping, mopping, scrubbing, and cleaning the hangar floors and maintenance shop areas.

C.5.3 ADMINISTRATIVE AND OTHER REQUIREMENTS

C.5.3.1 LEVEL OF OPERATIONS

Appendix 1 lists each site's current core level of operations during which flight operations are typically conducted but are subject to change for surge operations, special missions, etc. The core level of operations is provided merely for informational purposes and is not meant as a requirement for the Contractor to staff during these core hours of operations. It is the Contractor's discretion on how best to staff its workforce in order to satisfy the overall requirements of this contract.

C.5.3.2 STAFFING

The Contractor shall provide the necessary qualified and certified personnel with experience, education, certifications, and licenses appropriate to the task. The Contracting Officer/COTR retains the right to challenge the qualifications of **ANY** individual, proposed or performing, under this contract.

C.5.3.2.1 KEY PERSONNEL (For Government notification purposes only)

The Contractor shall designate the following individuals as key personnel: the program manager; the first line staff at the Contractor's program office; the Contractor's site managers, supply supervisors, chiefs of quality control, and maintenance supervisors (if applicable), and the IT representatives responsible for CARMAC and its associated applications. The Contractor shall notify the Government before replacing personnel in these positions. There is no requirement for the Government to approve the Contractor's key personnel at contract start-up or replacement personnel.

C.5.3.2.2 CERTIFICATION REQUIREMENTS

The contractor shall ensure all employees filling a labor category entitled "Aircraft Mechanic" possess a FAA Airframe and Power plant (A&P) certification. The contractor shall ensure all Quality Control personnel possess a FAA Inspection Authorization (IA) certification.

C.5.3.2.3 UNIFORMS

The Contractor shall provide distinctive uniforms (standardized across the program) for all site personnel. Different and distinctive uniforms must be worn by supervisory and non-supervisory personnel to allow for quick identification. Uniforms shall not display DHS/CBP patches. Contractor shall ensure uniforms consist of, at a minimum, shirts (button-down with collar) and pants, and comply with Occupational Safety and Health Administration (OSHA) standards for each job position established. Contractor shall ensure uniforms display each employee's last name prominently. Contractor shall ensure uniforms are worn by all personnel during their assigned shifts. Uniform shorts may be worn in lieu of trousers where appropriate. Personnel on deployments may not be required to wear the uniform at the discretion of the AOS AMO, Director of Air Operations (DAO), or designated representative. The Contractor may, at its discretion, allow their site managers and administrative assistants to wear business casual clothing in lieu of uniforms.

C.5.3.2.4 **TRAINING**

The Contractor shall provide a fully qualified and trained workforce. Training costs are unallowable except in instances where the Government introduces maintenance requirements not originally contemplated at contract formation. At its discretion, the Government may approve other training on a case by case basis.

C.5.3.2.5 **TRAVEL REPORTS**

Contractor program management personnel shall submit to the COTR trip reports within 15 working days after completion of travel. The contractor shall ensure the trip report consists of the following information as a minimum: travel dates, purpose, destination, brief description of results, and action items for CBP (if any).

C.5.3.2.6 **"FLOOR CHECK" SUPPORT**

The Contractor shall provide upon request by the site AMO/AMI a report that lists hours worked by employee name to facilitate independent Government "floor check" verification of the accuracy of the invoicing system. Contractor may use an existing internal document in lieu of generating a special report so long as the document allows the AMO/AMI to readily verify hours worked by any employee for the day requested. Every man-hour spent working on an aircraft is to be charged directly to that aircraft.

C.5.3.3 **NEW ACQUISITION SUPPORT PLANS**

Upon notification by the Government of a new or additional aircraft acquisition, the Contractor shall submit a cost proposal to the Contracting Officer at a suspense date determined by the Government for the personnel, support equipment, test equipment, special tools, technical data, training, and initial aircraft parts stocking requirements. The Contractor shall incur no costs without the approval of the Contracting Officer.

C.5.3.4 **COST AND FINANCIAL MANAGEMENT**

The Contractor shall provide monthly the budgeted, estimated, and actual costs for the following cost categories down to the site level: Labor, Overtime, Training, Travel, and Materials. The Contractor shall explain differences between budgeted, estimated, and actual costs for each category. The Contractor shall also provide a cost forecast using the same categories for the remaining contract period and suggestions to address any potential cost shortfalls.

C.5.3.5 **SAFETY**

The Contractor shall develop and institute a comprehensive ground safety program, in accordance with applicable Occupational Safety and Health Administration (OSHA) standards, Environmental Protection Agency (EPA) standards, and Department of Defense (DoD) safety and health requirements. In addition, the Contractor shall take a proactive role in the administration of the CBP Air and Marine ground safety program, working closely with and providing consultation to local CBP Air and Marine Collateral Duty Safety Officers (CDSO), as well as providing safety and health data/reports/alerts to CBP Air and Marine Headquarters safety and health personnel as requested. This proactive role recommended for the Contractor includes, but is not limited to the items listed in this section or below. In turn, both the local and Headquarters Government CBP Air and Marine management team shall work with the Contractor to ensure all safety and health issues that effect either the Contractor or the Government is properly addressed. The Government management team will also obtain any local/state government or Federal government certificates that may be required.

- Conduct local safety and health workplace inspections.
- Assist CDSO in managing the local CBP Air and Marine ground safety program.
- Assist CDSO in advising local DAO field management staff on local safety and health matters.

C.5.3.6 **HAZARDOUS WASTE MANAGEMENT**

The hazardous waste products that may be generated as a result of this contract as well as AOS operations include, but are not limited to aviation fuels, lubricants, cleaning compounds, solvents, optics coatings, weapons cleaning solutions and weapons discharge containers. The contractor shall provide the personnel, materials, and support necessary to operate and manage the hazardous and universal waste accumulation areas. Support, operations, and management shall be IAW all applicable federal, state, local, Customs and Border Protection (CBP), Department of Homeland Security (DHS), Department of Defense (DoD), and Department of Transportation (DOT) laws, regulations, policies, directives, instructions, and permit conditions. The contractor shall conform to the standards as identified by this SOW, and shall be available for inspection by federal, state, local, and CBP agencies and representatives.

The contractor shall develop, use, and maintain standard operating procedures governing all waste generation, management activities, and inspection checklists.

C.5.3.6.1 The contractor shall at a minimum:

- Generate and use inspection checklists. Conduct weekly inspections of all containers in the waste accumulation areas to ensure proper container labeling, marking, and compliant

waste storage. Maintain historical inspection records.

- Establish approximate weights or weigh all items entering the waste accumulation area at the time of arrival and record weights.
- Take precautions to prevent accidental ignition or reaction of stored wastes, segregate incompatible wastes, and ensure proper waste storage.
- Appropriately consolidate used petroleum products, universal wastes, and paints.
- Collect, drain, weigh, and manage empty metal product containers for scrap metal recycling.

C.5.3.6.2 The contractor shall at a minimum:

- Ensure used petroleum products received for disposal have a current halogen evaluation on file. If not, perform the approved halogen test and rule out halogens prior to commingling. Contractor knowledge can be used in lieu of a test provided processes exist and are followed that manage material from waste generation through disposal.
- As applicable, operate, maintain, inspect the above-ground storage tank (AST), underground storage tank (UST) and container storage and transfer system in accordance with permit and plan conditions, and applicable state, federal, and local laws and regulations and CBP instructions.
- Evaluate emptied 55-gallon drums for potential reuse. Drums in good condition shall be properly marked and stored, unusable drums managed as recycled scrap metal.
- Perform inspections of the above ground storage tanks and pumping facility as required by permit.

C.5.3.6.3 The contractor shall prior to releasing wastes for transport:

- As appropriate to proposed operations, identify, evaluate, and retain qualified and experienced waste transportation and disposal firm(s).
- Review shipping documents for compliance IAW all applicable federal and state regulations and correct all deficiencies prior to releasing for transport.
- Inspect the shipment to ensure all items are properly packaged, marked, labeled, and placarded IAW applicable regulations and correct all deficiencies prior to releasing for transport.
- Utilize EPA Form 8700-22 “Uniform Hazardous Waste Manifest” obtained only from an EPA Registered Printer.
- Obtain written designation from the site AMO/AMI a list of those contractor site personnel who may sign Uniform Hazardous Waste Manifest, block 15 “Generator’s / Offeror’s Certification”, after the printed text “On Behalf Of”. Maintain all records, track and retrieve manifests.
- Maintain copies of manifests in the contractor’s on-site central file.
- As applicable and appropriate, and on behalf of the Government as the Generator of the

material, obtain and use an EPA or State hazardous waste generator identification number.

