

Section C – Statement of Work

**Integrated Logistics Support (ILS)
Task Order No.: HSBP1208J20165**

**Secure Border Initiative (SBI)net
Integrated Logistics Support (ILS)**

Statement of Work (SOW)

1.0 Background

- 1.1 Purpose
- 1.2 Scope of Work
- 1.3 Integrated Logistics Support (ILS) Product Support Package (PSP)

2.0 System Characteristics

- 2.1 Overall System Description
- 2.2 System Configuration
- 2.3 System Equipment Summary

3.0 Detailed Logistics Tasks

- 3.1 National Logistics Planning
 - 3.1.1 Program Management
 - 3.1.1.1 Logistics Guidance Conference
 - 3.1.1.2 Technical Interchange Meetings
 - 3.1.1.3 Integrated Logistics Support Management Team (ILSMT)
 - 3.1.1.4 Security
 - 3.1.2 Integrated Logistics Support (ILS) Plan
 - 3.1.3 Level of Repair Analysis (LORA)
 - 3.1.4 Functional Requirements Identification (FID)
 - 3.1.5 Configuration Management
 - 3.1.5.1 Configuration Management - Hardware
 - 3.1.5.2 Configuration Management – Software
 - 3.1.5.3 Section 508 Compliance
 - 3.1.6 Logistics Program Milestone Chart
 - 3.1.7 Transition Planning
 - 3.1.8 Performance Monitoring
 - 3.1.9 Reliability, Availability, and Maintainability (RAM)

3.2 Supply Support

- 3.2.1 Provisioning
 - 3.2.1.1 Spares and Consumables Analysis
 - 3.2.1.2 Spares Acquisition Integrated with Production (SAIP)
 - 3.2.1.3 Provisioning Technical Documentation
 - 3.2.1.3.1 Provisioning Requirements
 - 3.2.1.3.2 Provisioning Technical Documentation/Provisioning Guidance Conference

- 3.2.2 Site Spares by Installation
- 3.2.3 Depot Spares (National)
- 3.2.4 Packaging, Handling, Storage, and Transportation (PHS&T)
- 3.2.5 Warranty Administration

3.3 Hardware Maintenance

- 3.3.1 Interim Contractor Maintenance and Logistics Support
 - 3.3.1.1 Supply Support/Provisioning/Spares Inventory Management
 - 3.3.1.2 ICMLS Repair Services
 - 3.3.1.2.1 Site Level Repair Services
 - 3.3.1.2.2 Depot Repair Services
 - 3.3.1.3 Help Desk Services
 - 3.3.1.4 Configuration Management (CM)
 - 3.3.1.5 Technical Manual Management and Distribution
- 3.3.2 Contractor Depot Logistics Support (CDLS)
- 3.3.3 Contractor Services for System Engineering and Technical Support
 - 3.3.3.1 Acquire Assets to Effect Engineering Change Proposals
 - 3.3.3.2 Operational Test and Evaluation (OT&E)
- 3.3.4 System Status Monitoring and Support

3.4 Support Facilities

- 3.4.1 Personnel
- 3.4.2 Repair Parts and Services
- 3.4.3 Facilities Definition
- 3.4.4 Government Furnished Equipment (GFE) Assessment
- 3.4.5 Facilities Acquisition, Setup and Operation

3.5 Support Equipment

- 3.5.1 Tools and Test Equipment
 - 3.5.1.1 Built-In Test
 - 3.5.1.2 Site Level Support and Test Equipment (Hardware and Software, as applicable)
 - 3.5.1.3 Depot Level Repair Support and Test Equipment (Hardware and Software)
- 3.5.2 Depot Repair Facilities

3.6 Technical Documentation

- 3.6.1 Commercial Technical Manuals (TM)
- 3.6.2 SBInet System Operation and Maintenance Manuals
- 3.6.3 SBInet Field Installation Manuals
- 3.6.4 Depot Repair, Technical Data, Drawings, Information and Technical Manuals
 - 3.6.4.1 Depot Technical Data
 - 3.6.4.2 Depot Repair Technical Manuals
 - 3.6.4.2.1 Test Equipment Technical Manuals
 - 3.6.4.2.2 Unit Under Test (UUT) Technical Manuals
- 3.6.5 Second-Tier Maintenance Support Documentation
- 3.6.6 Technical Manual Guidance Conference
- 3.6.7 Technical Manual (TM) Management
- 3.6.8 TM In-Process Reviews (IPRs)
- 3.6.9 TM Validation
- 3.6.10 TM Verification Support
- 3.6.11 TM Publication Review
- 3.6.12 Final TMs
- 3.6.13 CFAE/CFE Notices
- 3.6.14 Digital Files

