

ATTACHMENT J.5

CUSTOMER WAIT TIME STANDARDS

Customer Wait Time Standards

HTEE Equipment	Customer Wait Time in hours
Buster (Individual)	48
Fiberscope (")	96
Itemiser (")	96
RADUSA (")	48
Survey Meter (")	24
PRD (")	48
Tool truck (")	48
VACIS II (Crew Served)	24
VACIS, Mobile (")	24
VACIS, Rail (")	24
VACIS, Pallet (")	24
Vapor Tracer (Individual)	96
X-ray, Body Imaging (")	48
X-ray, 101 Series (")	48
X-ray, TXR (Crew Served)	24
X-ray, MTXR (")	24
X-ray, Other (Crew Served & Individual)	48
Range Finder (Individual)	48
Dielectrometer (")	96
Portal Radiation Detector (Individual)	Note 1
Radiation Isotope Identification Device (individual)	24
Handheld Acoustic Inspection System (Ind.)	48

Customer wait time: It is defined as the elapsed time starting when a request for service arrives at the NEEMR service center via telephone or email and the time that the customer is satisfied that the item is serviceable.

Note 1: The Portal Radiation Detectors are extremely critical mission items and are especially critical to national security. Therefore they must receive special attention to operational condition. The business partner will propose a plan, with performance standards and measures to sustain operational condition of the devices.

ATTACHMENT J.6

**OPERATIONAL AVAILABILITY DEFINITION
AND FORMULA**

Operational Availability - Probability that a prime item when used in support of Customs mission in the Customs environment will operate satisfactorily when called upon.

$$A_o = \frac{MTBM}{(MTBM + MDT)}$$

Where:

MTBM is mean time between maintenance;

MDT is mean maintenance downtime = total elapsed time required to repair and restore an item of HTEE to full operational status. Includes mean active maintenance time, logistics delay time, and administrative delay time.

HTEE - High Technology Enforcement Equipment

Out of Production - HTEE either no longer being procured by Customs or no longer manufactured

ATTACHMENT J.7

CTSC COST PROPOSAL WORKBOOK

Chenega Technology Services Corporation

30-Jul-03

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DCAA

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ATTACHMENT J.8

CONTRACT DATA REQUIREMENTS LIST

(b) (4)
07/28/03 08:39 AM

To: (b) (6)
cc: (b) (6)
Subject: Data List

Hi (b) (6)

During the first 90 days we will define with Chenega the exact data requirements for the following reports including frequency.

Management Status reports (score card to include, cost, schedule, performance, risks and issues)

Costing Reports(including planned, actuals, trends and projections)

Logistics Management Reports (including status of NII equipment, wait time, service calls, etc,..)

Training (type, #of classes, personnel, types of personnel, performance etc...)

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CUSTOMS & BORDER PROTECTION
Technology Support Branch

(b) (4)