C.5.3.6.4 The contractor shall at a minimum:

- Assist waste disposal contractor to develop, review, and update waste profiles.
- Maintain copies of all profiles and associated documentation at the contractor's on-site central file.
- On a quarterly basis and whenever facility or waste generation operations change, review profiles to ensure appropriateness and applicability, revise as appropriate to preserve waste profile integrity.
- Inspect hazardous and universal waste accumulation areas weekly.
- Provide inspection and re-inspection reports, describing deficiencies and appropriate corrective actions to the site AMO/AMI.
- Provide inspection results to the site AMO/AMI on a weekly basis.
- Support CBP in the application for and operation under permits or registrations for existing and new systems necessary for the execution of this SOW; inclusive of fuel systems, paint guns, wash racks. Remit all fees associated with attainment and maintenance of systems permits or registrations. Train personnel who operate or are in the position to direct the operation of the system on the requirements and conditions of each permit within 30 days of start. Maintain training records.
- Prepare, implement, and maintain all applicable federal, state, local, CBP, DHS, DoD, OSHA, and DOT required plans, including spill, response, hazardous communications plans. Train effected personnel on the requirements and conditions of each plan within 30 days of start. Maintain training records.
- Comply with all applicable federal, state, local, CBP, DHS, DoD, OSHA, and DOT requirements for reporting waste generation and storage.
- In the event of a reportable release, immediately notify the AMO/AMI. In accordance with all applicable federal, state, local, CBP, DHS, DoD, and DOT requirements complete external notifications. Maintain notification records and regulatory responses in a central file.

C.5.3.6.5 The contractor shall acquire training as required below.

- Hazmat Training - Within 30 days of initial employment, employees responsible for identifying wastes as hazardous, completing waste profiles, reviewing hazardous waste manifests for accuracy, conducting inspections of waste management facilities, or marking/labeling containers for transportation will attend training pertaining to RCRA Hazardous Waste Management and DOT Hazardous Material Transportation (DOT HM181) or any other training as appropriate/required to comply with current regulations.
- Forklift Training - Prior to operating a forklift unsupervised, employees will receive Powered Industrial Lift truck training.

C.5.3.7 **OSHA BLOODBORNE PATHOGEN STANDARD (1910.1030)**

The Contractor shall take appropriate action, e.g., training and inoculations, to protect their employees who can reasonably be expected to come into contact with blood and other body fluids in carrying out or in performing duties. The Contractor shall also consider when deploying outside the United States additional inoculations recommended and training required by the State Department, DoD, or other government agencies.

C.5.3.8 FORMS AND DOCUMENTATION

The Contractor shall provide the necessary forms for documenting and recording flight time, discrepancies, maintenance actions, material and parts requirements, work orders, and any other forms and documents required for maintenance documentation of flight time and maintenance or material actions. The Contractor shall include a flight release statement on any forms that document the performance of maintenance actions or scheduled and unscheduled aircraft maintenance inspections. The Contractor shall submit all forms developed for use on this contract to the COTR for review and approval by the Contracting Officer prior to being implemented into the aircraft maintenance program. Once approved, these forms become the property of CBP. The Contractor shall ensure all forms are consistent with existing information requirements to ensure compatibility with CARMAC or alternative system.

C.5.3.9. PHASE-IN AND PHASE-OUT

C.5.3.9.1 The Contractor shall conduct a 60-day Phase-In of the contract. During Phase-In, the Contractor shall conduct those activities necessary to ensure an orderly and efficient transition to the new contract that results in assuming full responsibility for meeting contract requirement with no degradation of performance.

C.5.3.9.2 The Contractor shall conduct a 60-day Phase-Out of the current contract. The contractor shall cooperate with successor contractor to effect an orderly and efficient transition ensuring no degradation of support during this period. Contractor shall permit the following types of activities during Phase-Out.

C.5.3.9.2.1. Allow selected personnel to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract.

C.5.3.9.2.2 Disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees.

C.5.3.9.2.3 If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

C.5.3.9.2.4 Ensure close coordination and training of successor contractor on CARMAC and its associated applications or alternative system.

C.5.3.10 END OF EMPLOYMENT ACTIONS

Contractor shall ensure that all security related items such as badges, access devices, and official passports are surrendered by employees upon termination of employment on this contract.

C.5.3.11 CONTRACT DELIVERABLES

See Appendix 10.

C.5.4 INFORMATION TECHNOLOGY (IT) SUPPORT

C.5.4.1 SYSTEM OVERVIEW

C.5.4.1.1 CARMAC is a legacy mainframe application that includes a logistics module and an aircraft maintenance module. CARMAC is integrated with the following individual applications: Air Program Automated Tracking System (APATS), Integrated Logistics Support (ILS), Government Furnished Property (GFP), and the Electronic Maintenance Records Keeping System (EMRKS). These applications are critical to day-to-day operations. The systems automate many aircraft maintenance related activities, such as: inventory control and aircraft maintenance tracking (CARMAC); funds distribution (APATS); non-expendable inventory and depreciation tracking (GFP); purchasing and accounts payable (ILS), and storing maintenance records (EMRKS). CARMAC is a multi-faceted system that was developed to satisfy a requirement for an automated system that would keep track of the inventory of spare parts, special tools, and support equipment. Appendix 7 lists typical CARMAC reports.

C.5.4.1.2 APATS tracks and reports the Operations and Maintenance (O&M) budget from the Congressional funding level all the way down to commitments and obligations at the Branch level. APATS was developed in response to a Congressional mandate to track, and report on, the O&M budget down to the aircraft line item level. Appendix 8 lists typical APATS reports.

C.5.4.1.3 ILS was designed to fulfill an automated logistics system support requirement. This system provides a means to track requisitions/orders placed with vendors, receipts, payments made to vendors, commitments, and expenditures. Appendix 9 lists typical ILS reports.

C.5.4.1.4 GFP was developed to report financial information required by the Chief Financial Officer's Act of 1990. GFP provides an accounting of the non-expendable aircraft material inventory and it provides the required financial information. The GFP system was approved by the Personal Property Team as an alternate property system due to the sufficiently large number of property items and transactions. Appendix 3 lists typical GFP reports.

C.5.4.1.5 EMRKS is a maintenance record keeping system with electronic signatures for aircraft maintenance. EMRKS also tracks Precision Measuring Equipment calibration status and has the capability to read and write data from/to the CARMAC database relative to Job Control Numbers.

C.5.4.1.6 All CARMAC application software is developed and maintained using the most current version of COBOL available. This allows code to be generated to take advantage of features of the operating system.

C.5.4.1.7 IBM's Report Management and Distribution System (RMDS) software provides comprehensive and versatile access to the reports created for CARMAC. RMDS will provide the Contractor with a system to store, protect, view, and print (as necessary) reports. This system reduces printing costs, improves report availability, ensures security, and increases productivity of report handling. Timeliness of report delivery is improved because reports can be viewed immediately upon creation rather than waiting for a normal print and distribution cycle.

C.5.4.1.8 RMDS security features control access to every individual report; ensuring only appropriate personnel can view the report. Access to specific reports is controlled by log-on IDs and passwords. This system allows multiple users access to the same report, so multiple copies of the report do not have to be created and stored. Retention cycles and the numbers of version retained are tailored to each report. Retention cycles specify the length of time each version of a report will remain on RMDS. Versions specify the number of copies of a report will remain on RMDS.

C.5.4.2 **SPECIFIC INFORMATION TECHNOLOGY (IT) REQUIREMENTS**

C.5.4.2.1 The Contractor shall provide all hardware, software, and network connectivity necessary to establish a real-time, on-line, interactive system capable of sharing data with any or all locations listed in Appendix 1 (as deemed appropriate by the contractor) and CBP's National Data Center. CARMAC and its associated applications support aircraft maintained under this contract as well as the P-3 aircraft which are maintained under a separate contract. The Contractor shall make provisions for the P-3 maintenance Contractor to establish a connection to CARMAC and its associated applications.

C.5.4.2.2 The Contractor shall ensure data storage and processing capability sufficient to meet the needs of data gathering and reporting requirements for the aircraft fleet to include the P-3 aircraft which are maintained under a separate contract.

C.5.4.2.3 The Contractor shall ensure that CARMAC and its associated applications, or any alternative system used in support of this contract, are certified and accredited in accordance with Customs and Border Protection Handbook 1400-05C (CBP Information Systems Security Policies and Procedures Handbook) and Department of Homeland Security (DHS) IT security policies as published in DHS Sensitive Systems Policy Directive 4300A. Security requirements for unclassified information technology resources are defined in the Federal Register No. 48 CFR Ch. 30, Subpart 3052.2, 3052.204-70.

C.5.4.2.4 The Contractor shall ensure CARMAC and its associated applications or alternative system are available twenty-four (24) hours a day, seven days a week, 365 days a year. Contractor shall perform routine maintenance and backups on a non-interfering basis. The Contractor shall obtain approval of the COTR for all other system downtime. The contractor is also required to recover CARMAC and its associated applications at a pre-selected alternate site in the event an emergency renders, or threatens to render, the applications unusable. The contractor's procedures for recovering the applications and returning them to normal operations shall be specified in the DHS IT Contingency & Disaster Recovery Plan for CARMAC and its associated applications as part of the Certification and Accreditation process.