3.7 Asset Management

- 3.7.1 Logistics Inventory Management System

3.8 Training

- 3.8.1 Operator Training
 - 3.8.1.1 Operator Training - Program Plan
 - 3.8.1.2 Operator Training - Technical Manuals
 - 3.8.1.3 Operator Training – Training Equipment
 - 3.8.1.4 Operator Training – Technical Support Services (Level of Effort)
- 3.8.2 Maintenance Training (*Optional*)
 - 3.8.2.1 Maintenance Training - Program Plan (*Optional*)
 - 3.8.2.2 Maintenance Training - Technical Manuals (*Optional*)
 - 3.8.2.3 Maintenance Training – Training Equipment(*Optional*)
 - 3.8.2.4 Maintenance Training – Technical Support Services (Level of Effort) (*Optional*)
- 3.8.3 Depot Repair/Support Training (*Optional*)
- 3.8.4 Second-Tier Maintenance Support Training (*Optional*)
- 3.8.5 Training Materials
 - 3.8.5.1 Operator Training Materials
 - 3.8.5.2 Maintenance Training Materials
 - 3.8.5.3 Depot Repair/Support Training Materials
 - 3.8.5.4 Second-Tier Maintenance Support Training Materials

4.0 Period of Performance

5.0 Reserved

6.0 Security

7.0 Deliverables

1.0 Background

The Integrated Logistics Support (ILS) Integrated Project Team (IPT) was established in support of the SBInet integration and deployment project. The IPT provides a forum to identify, clarify, establish, and monitor the integrated logistics support concepts needed for SBInet equipment (both existing and newly procured) and provides guidance for the execution of all logistics support elements. The logistics elements included are:

- Maintenance
- Supply Support (Includes Asset Management and Tracking)
- Training and Training Support
- Support and Test Equipment
- Manpower and Personnel
- Facilities
- Computer Resources Support
- Technical Data
- Design Interface
- Packaging, Handling, Storage and Transportation Technical Data
- Reporting (e.g. Repair/Maintenance Status)
- Other Program Support

1.1 Purpose

The purpose of this Statement of Work (SOW) is to identify the Government's Integrated Logistic Support (ILS) requirements to include but not limited to system management, logistics support, maintenance, technical and engineering services under the SBInet Contract (HSPB1006D01353). The ILS package should:

- a. Develop and document the SBInet Integrated Logistics Support (ILS) requirements as outlined in the SBInet System specification (A-Spec) and the approved SBInet Operational Requirements Document Version 1 dated 6 March 2007.
- b. Design and develop an efficient, controlled ILS program to:
 - i. achieve and sustain the designed reliability, availability and maintainability (RAM) goals of the program;
 - ii. provide sufficient ILS functions and capabilities to the entire SBInet program beginning with an initial capability that will be expanded to include new Sector/Segment Task Orders as they are awarded;
 - iii. minimize the impact of the Customs and Border Protection (CBP) agents reporting outages and support requests, and
 - iv. provide an effective ILS support plan to continue throughout the service life of the SBInet solution.

- c. Implement the ILS Program to support the SBInet system and assist in transitioning to a government organic support.

References herein to "the contract" refer to the SBInet Master Contract HSPB1006D01353 dated 9/18/06 as revised by Modification P00001 on 3/28/07.

1.2 Scope of Work

The Contractor shall provide all personnel, management and support necessary to develop an effective ILS solution to provide maintenance, training, and servicing of equipment and assets associated with and/or acquired through the SBInet program and contract. This solution shall align with the overarching SBInet requirements as described in the contract, Section J (Attachments 01 and 02): Indefinite Delivery Indefinite Quantity (IDIQ) Statement of Work (SOW), the SBInet System Specification, the SBInet Operational Requirements Document (ORD), and the Contract Level Quality Assurance Surveillance Plan (QASP). The activities performed by the Contractor shall be integrated with the SBInet Integrated Master Schedule for the design and development Task Orders. The objectives of this Task Order shall align with the overall SBInet program objectives.

The Contractor provided solution shall take into consideration and leverage existing and planned upgrades to communications, technology, transportation, infrastructure, training plans, training standards and capabilities. This solution will be managed and controlled in accordance with the SBInet PMO Configuration Management Plan, and all changes to the proposed solutions are subject to applicable change control processes and procedures.

1.3 Integrated Logistics Support (ILS) Product Support Package (PSP)

The SBInet ILS program to be deployed as a result of this SOW includes maintenance, supply and training support for the planned and installed SBInet systems (the SBInet "toolbox", communications systems, C2I systems, and facilities, training equipment and facilities/environment) required to meet the SBInet Operational Availability requirements in alignment with the SBInet Systems Specification. Specifically, the ILS program shall provide:

- a. Maintenance planning including establishment and requirements for the various levels of maintenance operations (organizational, intermediate and depot) to achieve the Reliability, Availability and Maintainability (RAM) goals;
- b. Maintenance operations including operation of required intermediate maintenance facilities, call centers, data centers, and field re-supply and replenishment and maintenance teams;

- c. Supply support including provisioning of spares and repair parts, inventory and asset tracking, and consumables;
- d. Support of test and support equipment including the design, provisioning and sustainment (spares, repairs, calibration and maintenance) of specialized and general purpose test equipment, support equipment, repair equipment, training equipment, and other system support equipment;
- e. Operator and Maintenance training, training support, and training Development and delivery to include hardware, software and necessary installations for CBP identified facilities, (Training Support includes training requirements analysis, training site surveys, curriculum development, training materials, training facilities and environment, such as schoolhouse facilities, field classrooms, simulation centers, and command centers), and personnel for both initial and refresher training.)
- f. Technical data including the compilation and management of drawings, specifications, procedures, RAM histories and failure analysis of prime mission product, and support equipment;
- g. Transportation and handling including special provisions, logistics supply chain systems, containers, packaging systems, preservation, storage and handling of prime mission product, test and support equipment;
- h. Computer resources support including hardware maintenance, software maintenance, troubleshooting, and image delivery for both operational and training systems, as not otherwise provided under the SBInet Command, Control, Communications and Intelligence (C3I) Task Order;
- i. Provision and maintenance of the ILS Product Support Package (PSP), facilities, and required to support the SBInet system; and
- j. Asset management including a property/asset inventory management system and supply chain management system capable of providing data in a format importable into appropriate government systems (e.g. SAP, REMEDY, TRAEN, NTEP). This effort shall include but not be limited to local property office support, including property administration for SBInet Government property records, data inputs to the Government financial and property systems of record; and coordination of re-utilization and disposition of SBInet assets.
- k. Facilities – As required by the Government, the contractor shall provide space at selected Contractor/lease facilities for Government personnel for the administration of this contract and the ILS PSP.

The contractor provided solution must take into consideration and leverage existing and planned upgrades to communications, technology, transportation, infrastructure, training requirements and plans and capabilities. This solution will be managed and controlled in accordance with the SBInet PMO Configuration Management Plan, and all changes to the proposed solutions are subject to applicable change control processes and procedures.

2.0 System Characteristics

2.1 Overall System Description

For the purposes of this Task Order, the SBInet ILS PSP system will be developed in accordance with the SBInet System Specification.

2.2 System Configuration

The SBInet system configuration for this Task Order will be in accordance with the SBInet System Specification

2.3 System Equipment Summary

The equipment provided and maintained under this Task Order shall be compliant with and in alignment with the SBInet System Specification.

3.0 Detailed Logistics Tasks

The Contractor shall develop and establish an Integrated Logistics Support (ILS) Product Support Package (PSP) that will enable the SBInet program to utilize *interim* contractor maintenance and logistics support (ICMLS) plan after government acceptance of the SBInet system in the initial phases of system implementation. The contractor shall develop a logistics support plan to transition from a contractor maintenance and support program to a Government organic site level maintenance program (including a tailored depot repair and supply support package (Contractor and Government organic) based on equipment performance data and cost-benefit analysis. ICMLS includes, but is not limited to, site maintenance activities, depot maintenance activities, logistics support, and depot repair and supply support as described in the sub-paragraphs a – e below.

- a. Site maintenance activities include routine operational support and preventive maintenance (including fueling of site power sources such as propane tanks and changing of lubricants), fault detection, and removal and replacement (R&R) of faulty line replaceable units (LRUs). The majority of site maintenance activities will be conducted by the personnel assigned to primary and sector support facilities. Some maintenance activities may be accomplished by Second-Tier Maintenance teams. ***When requested by the Government, and approved by the SBInet Contracting Officer or their designee in writing, the contractor may conduct repairs to site access roads in order to gain access to and conduct maintenance on SBInet systems.***
- b. Depot maintenance activities include repair of failed LRUs, and other maintenance activities not performed at the site. In some cases, depot repair activities will be performed by original equipment manufacturers (OEMs) or OEM

certified maintainers for certain commercial off-the-shelf (COTS) items and non-developmental items (NDI). In other cases, depot repair activities will be performed at a central repair depot using automatic test equipment (ATE), or common and peculiar test equipment for troubleshooting and fault isolation within the LRU or module. Some failed LRUs will not be repaired, but will be replaced at the depot, since repair is uneconomical given test equipment requirements or repair manufacturing processes.

- c. Logistics support will be required at each SBInet site during turnkey installation until the site has been accepted by the Government. This support includes all the Operations & Maintenance (O&M) activities necessary for site installation, control of inventory to be delivered, replacement of failed LRUs and other failed items with serviceable replacements, and repair and/or replacement of failed LRUs and other failed items.
- d. Maintenance and logistics support will be required during initial operational test and evaluation (IOT&E) activities. At the request of the Government, Government personnel may accompany Contractor maintenance and logistics support personnel during performance of these activities.
- e. Depot repair and supply support is required in the form of Interim Contractor Logistics and Maintenance Support (ICMLS) Services. ICMLS services will be required for the base two (2) year task order period and may be acquired as an option during the task order option years until the Government transitions to organic support. Transition to organic Government support is projected to using a phased approach as defined in the SBInet ILS PSP transition plan.