C.5.4.2.5 The Contractor shall ensure there are maintenance service contracts on IT equipment listed as GFP in use by Contractor personnel at all locations.

C.5.4.2.6 The Contractor shall not modify CARMAC or its associated applications or alternative system without approval of the Contracting Officer.

C.5.4.2.7 The Contractor shall support and maintain the active and prior year historical files for CARMAC and its associated applications or alternative system for the period of performance of the contract and any extensions. Support functions include requests for special reports, updating system documentation and modifying the system respectively with program growth or changes to requirements. Contractor shall document all changes or revisions. All User Manuals are the property of the Government.

C.5.4.2.8 The Contractor shall provide a menu-driven Report Management Distribution System (RMDS) that allows authorized users to list, display and print selected reports; capability to page up-down, search, scroll, query multiple versions of reports; print portions of reports within specified parameters; and print to remote printers.

C.5.4.2.9 Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

All EIT deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable standards have been identified:

36 CFR 1194.22 – Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous Javascript and XML (AJAX) then “1194.21 Software” standards also apply to fulfill functional performance criteria.

36 CFR 1194.31 – Functional Performance Criteria, applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

36 CFR 1194.41 – Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required “1194.31 Functional Performance Criteria”, they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a help desk shall have the ability to transmit and receive messages using TTY.

Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the COTR and determination will be made in accordance with DHS MD 4010.2. DHS has identified the following exceptions that may apply:

36 CFR 1194.2(b) – (COTS/GOTS products), When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available that meet some but not all of the standards, the agency must procure the product that best meets the standards.

When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and requires approval from the DHS Office of Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.



LIST OF APPENDIXES

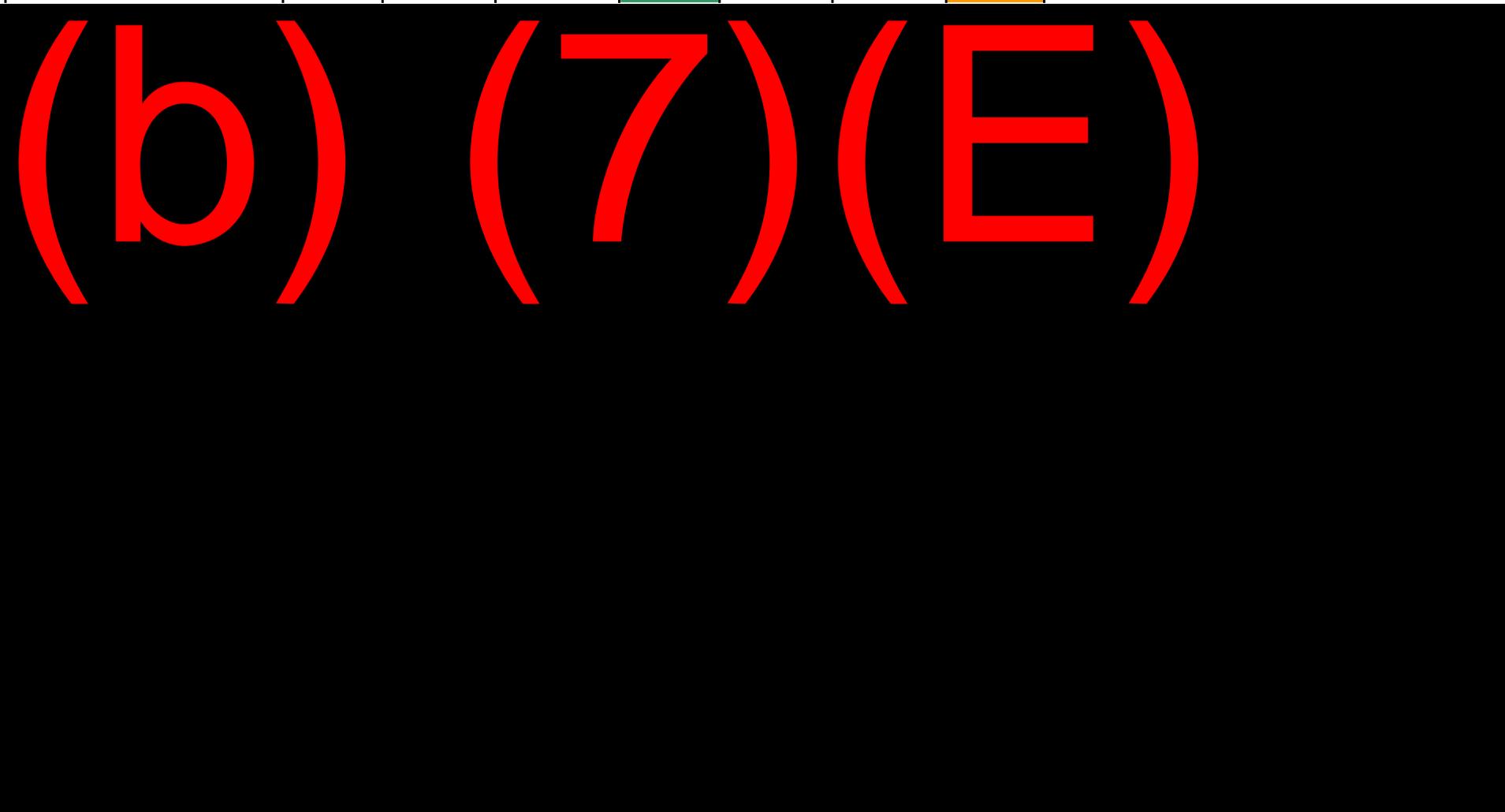
APPENDIX 1	TYPES OF AIRCRAFT BY LOCATION/FLIGHT HOUR PROJECTIONS/LEVEL OF OPERATIONS
APPENDIX 2	DEFINITIONS AND COMMONLY USED AVIATION ABBREVIATIONS
APPENDIX 3	GOVERNMENT FURNISHED PROPERTY/INFORMATION/EQUIPMENT
APPENDIX 4	EO/IR, RADAR, NAVIGATION SYSTEM ASSETS
APPENDIX 5	NIGHT VISION GOGGLES
APPENDIX 6	SURVIVAL EQUIPMENT
APPENDIX 7	CARMAC REPORTS
APPENDIX 8	APATS REPORTS
APPENDIX 9	ILS REPORTS
APPENDIX 10	CONTRACT DELIVERABLES
APPENDIX 11	FORWARD AREA REFUELING POINT LOCATIONS

APPENDIX 1: TYPES OF AIRCRAFT BY LOCATION/PROJECTED FLIGHT HOURS/LEVEL OF OPERATIONS

Projected Lay-down and Flying Hours for FY 2010								
Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes
(b) (7) (E)								

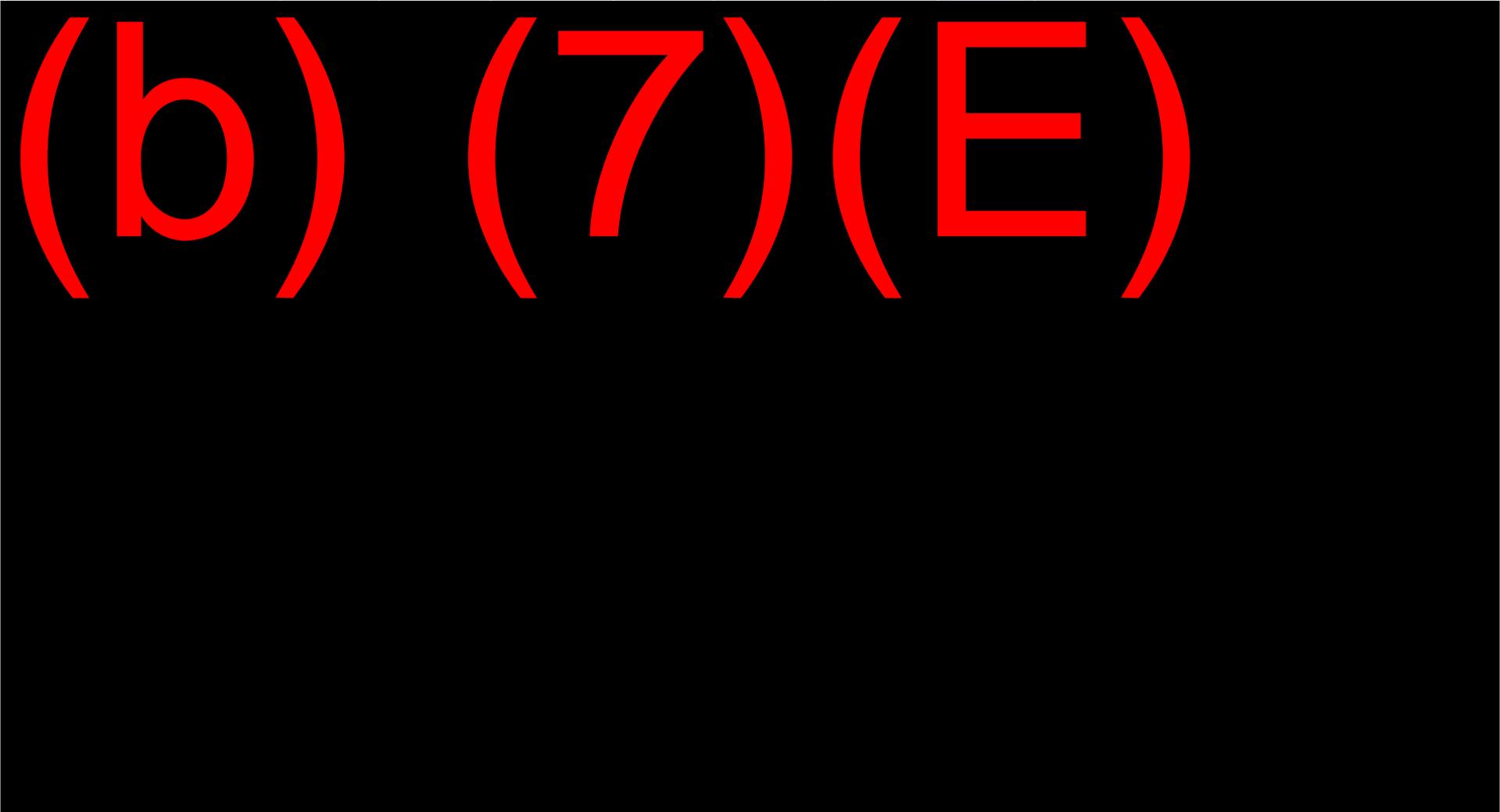
Projected Lay-down and Flying Hours for FY 2010

Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes
---------------------	--------------	-----------	----------------	--------------	-------------------------	---------------------	------------------------	-------



Projected Lay-down and Flying Hours for FY 2010

Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes
---------------------	--------------	-----------	----------------	--------------	-------------------------	---------------------	------------------------	-------



Projected Lay-down and Flying Hours for FY 2010

Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes
---------------------	--------------	-----------	----------------	--------------	-------------------------	---------------------	------------------------	-------

(b) (7) (E)

Projected Lay-down and Flying Hours for FY 2010

Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes
---------------------	--------------	-----------	----------------	--------------	-------------------------	---------------------	------------------------	-------

(b) (7) (E)

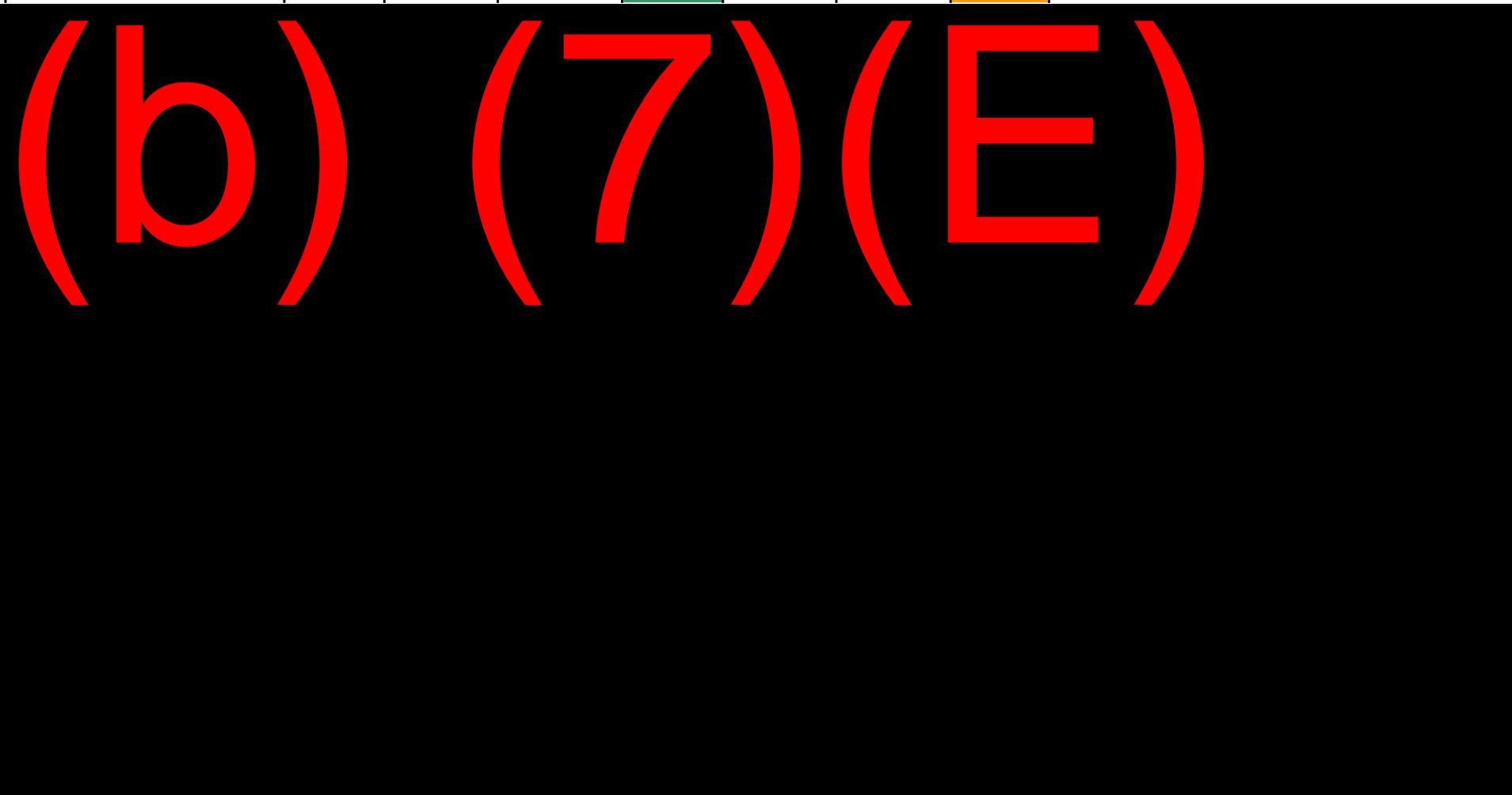
Projected Lay-down and Flying Hours for FY 2010

Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes
---------------------	--------------	-----------	----------------	--------------	-------------------------	---------------------	------------------------	-------

(b) (7) (E)

Projected Lay-down and Flying Hours for FY 2010

Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes
---------------------	--------------	-----------	----------------	--------------	-------------------------	---------------------	------------------------	-------



Projected Lay-down and Flying Hours for FY 2010

Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes
---------------------	--------------	-----------	----------------	--------------	-------------------------	---------------------	------------------------	-------

(b) (7) (E)

Projected Lay-down and Flying Hours for FY 2010

Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes
(b) (7) (E)								

Projected Lay-down and Flying Hours for FY 2010

Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes

Projected Lay-down and Flying Hours for FY 2010

Operating Locations	Level of Ops	Acft Type	Current # Acft	Flt Hrs FY10	Annual Flt Hrs Per Acft	Mo. Flt Hr Per Acft	FY10 Draft Plan # Acft	Notes
(b) (7) (E)								

APPENDIX 2: DEFINITIONS AND COMMONLY USED AVIATION ABBREVIATIONS

AIRCRAFT SERVICING - The replacing of required fluids and gases necessary for the proper functioning of the aircraft and systems. Includes servicing all toilet facilities on applicable aircraft.

AIRCRAFT TRANSPORTATION ASSOCIATION (ATA) CODES

ALTERNATE CONTRACTING OFFICERS' TECHNICAL REPRESENTATIVE (ACOTR)

ALTERNATE SITE - Any operational location not defined as an AOS. The location may be in or out of the United States.

AUTOMATED AIRCRAFT INVENTORY MANAGEMENT CONTROL SYSTEM - The supply and inventory elements in CARMAC.

AVIATION OPERATIONAL SITE (AOS) - Primary U.S. Government operating location.

AVIATION MAINTENANCE INSPECTOR (AMI) - Government's aviation maintenance representative reporting to the AMO. They have the day to day oversight of Contractor operations and evaluation of Contractor performance in the field. Also referred to as a COFR.

AVIATION MAINTENANCE OFFICER (AMO) - Government's aviation maintenance representative. They have the day to day oversight of Contractor operations and evaluation of Contractor performance in the field. Also referred to as a COFR.

AVIONICS MAINTENANCE – Includes, but is not limited to, preventative maintenance, installation, modifications, inspection, test, calibration, fault isolation and repair of aircraft installed avionics/electrical systems.

CODE OF FEDERAL REGULATIONS (CFR)

COMPUTERIZED AIRCRAFT REPORTING AND MATERIAL CONTROL SYSTEM (CARMAC) - See C.5.4.2.1.

COMMERCIAL SOURCE - Supply support and services obtained from other than Government sources.

CONSUMABLE INVENTORY - Supplies and materials (bits and pieces) consumed in the normal course of accomplishing maintenance.