The Government has a defined requirement for an organic depot repair and supply support requirement and a Second-Tier Maintenance capability to support accepted SBInet sites. The Contractor shall provide all the data documentation, and SBInet-unique hardware and software required to perform these activities at selected Government sites.

3.1 National Logistics Planning

The Contractor shall perform national logistics planning in support and implementation of this ILS PSP as provided in sections 3.1 through 3.10 herein. Logistics planning shall include but not be limited to, a sector assessment to establish the logistical support infrastructure required to stand up the national integrated logistic support program. As a result of each sector assessment, the contractor shall recommend the skill sets, labor grades, annual staffing hours required to support the SBInet program. The contractor shall clearly identify the allocation of personnel to each site/location and work task supporting the PSP.

3.1.1 Program Management

The Contractor shall provide ILS program management for the SBInet ILS PSP. This effort shall be consistent throughout the ILS PSP program. The contractor shall provide a monthly Contract Performance Report (CPR) DI-Mgmt-81466A as implement in the SBInet Program Master Contract. The contractor shall also conduct cost estimating and invoicing in accordance with the ILS requirements work order format contained in Attachment B-2 (SBInet ILS PSP Work Order Number and Title - Table 2).

3.1.1.1 Logistics Guidance Conference

The Government and Contractor shall co-chair a Logistics Guidance Conference in conjunction with the Post Award Conference. The Contractor shall support the conference with the required resources (i.e. briefings, vu-graphs, manpower, etc.) necessary to discuss in detail all support considerations, including the Contractor's proposed Integrated Support Plan (ISP). The conference shall include detailed descriptions describing and detailing the Contractor's approach to all logistics-related requirements to include as a minimum the following:

- a. ILS Management;
- b. Contractor support through IO&E;
- c. Technical data;
- d. Maintenance Planning;
- e. Training;
- f. Supply and repair support;
- g. Interim Contractor Maintenance and Logistics Support (ICMLS);
- h. Interim Contractor Depot Level Support (ICDLS);
- i. Transition planning from ICMLS to tailored Government organic support;
- j. Technical/engineering support services; and
- k. Software support.

3.1.1.2 Technical Interchange Meetings (TIMs)

The Contractor shall support all Technical Interchange Meetings (TIMs). TIMs can be initiated by either the Contractor or Government. TIMs will be held informally to settle details on items such as test issues, installation requirements, facility design, logistics, and training issues. TIMs may alternate among the Contractor's facilities and Government sites (such Government CBP facilities, CBP headquarters; or locations of selected Government SBInet depots and training facilities).

TIMs Agendas and list of attendees will be prepared and submitted to the Government for approval prior to any TIM. The Contractor shall capture all issues discussed and determinations made to resolve the issues discussed at the TIM. A written record of each meeting shall be made and provided to the Government ILS task order Contracting Officer's Technical Representative (COTR) and the Contracting Officer (CO). The Contractor shall advise the COTR and CO of any issue resolution discussed that conflicts with or may be outside the scope of the contract or this task order.

3.1.1.3 Integrated Logistics Support Management Team (ILSMT)

The Contractor shall support quarterly ILSMT meetings between the Government and Contractor.

ILSMT meetings will consist of regular members of the ILS Integrated Product Team (ILS IPT) and selected Government and Contractor personnel. These meetings may alternate among Contractor's facilities and Government sites (such Government CBP facilities, CBP headquarters, locations of selected Government SBInet depots, and training facilities).

ILSMT meeting agendas and list of attendees will be approved by the Government and Contractor prior to the meeting. The Contractor shall capture all issues discussed and determinations made to resolve the issues discussed at the TIM. A written record of each meeting shall be made and provided to the Government ILS task order Contracting Officer's Technical Representative (COTR) and the Contracting Officer (CO). The Contractor shall advise the COTR and CO of any issue resolution discussed that conflicts with or may be outside the scope of the contract or task order.

3.1.1.4. Security

Personnel and physical security requirements for the SBInet ILS PSP shall be consistent with overall DHS/CBP and SBInet program security requirements and compliant with the security requirements in the contract.

3.1.2 Integrated Logistics Support Planning (ILSP)

The Contractor shall review the Government developed ILSP and assist the Government in evolving the document into a SBInet program ILSP. The ILSP shall be reviewed and updated in conjunction with each geographical area or sector as it is deployed.