CONTRACT PROPERTY ADMINISTRATOR (CPA)

CONTRACTING OFFICER (CO) – The only Government individual authorized to award, modify, terminate, or otherwise change the contract.

CONTRACTING OFFICERS' FIELD REPRESENTATIVE (COFR) - AOS Maintenance Officer or Inspector. See Aviation Maintenance Officer or AMI.

CONTRACTING OFFICERS' TECHNICAL REPRESENTATIVE (COTR) - Contracting Officer's source of technical guidance for monitoring contractor performance. Responsibilities detailed in the COTR Designation Letter.

CONTRACTOR PURCHASING SYSTEMS REVIEWS (CPSR) - See Federal Acquisition Regulation 44.3.

GOVERNMENT FACILITIES - Buildings and grounds owned or controlled by the Government.

CBP AIR AND MARINE NATIONAL AVIATION CENTER (CNAC) CBP Air and Marine' Training and Standardization Branch located in Oklahoma City, OK.

DEPARTMENT OF DEFENSE (DoD)

DEPLOYMENT - Movement of personnel and equipment to an alternate AOS or other location.

DEPUTY CONTRACT PROPERTY ADMINISTRATOR (DCPA)

DESIGNATED REPRESENTATIVE - Any Government person to whom authority has been formally delegated.

DIRECTOR OF AIR OPERATIONS (DAO) - U.S. Government's senior representative responsible for a designated geographic area and located at an AOS.

ELECTRONIC MAINTENANCE RECORD KEEPING SYSTEM (EMRKS) – See C.5.4.1.5

ELECTRO-OPTICAL INFRARED SENSOR (EO/IR)

FEDERAL ACQUISITION REGULATION (FAR)

FEDERAL AVIATION ADMINISTRATION (FAA)

FIRST IN FIRST OUT (FIFO) - First inventory item received shall be first item issued.

FIRST LINE STAFF - Those individuals reporting directly to the contractor Program Manager.

FLIGHT HOUR PROGRAM - Annual flight hours allocated to the AOSs by CBP Air and Marine Headquarters Operations.

FORMAL TRAINING – Training conducted by an instructor. Training includes a certificate documenting successful completion of training. Not On the Job Training (OJT).

FORWARD LOOKING INFRARED RADAR (FLIR)

FULLY MISSION CAPABLE (FMC) - The aircraft and all its installed systems are operational and ready for flight.

GOVERNMENT FURNISHED PROPERTY (GFP) - Property, regardless of value, in the possession or control of a Contractor that was (1) directly acquired by the Government and subsequently furnished to the Contractor or (2) acquired by the Contractor with title resting in the Government.

GROUND SUPPORT EQUIPMENT (GSE) - Equipment required to support aircraft maintenance activities. This includes, but is not limited to, flight line vehicles, flight line support equipment, fuel trucks and vehicles provided for supply support functions.

HOST-TENANT AGREEMENT – Formal facility related support agreements between Government agencies.

INTERAGENCY AGREEMENT – Any formal support agreements between Government agencies.

JUST IN CASE (JIC) INVENTORY – Maintaining stock levels of selected components to ensure availability to avoid mission disruption.

JUST IN TIME (JIT) INVENTORY - An inventory management technique to forecast stock levels so that parts and material will be available for maintenance activities without having to store items.

LINE REPLACEABLE UNITS (LRU) - Repairable unit, such as a radio, that is replaced to restore the end item to an operationally ready condition.

LINE ITEM - A designation within object class codes to cover specific monetary allocations. Each aircraft belongs to a specific line item.

LOGISTICS SUPPORT - Material or supply support.

MAJOR ALTERATION OR REPAIRS - As defined in 14 CFR.

MINOR ALTERATION OR REPAIRS – As defined in 14 CFR.

NATIONAL AVIATION TRAINING CENTER (NATC) - CBP aviation training and standardization centers located in Oklahoma City, OK and El Paso, TX.

NIGHT VISION GOGGLES (NVG)

OBJECT CLASS CODES (OCC) - A uniform classification identifying the transactions of the Federal government by the nature of the goods or the services purchased.

ON THE JOB TRAINING (OJT) - Other than formal training.

OPERATIONAL READY (OR) Aircraft is capable of safe flight in accordance with the Federal Aviation Administration (FAA) and/or DoD criteria.

PETROLEUM OIL AND LUBRICANTS (POL)

PHASE-IN PERIOD – 60 calendar day period immediately prior to contract start. Covered by a

separate CLIN, this period involves those activities necessary to ensure the successor contractor can assume full accountability for the contract at contract start. Successful phase-in requires close coordination with the incumbent contractor.

PHASE-OUT PERIOD - 60 calendar day period immediately prior to completion of existing contract. Covered by current contract price, this period involves those incumbent activities necessary to ensure the new contractor can assume full accountability for the contract at contract start. Successful phase-out requires close coordination with the successor contractor.

PRECISION MEASUREMENT EQUIPMENT LIST (PMEL) - Equipment requiring calibration.

QUALITY CONTROL PLAN (QCP) - A process by which the Contractor ensures all aspects of the contract are performed in accordance with contract standards.

REPAIRABLE ASSETS - Parts capable of being repaired.

SCHEDULED MAINTENANCE - Maintenance performed at a prescribed time based on the following criteria: flight hours, calendar time, landings, and cycles.

SENSOR AND ELECTRONICS REPAIR FACILITY (SERF)

SITE - A location.

SPECIAL TOOL - Test equipment, aircraft/system specific equipment and common hand tools larger than one and one half inch or metric 32 mm in size.

SUPERVISORY AIR INTERDICTION AGENT (SAIA) – Responsible for a specific geographic area where there is no DAO assigned. Also, reports to a designated DAO.

SURVIVAL EQUIPMENT - This equipment includes, but is not limited to, flight helmets, life vests, life rafts, survival emergency kits, survival vests, and emergency breathing bottles.

TRANSIT AIRCRAFT - Any Government or Government- designated aircraft that requires service or maintenance support while away from home station.

UNSCHEDULED MAINTENANCE - All maintenance not defined as scheduled.

APPENDIX 3: GOVERNMENT FURNISHED PROPERTY/INFORMATION/ EQUIPMENT

GFP Reports:

<u>Report Number</u>	<u>Report Description</u>
	<u>Weekly</u>
GFP803AA	GFP Suspense Report
GFP805AA	Weekly GFP Transactions Report
	<u>Monthly</u>
GFP804AA	GFP Exceptions Report
GFP805AA	Monthly GFP Transaction Report
GFP811AA	CARMAC Exceptions Report
	<u>Quarterly</u>
GFP801AA	GFP Non-Expendable Property Report
GFP802AA	GFP Non-Expendable Activity Report
GFP806AA	GFP Property Inventory Report By Site
GFP809AA	GFP Non-Expendable Property Report By Acquisition Code
	<u>Annual</u>
GFP808AA	Disposed Property Offload Report

APPENDIX 4: EO/IR, RADAR, NAVIGATION SYSTEM ASSETS (SUBJECT TO CHANGE)



APPENDIX 5: NIGHT VISION GOGGLES

NIGHT VISION GOGGLE INVENTORY	
Type Unit	Quantity
(b) (7)(E)	

APPENDIX 6: SURVIVAL EQUIPMENT

(b) (7) (E)	

APPENDIX 7: CARMAC REPORTS

<u>Report Number</u>	<u>Report Description</u>
	<u>Daily</u>
ASUP850A	Maintenance Transaction Report
ASUP854A	Transaction Register
ASUP856A	Pool Item Transaction Report
ASUP862A	Sensor Item Transaction Report
ASUP861A	Inter-Agency Financial Report
ASUP884A	Daily DoD Requisition Report
	<u>Weekly</u>
ASUP801A	Combined Pool and Sensor Inventory Report
ASUP804A	Issue Report
ASUP806A	Consumption Report
ASUP808A	Hold Bin Inventory Report
ASUP809A	Aircraft Component Removal Due/Overdue Report
ASUP813A	Utilization Report
ASUP815A	Stock and Sensor Inventory Report
ASUP817A	Component Inventory Report
ASUP919A	Requisition Summary Report
ASUP825A	APATS Object Summary Report
ASUP826A	Pool Inventory Report
ASUP834A	Requisitions Received Not Certified Report

ASUP860A	Adjusted Requisition Register
ASUP880A	Hurricane Andrew Requisition Report
ASUP892A	Repair Item Report
ASUP893A	Supply Activity Report

Bi-Weekly

ASUP820A	DoD Outstanding Requisition Report
----------	------------------------------------

Monthly

ASUP800A	Combined Sensor and Pool Inventory Report
ASUP802A	Combined Excess Stock Report
ASUP804A	Aircraft/End Item Dollar Value Issue Report
ASUP814A	Loss/Gain Report
ASUP816A	Other Shipments Report
ASIP821A	Equipment Inventory Report
ASUP826A	Pre-expended Bin Stock Report By Part Number
ASUP827A	Owned Equipment Report
ASUP837A	Supply Transaction Count Report By Site
ASUP838A	Recoverable Issue Report
ASUP839A	Excess Stock Report By Part Number
ASUP841A	Combined Stock Inventory Report
ASUP855A	Transaction History Report
ASUP858A	Stock Inventory Report (Microfiche)
ASUP849A	Suspense/Training Report