3.1.3 Level of Repair Analysis (LORA)

The Contractor shall establish a LORA program which will analyze the logistics requirements and recommend maintenance and supply approach(s) for the SBInet program. LORA will be conducted on a deployment task order basis and SBInet system basis. Principle issues to be resolved by the LORA program include, but are not limited to, repair/ scrap choices, automated versus manual diagnostics, and echelon of remove/replace and repair actions. Both the Contractor and the Government recognize that this analysis for the SBInet program will be greatly influenced by existing vendor and OEM maintenance practices and policies. The Contractor shall document these policies in the LORA as part of the ongoing analysis. The results of the LORA will determine the scope of depot repair activities and will also influence the provisioning documentation requirements (piece part vs. LRU/SRU). Contract Data Requirements

3.1.4 Functional Requirements Identification (FID)

The Contractor shall provide a FID to identify the O&M actions required to operate, support, and maintain the SBInet systems on a deployment task order basis and on the SBInet system basis.

The Contractor shall identify and document corrective maintenance tasks using the results of a system level failure mode effect and criticality analysis (FMECA) and existing maintenance data in COTS manuals for the organizational level of maintenance requirements.

Maintenance and support tasks not identified by this analysis will be identified from the analysis performed by engineering functions such as system support engineering, human factors, and safety engineering. These functional, operational, and maintenance task requirements will be continually updated and incorporated into the FMECA throughout the term of this task order.

The scope and depth of the depot level task requirement will be determined by the results of the LORA.

3.1.5 Configuration Management (CM)

The Contractor shall provide CM for hardware and software as defined in paragraphs 3.1.5.1 and 3.1.5.2 below and participate in Government Configuration Control Boards (CCBs).

3.1.5.1 Configuration Management - Hardware

The Contractor shall provide configuration status reporting for each ICMLS supported site by maintaining a listing of the implementation status of each site and any engineering changes associated with the site after its becomes operational. As engineering changes are incorporated, the Contractor shall update the site configuration information and training configuration information, and submit the updated configuration status report for each for Government review at the next scheduled ICMLS Technical Interchange Meeting (TIM) or status meeting, whichever occurs first.

The Contractor shall submit and implement engineering change proposals (ECPs) that are form, fit, and function compatible and interchangeable between hardware assemblies, LRUs, and Line Replaceable Items (LRI) on an as needed basis over the term of the task order. In these cases, it will be permissible to use several different versions of the same hardware in a given system. As ECPs are implemented, the Contractor shall update and maintain a database listing the part numbers and technical manuals of each spares candidate, and the allowable versions of each hardware item that are form, fit, and function-compatible with each other. It will be permissible for the Contractor to substitute any of the previously approved interchange items when responding to site spares requisitions and when replacing items in the ICMLS in inventory. The listing of interchangeable items and the related technical manuals will be submitted to the Government for review at each ICMLS TIM or status meeting.

3.1.5.2 Configuration Management - Software

Software Configuration management will be accomplished in conjunction with and in accordance with the C3I Task Order until such time as it is transitioned to the ILS PSP task Order.

3.1.5.3 Section 508 Compliance

The contractor shall ensure that all information technology equipment procured in support of this task order shall be Section 508 compliant.

3.1.6 Logistics Program Milestone Chart

The Contractor shall develop and maintain a Logistics Program Milestone Chart (Schedule) which will detail, at a minimum, the development, implementation, and

ongoing support requisite to accomplish the items covered in sections 3.1 through 3.10 of this Statement of Work. The milestone chart shall be developed using Microsoft Project[®] to produce the Logistics Program Milestone Chart which shall be submitted to the Government electronically monthly and shall be subject to the Government's approval prior to acceptance each month. The first delivery shall be the provided within 30 days after task order execution. Subsequent deliveries shall be made by close of business (eastern standard or daylight time) on the last (or first?) working day of each month.

3.1.7 Transition Planning

The Contractor shall develop and maintain a plan to transition from ICMLS to a Government organic site and depot repair, training, and supply support. Upon execution of this the CLIN associated with this SOW paragraph, the Government and Contractor will set a date for delivery of the transition plan that enables the transition plan to realistically define the requirements and timeframe(s) for transition for Contractor provided services to Government organic capabilities. The Contractor shall update the plan as needed over the task order performance period to reflect all changes to the sectors being deployed and the system(s) being maintained. The transition plan shall be included as an agenda item for TIMs, ILSMTs, or other program reviews as needed to notify the Government of changes being made. This plan shall include a detailed Microsoft Project[®] Milestone Chart. All Transition Plan submissions (both initial and updates or revisions) shall be submitted to the Government electronically and all submissions shall be subject to the Government's approval prior to acceptance.

3.1.8 Performance Monitoring

The Contractor and the Government shall work in partnership to develop performance monitoring techniques for the equipment and system assets that are consistent with the SBInet's Earned Value Measurement System (EVMS) and Work Breakdown Structure (WBS), expanding both as necessary to fully incorporate all pertinent aspects of the SBInet ILS PSP. The Contractor shall solicit and incorporate input and feedback from the Government in the development of the performance monitoring techniques.