ASUP881A	Pre-expended Bin Stock Report By Bin Location
ASUP895A	USCS Vendors Object Class Summary Report
ASUP897A	Tool & Equipment Inventory Report
ASUP822A	Monthly Aircraft Consumption Report
ASUP823A	Monthly Aircraft Utilization Report

Quarterly

ASUP803A	Supply Shipment Report
ASUP842A	Parts Deleted Report
ASUP843A	Part Number Transaction History (Microfiche)
ASUP845A	Supply Activity Report

Annual

ASUP803	A Supply Other Shipment Transaction Report (Microfiche)
ASUP866A	Year-End Update Report
ASUP872A	Fiscal Year Supply Transaction Tape
ASUP873A	Fiscal Year Maintenance Transaction Tape
ASUP896A	Aircraft Component Removal Completed Report (Microfiche)
ASUP908A	Aircraft Loss/Deletion Report
ASUP909A	Supply Turn-In Report (Microfiche)

As Requested

ASUP836	A Selected Bin Location Report and Inventory Count Cards
---------	--

ASUP853A	Selected Bin Location NRFI Report and Inventory Count Cards
ASUP919A	Special Inventory Report
ASUP925A	Work Order Report From History Tape

APPENDIX 8: APATS REPORTS

<u>Report Number</u>	<u>Report Description</u>
	<u>As Requested</u>
APTS826A	Congressional Funding and Divisional Distributions from History Tape
APTS801A	Air Operations Totals by Line Item, Object Class (for Headquarters)
APTS802A	Air Operations (for specified Center)
APTS804A	Detail of Air Operations Branch Vendors
APTS805A	Detail of Air Operations Branch Contracts
APTS806A	Detail of Air Operations Branch by Line Item
APTS807A	Detail of Air Operations Branch vendors by Line Items, Object Class
APTS808A	Detail of Air Operations Branch by Object Class
APTS809A	Air Operations Totals by Line Item
APTS811A	Detail of Air Operations Branch Vendors by Line Item, Object Class (Center)

<u>Report Number</u>	<u>Report Description</u>
APTS812A	Detail of Air Operations Branch Vendors (all Air Operations Branches for Headquarters)
APTS813A	Detail of Air Operations Branch Obligations
APTS814A	Congressional Funding
APTS815A	Detail of Air Operations Branch Obligations (all Air Operations Branches for Center)
APTS816A	Detail of Air Operations Branch Vendors for Specified Line Item
APTS817A	Customs National Aviation Center (CNAC) Air Operations
APTS818A	Detail of Air Operations Branch Vendors by Line Item, Object Class (Customs National Aviation Center)
APTS819A	Air Operations Totals by Object Class
APTS820A	Detail of Air Operations Branch Obligations for Specified Number
APTS821A	Transaction History by Contract Number
APTS824A	Detail of Air Operations Branches by Line Item (for Customs National Aviation Center)
APTS825A	Detail of Centers by Line Item (for Customs National Aviation Center)
APTS829A	Internal Reoccurring Obligation Report
APTS830A	Detail of Air Operations Branch Obligation
APTS899A	Detail of Air Operations Branch Line Item (for specified Center)

APPENDIX 9: ILS REPORTS

<u>Report Number</u>	<u>Report Description</u>
	<u>Daily</u>
ILS813AA	Objective Class Summary - ILS Vendors
ILS816AA	Daily Requisition Report
ILS819AA	Daily Aircraft Status Report
ILS840AA	Accounts Payable Certification Register
ILS844AA	Pending 212's Report
ILS845AA	Daily Inventory Summary Report
ILS852AA	Financial Summary Report - Contractor Vendors, By Object Class Code, Multiple Appropriations
ILS853AA	Financial Summary Report- Contractor Vendors By Object Class Code, Multiple Appropriations
ILS854AA	Financial Summary Report - Contractor Vendors, By Line Item, Multiple Appropriations
ILS855AA	Financial Summary Report - Contractor Vendors, Center Analysis, Multiple Appropriations
	<u>Weekly</u>
ILS801AA	Outstanding 212's Report
ILS824AAJ9	Open Requisitions Summary Report
	<u>Biweekly</u>
ILS808AA	Requisition Register By Call Number

<u>Report Number</u>	<u>Report Description</u>
	<u>Monthly</u>
ILS802AA	Component Removal Report with MTBR-MTBF
ILS812AA	Combine Financial Summary Report By Site
ILS813AA	Combine Financial Summary Report By Object Class
ILS814AA	Engine Report
ILS820AA	Requisition Summary Report By Line Item
ILS822AA	Combined Financial Summary Report By Line Item
ILS823AA	Combined Financial Summary Report - Center Analysis
ILS841AA	Zero Committed Vendor Report
ILS843AA	Requisition History Report (Microfiche)
ILS800AA	GAO Report
ILS803AA	Aircraft Consolidated Consumption Report
ILS804AA	Aircraft Consolidated Utilization Report
	<u>Quarterly</u>
ILS805AA	Subcontracts Report
ILS806AA	ILS Vendor Expenditure Report
ILS817AA	Master Inventory Report
ILS827AA	Average Transaction Costs Report
ILS811AA	BPA Vendor Report

APPENDIX 10: CONTRACT DELIVERABLES

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A001	Quality Control Plan	One-time	Contract start plus 60 days	CO (1 copy) COTR (1 copy)

Description: See C.5.1.16.1

=====

A002	Monthly Aircraft Consumption Report (ASUP822A)	Monthly	EOM plus 15 days	COTR (1 copy)
------	--	---------	------------------	---------------

Description: None Required

=====

A003	Monthly Aircraft Utilization Report (ASUP823A)	Monthly	EOM plus 15 days	COTR (1 copy)
------	--	---------	------------------	---------------

Description: None Required

=====

A004	Aircraft Consolidated Consumption Report (ILS803AA)	Monthly	EOM plus 15 days	COTR (1 copy)
------	---	---------	------------------	---------------

Description: None Required

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A005	Aircraft Consolidated Utilization Report (ILS804AA)	Monthly	EOM plus 15 days	COTR (1 copy)

Description: None Required

=====

A006	ILS Financial Summary Report	Monthly	EOM plus 15 days	COTR (1 copy)
------	------------------------------	---------	------------------	---------------

Description: The Summary report shall be based on data collected on ILS Financial Summary Reports. The report and analysis should list funding levels, cumulative fiscal year expenditures by fiscal year, fund code, project code, and object class code and compared with forecasted amounts. The Summary report shall be supported with separate reports for each fund code, project code, and object class code that show funding levels, cumulative fiscal year expenditures, and forecasted amounts by line item. Any unusual deviation from the forecasted amount should be explained. Contractor's format is acceptable, provided the Contractor's name and address are on the cover page of the report.

=====

A007	Funding Status Report	Monthly	EOM plus 15 days	COTR (1 copy)
------	-----------------------	---------	------------------	---------------

Description: This report shall show funding levels, invoiced amounts, funds and percentage of funds remaining, estimate to complete, and funding excesses/shortfalls by Contract Line Item (CLIN). Funding levels shall show initial funding and subsequent adjustments. Invoiced amounts shall be listed by invoice number. Contractor's format is acceptable, provided the Contractor's name and address are on the cover page of the report.

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
<i>A008</i>	<i>Personnel Report</i>	<i>Monthly</i>	<i>EOM plus 15 days</i>	<i>COTR (1 copy)</i>

Description: This report will be a two-part report. Part I of this report shall provide, by site, employees’ names, employee identification/badge number, and labor category and identify, by labor category any position vacancies. This report shall also include a summary page showing, by site, total staffing authorized/funded, total on-board, and total vacancies.

In accordance with Section H.4.E “Separation Procedures,” Part II of this report shall provide, by site, separated employees’ names, identification/badge numbers, and the separation date for each employee that separates from the contract during the contract period of performance. Contractor's format is acceptable, provided the Contractor's name and address are provided on the cover page of the report.

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
<i>A009</i>	<i>Aircraft Engines and Major Components</i>	<i>Monthly</i>	<i>EOM plus 15 days</i>	<i>COTR (1 copy)</i>

Description: The Contractor shall prepare a six-part report which shall include the following:

- 1) Fiscal Year To Date Activity - This part shall report, by site, major engine repairs, removals, hot section inspections, overhauls, etc. This report should identify the type engine, engine serial number, type aircraft, aircraft N-Number/BUNO, vendor used, reason for repair/removal, estimated repair costs, and final repair costs. Updated information on previously reported activity and new activity shall be easily identifiable;
- 2) Summary of Commercial Expenditures for Major Engine Actions - This report should identify, by aircraft line item, scheduled engine maintenance expenditures and actions, unscheduled maintenance expenditures and actions, and total engine maintenance expenditures and actions. Expenditures and actions shall be cumulative for the current fiscal year and based on actual (and obligated amounts when actuals are not yet known) costs.
- 3) 12 Month Engine Projection - This report should identify scheduled hot section inspections, and overhauls due in the next 12 months. The report shall identify the site, type aircraft, aircraft N-Number/BUNO, type engine, engine serial number, time remaining on the engine(s), type of action due, month action is due (estimated based on utilization), and the status of Contractor's action;
- 4) 12 Month Projection (UH-60, AS-350, and EC-120 Major Components) - This report shall identify scheduled TBO removals due in the next 12 months for the following components: main gear box assemblies, APUs, tail rotor gear box assemblies, main and tail rotor blades, GG rotors, and PT modules. The report shall identify the site, aircraft type and identification, component type, component serial number, time/starts (as appropriate) remaining on the components, month removal is due (estimated based on utilization), and the status of Contractor's action;

5) Engine Pool Assets - This report shall identify:

- Ready For Issue (RFI) engines by type, serial number, location, and status (i.e. zero TSO).
- Non-RFI assets by type, serial number, location/vendor, reason for removal, induction date and scheduled RFI date.

6) UH-60 and AS-350 High Dollar Component Pool Assets - This report shall identify:

- Ready For Issue (RFI) components by type, part number, serial number, site/location, and status (i.e. zero TSO).
- Non-RFI assets by type, part number, serial number, location/vendor, and status of the Contractor's action.

Contractor's format is acceptable, provided the Contractor's name and address are on the cover page of the report.

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A010	Flight Hour Report	Monthly	EOM plus 15 days	COTR (1 copy)

Description: The Contractor shall prepare a three-part report that shall include the following:

- 1) This part shall provide flight hours by fiscal year and by month. The report shall also show a percentage change in flight hours from the preceding fiscal year.
- 2) This part shall provide flight hours for the reporting month by branch and aircraft type.
- 3) This part shall provide current fiscal year flight hours by month and type of aircraft. This part shall also reflect cumulative total flight hours.

Contractor's format is acceptable, provided the Contractor's name and address are on the cover page of the report.

=====

A011	Cost Center Report	Monthly	EOM plus 15 days	COTR (1 copy) CO (1 copy)
------	-----------------------	---------	---------------------	------------------------------

Description: The Contractor shall provide a report in accordance with C.5.3.4. This report shall include supporting graphs to reflect differences between forecasted, budgeted, and actual expenditures. Contractor's format is acceptable, provided the Contractor's name and address are on the cover page of the report.

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A012	Overtime Report	Monthly	EOM plus 15 days	COTR (1 copy)

Description: The Contractor shall prepare a three-part report that shall consist of the following:

- 1) This part shall compare actual to budgeted direct and indirect overtime hours, by site, for the month and fiscal year to date. The report shall also show, by site, a variance between actual and budgeted overtime hours for the month and fiscal year to date.
- 2) This part shall compare actual to budgeted overtime dollars, by site, for the month and fiscal year to date. The report shall also show, by site, a variance between actual and budgeted overtime dollars for the month and fiscal year to date.
- 3) This part shall reflect total overtime incurred in support of major events and/or operations requiring large amounts of overtime. Such events and/or operations will be identified by the Government.

Contractor's format is acceptable, provided the Contractor's name and address are on the cover page of the report.

=====

A013	Contractor's Program Management Review	Monthly	EOM plus 15 days	COTR (5 copies) CO (1 Copy)
------	--	---------	---------------------	--------------------------------

Description: The Contractor shall provide Customs and Border Protection with a report that addresses the Contractor’s monthly activities related to achievements, work completed, projected work efforts, problems encountered and corrective action(s) taken or contemplated to resolve problems, and initiatives to improve aircraft readiness, aircraft condition, safety, and cost control. The Contract may be required to supplement this information with an oral presentation to the Government on an “as required” basis. Contractor's format is acceptable, provided the Contractor's name and address are on the cover page of the report.

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A014	Quarterly Fuel Report	Quarterly	EOQ plus 10 days	COTR (1 copy)

Description: The Contractor shall provide Customs and Border Protection with a report that shows the total gallons (and dollar value) of Jet Fuel and AVGAS consumed for the quarter. Contractor's format is acceptable, provided the Contractor's name and address are on the cover page of the report.

=====

A015	Non-Expendable Property Report (GFP801AA)	Quarterly	EOQ plus 15 days	NFC (1 copy)
------	---	-----------	------------------	--------------

Description: The Contractor shall provide Customs and Border Protection with a report (GFP801AA) that lists all non-expendable items, in part number, bin location sequence. The report will contain two sections: capitalized and non-capitalized. This report shall also be available on an "as required" basis during the quarter. The Contractor shall provide the CO with a copy of the correspondence transmitting the report to NFC.

=====

A016	Non-Expendable Property Activity Report (GFP802AA)	Quarterly	EOQ plus 15 days	NFC (1 copy)
------	--	-----------	------------------	--------------

Description: The Contractor shall provide Customs and Border Protection with a report (GFP802AA) that lists all acquisition and disposal activity for the quarter for non-expendable property including exception notes (i.e. acquisition cost changes, type 6 inventory purchased with object class code 26, and engines, sensors and other inventory type items being purchased with object class code 31 that will not be listed as standard items in the GFP reports). The report shall contain two sections: capitalized and non-capitalized, and will be sorted by acquisition code/disposal code, transaction date, part number and bin location. The Contractor shall provide the CO with a copy of the correspondence transmitting the report to NFC and NLC.

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A017	GFP List (GFP806AA)	Quarterly	EOQ plus 15 days	CPA (1 copy)

Description: The Contractor shall provide Customs and Border Protection with a report (GFP806AA) that lists all the GFP items for each site. The requestor can select the sequence of the report, either by bin location or part number. However, for the purposes of this deliverable, the report shall be submitted in part number sequence. This report shall also be available on an "as requested" basis during the quarter.

=====

A018	Non-Expendable Property by Acquisition Code (GFP809AA)	Quarterly	EOQ plus 15 days	NFC (1 copy)
------	---	-----------	---------------------	--------------

Description: The Contractor shall provide Customs and Border Protection with a report (GFP809AA) that lists all GFP (Non-Expendable). The report will be reported in two sections: capitalized and non-capitalized. The report will be sorted by acquisition code, part number and bin location. A subtotal line will be printed for each acquisition code. This report shall also be available on an "as requested" basis during the quarter. The Contract shall provide the CO with a copy of the correspondence transmitting the report to NLC and NFC.

=====

A019	Annual Inventory Report	Annual	Cut Off Date plus 20 days	CPA (1 copy)
------	-------------------------	--------	------------------------------	--------------

Description: See C.5.2.4.7.1

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A020	Financial Inventory Summary Report (ASUP930A)	Annual	EOFY plus 15 days	CPA (Original) NFC (1 copy)

Description: See C.5.2.4.7.2

A021	Special Inventory Summary Report	As Required	15 days after receipt of request	CO (Original) CPA (1 copy)
------	----------------------------------	-------------	----------------------------------	-------------------------------

Description: See C.5.2.4.8

A022	Technical Report	As Required	As Required	As Required
------	------------------	-------------	-------------	-------------

Description: The Contractor shall provide on an as required basis, additional investigations, analysis, evaluations, support plans or data collection efforts with respect to the Contractor's maintenance and material support efforts under this contract. The number of reports is not expected to exceed nine for each contract period (base and option years). Contractor's format is acceptable, provided the Contractor's name and address are on the cover page of the report.

A023	Contractor Travel Reports	As Required	See C.5.3.2.5	COTR (1 copy)
------	---------------------------	-------------	---------------	---------------

Description: See C.5.3.2.5

<u>Sequence Number</u>	<u>Report Title</u>	<u>Date of Frequency</u>	<u>Submission</u>	<u>Distribution</u>
A024	Man Hour Report	Daily	As Required	Branch AMO

Description: See C.5.3.2.6.

A025	Security Certification	Every 3 Years	See Below	COTR (1 copy)
------	------------------------	---------------	-----------	---------------

Description: For CARMAC and its associated applications or alternative system, the Contractor shall submit a Security Certification Package. Accreditation will be according to the criteria of the Homeland Security Information Technology Security Program publication, DHS MD 4300.Pub., Volume I, Policy Guide, comprising of (1) a System Security Plan, (2) Security Test and Evaluation Test Reports, (3) a Security Risk Assessment with Plan of Actions and Milestones (POA&M), (4) a Contingency Plan, and (5) a signed Interconnection Security Agreement.

CARMAC and its associated applications or alternative system must be recertified and reaccredited every three years. The Contractor shall submit this deliverable NLT 60 days prior to the expiration of the certification in effect. The certification and accreditation currently in effect expires January 2, 2011.