To the maximum extent possible this effort shall use existing Government approved performance models. The Contractor must obtain Government approval prior to the introduction of any new model or before undertaking any modification or customization of existing Government models for use on the SBInet ILS program. (Please note that it is not the intent of the Government that performance models be developed; rather, it is preferred that commercial off the shelf (COTS) products be used as much as possible to meet the Government's requirements.)

- a. **Metric System of Measurement** – The SBInet PSP including the work accomplished under this SOW use the metric system of measurement in accordance with 15 U.S.C.205b (FAR 11.002(b)) and DHS metrics plans and guidelines.

- b. Earned Value Management (EVM) will be applied to all phases of the ILS program for planning, design, deployment and support. Contractors selected to provide ILS services will furnish performance metrics and measures aligned with their respective Statement(s) of Work / Work Breakdown Structures. EVM of the Integration Contractor's performance may be accomplished through support contracts already in place within CBP. Performance based logistics measurement tools (e.g. budget and cost analysis tools) will be used to measure both the success of ILS service providers and the ILS program as a whole.
- c. The joint Boeing-CBP ILS team shall create and maintain a collaborative web-based ILS scheduling environment available to all authorized users. The team shall utilize the Microsoft Office Project Server 2007 application (or other compatible tool) to separate the database layer from the application layer and presentation layer, store schedule data in a Microsoft SQL Server 2005 relational database, and provide a variety of data integration and reporting capabilities. This tool must be capable of integration with other ILS systems as required to develop a performance based logistics (PBL) measurement of budget, schedule, and compliance.

3.1.9 Reliability, Availability, and Maintainability (RAM)

The Contractor shall perform RAM analyses to ensure that the SBInet system and deployment task order requirements are met. The RAM program shall include the following:

- a. A failure reporting, analysis and corrective action system (FRACAS) is required to analyze failures that occur during site deployment, training, and operations. Failures shall be documented in a fault database, reviewed for adverse trends and corrective action implemented.
- b. A reliability growth program that focuses on four key areas:
 - 1. Supplier controls,
 - 2. Manufacturing process controls,
 - 3. Environmental stress screening, and
 - 4. Analysis/corrective action of failures.
- c. Status of the reliability growth program shall be presented at ILSMT periodic updates

3.2 Supply Support

The Contractor shall forward deploy spares at selected locations in order to support, site repair and meet system availability. Support facilities will be supported by national

spares stocks located at selected technology based supply support centers (primary and secondary inventory control points).

3.2.1 Provisioning

3.2.1.1 Spares and Consumables Analysis

The Contractor shall conduct spares and consumables analysis to determine the optimum composition and location for spares and consumables.

When conducting a spares analysis the Contractor shall use accepted Government modeling techniques and/or an accepted Government model as approved by the SBInet ILS Program Office. Consideration should be given to Government and Contractor staffing, SBInet CONOPS, and the geographic environment in which the equipment is being maintained.

Poisson Probabilities that can be used to determine the quantity of spares required at a specific confidence level can be:

$$P = \sum_{N=0}^x \frac{e^{-Q\lambda t}}{n!}$$

Where P is the probability of having a spare item when a failure occurs, Q is the quantity of the item, λ is the failure rate of the item, t is the time period involved, and x is the number of spares required.

The factors used in calculating site spares requirement will be based on the following assumptions:

- a. Each site will operate 24 hours per day,
- b. There will be only one (1) system at each operational site,
- c. It could take a maximum of 30 days to requisition and receive from the logistics depot any spare not stocked at the site, and the
- d. The predicted reliability rates for each spares candidate is accurate (100% confidence in calculated reliability).

Criticality of the spares candidate to system availability is another consideration in establishing a site-spares inventory – if the item fails, does it reduce system performance below the required specification performance requirements? Spares candidates in this category include items which are non-redundant. How many times in a year will item fail?

In determining the requirements for depot stocks and spares of replenishment items the following ship times will be considered:

- a. Priority 1 – Ship within 24 hours of requisition receipt,
- b. Priority 2 – Ship within 48 hours of requisition receipt,
- c. Priority 3 – Ship within 168 hours of requisition receipt.

It will be assumed that all items requisitioned will be shipped as priority overnight delivery items regardless of requisition priority. The failed items being replaced shall be shipped to the Contractor's designated facility within five (5) working days of receipt of the requisitioned at the requesting SBNet support facilities.

As a result of the spares and consumables analysis the Contractor shall provide the Government with recommendations for site, support facilities, and depot spares and consumables allocations.

Items available from ongoing production runs or readily available on the commercial market will be identified in the spares analysis.

The spares and consumables analysis is an iterative process and will be updated, when requested by the Government, throughout the SBNet program.

3.2.1.2 Spares Acquisition Integrated with Production (SAIP)

The primary purpose of SAIP is to obtain spares at lower prices because of the economics realized when spares are ordered with production units.

The Contractor shall identify SAIP candidates to the Government as part of the spares analysis. When determining SAIP candidates the Contractor will take into account the maturity of the SBNet system and the SBNet installations being supported.

3.2.1.3 Provisioning Technical Documentation

3.2.1.3.1 Provisioning Requirements

The Contractor shall accomplish the provisioning activities necessary to provide Provisioning Technical Documentation (PTD) for those spares and repair parts required to support the SBNet systems. Documentation of the provisioning requirements shall be established and documented – this documentation will be used to provide the means for determining the provisioning requirements and provide the audit trail that documents those requirements. The Contractor shall provision COTS items to the LRU level. Non-Developmental Item (NDI) items shall be provisioned down to the piece-part level consistent with the SBNet depot repair philosophy. NDI items already in the Government inventory will be provisioned at the assembly level.

To prepare the required documentation, the Contractor's provisioning personnel shall develop a complete parts master file as part of the overall documentation effort. The parts master file shall form the basis for the preparation of several contractually

deliverable items. Inputs from the parts master file will be obtained from the review and analysis of the following information:

- a. Engineering drawings and parts lists,
- b. LORA,
- c. Subcontractor and vendor data, and
- d. Government provisioning guidance.

The completeness and accuracy of the provisioning database will be ensured through internal reviews and audits. There will be a continuous process of reviews and checks to ensure that the information is accurate.

The Contractor shall identify suppliers for procurable items where the Contractor is not the actual manufacturer. If it is determined such purchases will reduce the acquisition costs without compromising the integrity of the SBInet system, the Government may then make the determination to purchase items directly from qualified vendors.

The Contractor shall provide engineering data for provisioning (EDFP) necessary for the preparation of provisioning technical documentation to assist in the selection, acquisition, and cataloging of spare and repair parts.

3.2.1.3.2 Provisioning Technical Documentation / Provisioning Guidance Conference

The Contractor shall convene, at a date(s) acceptable to the Government, a joint Provisioning Guidance Conference (PGC). All key Contractor and Subcontractor ILS PSP personnel will be in attendance and prepared to discuss logistics issues in detail. As a minimum the agenda shall include:

- a. Data requirements,
- b. Vendor Item Control Documents (VICDs) as applicable,
- c. SBInet system configurations being provisioned,
- d. Discussion of the Spares Modeling techniques used, and

As a result of the PGC the Contractor and the Government will arrive at a firm understanding of the contractual provisioning requirements and formulate firm commitments for the acquisition of spares and consumables, including the incremental purchase of spares and consumables as noted in 3.4.2 and 3.4.3 below.

3.2.2 Site Spares by Installation

The Contractor shall establish SBInet site inventory requirements for replenishment of Line Replaceable Units (LRU), and consumables, and other items required for direct support of accepted SBInet sites. These requirements will ensure that the inventory

remains at adequate levels to support the number (and configuration) of SBInet installations which have been transitioned to the Government for site level maintenance. The Contractor shall provide the Government with a listing of all parts in the SBInet system being provisioned, regardless of configuration, and shall ensure that any recommendations for SBInet system spares are corrected to ensure that the latest form, fit, and function replacement items are provided, if available.

Sparing quantities and requirements for consumables, with the associated identification information (make, model serial number), functional description, applicable updates to VICDs and cost shall be provided to the Government. The Government shall approve purchase of spares on a lot by lot basis such that spares and consumables will be acquired on an as required basis to support the level of development and stage of implementation of the SBInet installations against which they are being acquired.

3.2.3 Depot Spares (National)

The Contractor shall establish depot level inventory requirements for replenishment LRUs, and consumables, and other items required for direct support of accepted SBInet sites. These requirements will ensure that the inventory remains at adequate levels to support the number (and configuration) of SBInet installations accepted and for which have been transitioned the Government for site level maintenance. The Contractor shall provide the Government with a listing of all parts in the SBInet system being provisioned, regardless of configuration, and shall ensure that any recommendations for depot spares are corrected to ensure that the latest form, fit, and function replacement items are provided, if available.

Sparing quantities and requirements for consumables, with the associated identification information (make, model serial number), functional description, applicable updates to VICDs and cost shall be provided to the Government. The Government shall approve purchase of spares on a lot by lot basis such that spares and consumables will be acquired on an as required basis to support the

level of development and stage of implementation of the SBInet installations which they are being acquired.

3.2.4 Packaging, Handling, Storage, and Transportation (PHS&T)

The Contractor shall provide shall provide PHS&T services to support movement of materials and assets within the CBP supply chain Packaging shall be in accordance with standard commercial practices.

3.2.5 Warranty Administration

The contractor shall utilize a maintenance system to track vendor warranty data to ensure the Government derives full value from any warranties associated with the SBInet system equipment (hardware and software). The Government shall have

unlimited access to warranty review (including those vendors systems used to track warranties either as a part of maintenance or for other reasons) of all assets acquired by the Contractor, for ultimate ownership or use by the Government, as part of the SBI-net program.