For more information (including required formats) on the deliverables specified herein, please see the following references:

- Computer Security Act of 1987
- OMB Circular A-130
- Federal Information Security Act of 2002
- Federal Information Security Management Act FISMA
- DHS Management Directive 4300
- DHS Sensitive Systems Policy Publication 4300A
- DHS Sensitive Systems Handbook
- CBP 1400.05 Information System Security Policy and Procedures handbook
- NIST Special Publication 800-37 Guide for the Security Certification and Accreditation of Federal Information Systems
- NIST Special Publication 800-18, Guide for Developing Security Plans for Information Technology (IT)Systems
- NIST Special Publication 800-30, Risk Management Guide for IT Systems
- NIST Special Publication 800-26, Security Self-Assessment Guide for IT Systems
- NIST Special Publication 800-53 Minimum Security Controls for Federal IT Systems
- NIST Special Publication 800-53A Techniques and Procedures for the Verification of Security Controls in Federal IT Systems

<u>Sequence Number</u>	<u>Report Title</u>	<u>Date of Frequency</u>	<u>Submission</u>	<u>Distribution</u>
A026	Accreditation Package	Every 3 Years	See Below	COTR (1 Copy)

Description: The Contractor shall create and provide an Accreditation Package (AP) that describes CARMAC and its related applications or alternative system to the Customs and Border Protection Designated Accrediting Authority (DAA) to document its use and the security features that are implemented to safeguard the systems and their information. Accreditation of CARMAC and its associated systems must be reviewed every three years. Sixty (60) days prior to the 3-year anniversary dates, the Contractor shall submit an updated AP to reflect any undocumented changes as well as security weaknesses and risks. The current accreditation expires December 21, 2007.

References:

- DHS Sensitive Systems Policy Publication 4300A
- NIST Special Publication 800-37 Guide for the Security Certification and Accreditation of Federal Information Systems

A027	Accreditation Package	As Required	As Required	COTR (1 Copy)
------	-----------------------	-------------	-------------	---------------

Description: The Contractor shall submit an Accreditation Package for reaccreditation when significant operational changes are made to CARMAC and its associated applications or alternative system subsequent to accreditation.

Reference: CBP 1400.05a, Section D.7

A028	Quarterly Activity Report (ASUP890A)	Quarterly	EOQ plus 15 day	NFC (1 Copy)
------	--------------------------------------	-----------	-----------------	--------------

Description: The Contractor shall provide Customs and Border Protection with a report (ASUP890A) that lists the following: total acquisitions broken out by Customs and Border Protection purchases, ILS purchases, Customs and Border Protection repairs, and ILS repairs; total issues broken out by direct issues and stock issues; total other increases such as serviceable gains and serviceable turn-ins; total other decreases such as serviceable losses, and price adjustments. The Contract shall provide the CO with a copy of the correspondence transmitting the report to NFC.

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A029	Monthly Sensor Utilization Report	Monthly	EOM plus 15 days	COTR (1 Copy)

Description: The Contractor shall provide Customs and Border Protection with a monthly aircraft Electro-Optical/Infrared (EO/IR) sensor utilization report that provides the following information: EO/IR model; EO/IR unit serial number; EO/IR total operating hours (as determined by turret Hobbs meter reading); EO/IR monthly operating hours (as determined by turret Hobbs meter reading); tail number of the aircraft on which the EO/IR unit is installed; and, number of EO/IR installations and removals by aircraft tail number.

The cut-off date of the report shall be the last day of each month and the report shall be submitted on a Compact Disk using Microsoft Excel spreadsheet format.

=====

A030	Advance Subcontract Notification	As Required	See Below	COTR (1 Copy)
------	----------------------------------	-------------	-----------	---------------

Description: The Contractor shall submit written notification to Customs and Border Protection prior to entering into a subcontract or issuing a change order for procurements valued between \$25,000 - \$100,000. The advance notification shall include the information specified in FAR 52.244-2, subparagraph (b)(2).

=====

A031	Aircraft Configuration Management Recommendations	One Time	See Below	COTR (1 Copy)
------	---	----------	-----------	---------------

Description: See C.5.1.19.

Sequence

Date of

<u>Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Submission</u>	<u>Distribution</u>
A032	<i>Aircraft Configuration Management</i>	<i>Monthly</i>	<i>EOM plus 15 days</i>	<i>COTR (1 Copy)</i>

Description: The Contractor shall provide Customs and Border Protection with a monthly report that lists, by aircraft, the components and equipment required under paragraph C.5.1.19 and identify any equipment or component requirements needed to achieve standard configuration for that aircraft type.

=====

A033	<i>Logistics Support Plan</i>	<i>One Time</i>	<i>See Below</i>	<i>COTR (1 Copy)</i>
------	-------------------------------	-----------------	------------------	----------------------

Description: Within 60 calendar days following commencement of full contract performance, the Contractor shall provide Customs and Border Protection with a comprehensive Logistics Support Plan that describes how it will satisfy the requirements and objectives of the contract stated in C.5.0, C.5.1 and C.5.2.

=====

A034	<i>Hazardous Waste Profiles</i>	<i>As Required</i>	<i>See Below</i>	<i>COTR (1 Copy) Site AMO/AMI (1 Copy)</i>
------	---------------------------------	--------------------	------------------	--

Description: Within 30 calendar days following commencement of full contract performance, the Contractor shall provide Customs and Border Protection with copies of waste profiles for all sites. The contractor shall provide Customs and Border Protection with revisions as they occur.

=====

A035	<i>Hazmat Training</i>	<i>As Required</i>	<i>See Below</i>	<i>COTR (1 Copy) Site AMO/AMI (1 Copy)</i>
------	------------------------	--------------------	------------------	--

Description: Within three months following commencement of full contract performance and 30 calendar days following the hiring of new personnel, the Contractor shall provide Customs and Border Protection with documentation of completed training as required by C.5.3.6.5.

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A036	<i>Hazardous Waste Management Progress Report</i>	<i>Monthly</i>	<i>EOM plus 15 days</i>	<i>COTR (1 Copy) Site AMO/AMI (1 Copy)</i>

Description: The Contractor shall provide Customs and Border Protection with a report that addresses the Contractor's monthly activities related to Hazardous Waste Management (C.5.3.6). As a minimum, the report shall include the following:

1. The period of performance.
2. Results of inspections performed (by site).
3. An accurate accounting of waste managed (by site), e.g.:
 - a. Waste quantities on site at the end of the last performance period.
 - b. Waste quantities received during the reported period of performance.
 - c. Waste quantities shipped during the reported period of performance.
 - d. Waste quantities on site at the end of the reported period of performance.
4. Results of halogen testing performed (by site).
5. Summary of waste shipped and status of manifest (by site).
6. Identify potential waste reduction and pollution prevention opportunities.
7. Potential problems and suggested resolutions.

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A037	<i>Daily Aircraft Status Report (DASR)</i>	<i>Daily (business days)</i>	<i>NLT 1000 hours Eastern Time</i>	<i>COTR and ACOTRs)</i>

Description: The DASR consists of five (5) files distributed each morning. These provide the current operational status of the fleet, the status of maintenance in-progress and other fleet information. As a minimum, the DASR shall include:

1. Daily Aircraft Status Report (DASR) in pdf format consisting of three (3) files that contain the same information, but are sorted by:
 - Aircraft Model Type, then by Tail Number;
 - Owning Branch, then by Aircraft Model Type, then by Tail Number;
 - CBP Region, then by Owning Branch, then by Aircraft Model Type, then by Tail Number.
2. Estimated Time in Cycle (ETIC) Report in pdf format that contains information on inoperative aircraft and estimated return to service dates.
3. Daily Aircraft Status Report (DASR) Raw Data in Excel format that contains the same data as the DASR report files.

Details on the above report files (exact format and data fields) will be provided by the COTR.

<u>Sequence Number</u>	<u>Report Title</u>	<u>Frequency</u>	<u>Date of Submission</u>	<u>Distribution</u>
A038	<i>P-3 Inventory Report</i>	<i>Monthly</i>	<i>EOM plus 15 days</i>	<i>P-3 COTR and P-3 Contractor PMO (addresses noted below)</i>

Description: The Contractor shall provide Customs and Border Protection with a monthly report (in Excel format) that lists the number of inventory items and their value in the CARMAC P-3 environment, segregated by these three inventory types: Inventory Type 1 (Stock); Type 3 (Sensor Equipment); and Type 7 (Intensive Managed Items) (C.5.2.3.4).

For each inventory type, the report shall contain the following information listed separately for each P-3 Site (SCC and SJX): Stock (# of Items and Value); Excess (# of Items and Value); NRFI (# of Items and Value); Holdbin (# of Items and Value); NRFI Excess (# of Items and Value); and, Totals for each of the previous categories (# of Items and Value).

Distribution shall be via electronic mail to: CBP P-3 COTR: (b) (6) (b) (6)
CBP P-3 Contractor PMO: (b) (6) (b) (6)
CBP P-3 Contractor PMO: (b) (6) (b) (6)