3.3 Hardware Maintenance

The Contractor shall provide maintenance services designed and planned to keep SBI-net installations, operational and on-line 24 hours per day.

3.3.1 Interim Contractor Maintenance and Logistics Support (ICMLS)

The Contractor shall provide ICMLS for operational (deployed/SBI-net accepted assets) SBI-net installations, until the Government has established and activated an organic site and depot repair and supply support capability (subject to the term of the task order). ICMLS shall consist of supply support and provisioning services, failed LRU repair/replacement services, inventory management, software support services, and toll free call center and fault reporting/monitoring services, configuration management services, and technical manual management and distribution services.

3.3.1.1 Supply Support/Provisioning/Spares Inventory Management

The Contractor shall establish an inventory of replenishments, LRUs, and consumables, and other items required for direct support of deployed, accepted SBI-net sites. The Contractor shall ensure that the inventory remains at adequate levels to support the number (and configuration) of SBI-net sites being maintained and supported under this task order. The Contractor shall establish and maintain a listing of all parts in the SBI-net system, regardless of configuration, and shall ensure that any requisitions submitted by a government Primary Support Facility (PSF), or Contractor equivalent, are corrected to ensure that the latest form, fit, and function replacement items are provided, if available. All requisitions for supply support items under the ICMLS effort will be handled by the Contractor (e.g. not part of the Government supply system).

The Contractor shall pay all shipping costs for all items to and from all sites for the duration of the ICMLS task order or until this part of the requirement is transitioned to the Government, whichever occurs first. When transitioned to ICDLS the Government will be responsible for paying all shipping costs for the failed item back to the vendor's designated CDLS facility and the Contractor shall pay all shipping costs for all items to be returned back to all sites. Replenishment items will be shipped to the requesting site in accordance with the requisition priority established by the site. For example:

- a. Priority 1 – Ship within 24 hours of requisition receipt,
- b. Priority 2 – Ship within 48 hours of requisition receipt, or
- c. Priority 3 – Ship within 168 hours of requisition receipt.

All items requisitioned will be shipped as priority overnight delivery items regardless of requisition priority. The failed items being replaced shall be shipped to the Contractor's designated facility within five (5) working days of receipt of the requisitioned at the requesting SBI net PSF.

The Contractor shall provide to each Government SBI net installation being supported and to the Contracting Officer a 24-hour-per-day toll free telephone number to be used when requisitioning replenishment items. Prior to commencement of the ICMLS effort, the Contractor shall submit written procedures for executing ICMLS repair and parts requisitioning efforts to the Government for approval.

Sparing quantities and requirements for consumables, with the associated identification information (make, model serial number), functional description, and price shall be provided to the Government. It is anticipated that spares will be acquired on an as needed basis to support the level of development and stage of implementation of the SBI net installations for which the spares are being acquired.

3.3.1.2 ICMLS Repair Services

3.3.1.2.1 Site Level Repair Services

Upon receipt of a help desk ticket for site level repair, the Contractor shall generate a work order request and schedule site level maintenance. Preventative maintenance shall also be scheduled in the same manner as corrective maintenance. All maintenance (corrective, routine, and preventative) shall be coordinated through the applicable Government SBI net installation operations and training centers. The Contractor shall notify the Government PSF of dispatch of maintenance personnel to the affected SBI net site. The applicable government SBI net government operations center and government PSF shall be notified upon completion of all site maintenance actions.

The Contractor shall ensure the safety of all maintenance personnel and that all Contractor personnel assigned to the program meet the security requirements of the DHS/CBP/SBI net program for access to DHS/CBP/SBI net facilities.

The Contractor shall provide the Government with a schedule for conducting site level maintenance. The Government may elect to schedule maintenance so as not to interfere with operations and/or to maximize the efficiency of maintenance actions – in which case this decision will be factored in such a way that it will not interfere/negatively impact Contractor performance metrics.

3.3.1.2.2 Depot Repair Services

Upon receipt of a failed item at the Contractor's designated repair facility, the Contractor shall repair the failed item and use the repaired item to fill future requisitions from the SBI net sites being supported. The failed item shall be upgraded to reflect any approved

configuration revisions for the failed item during the repair cycle. Any failed items returned for repair or replacement which have form, fit, or function replacements may be reused until no longer repairable, or may be replaced by a replacement item at the Contractor's discretion.

3.3.1.3 Help Desk Services

The Contractor shall provide a 24-hour-per-day advisory service using, as a minimum, the established CBP automated help desk for the purpose of reporting equipment failures and supply support requirements. The Contractor shall respond in accordance with paragraph 3.3.1.2.1 when responding to site level repair requests and in accordance with paragraph 3.3.1.1 when responding to supply support requests.

3.3.1.4 Configuration Management (CM)

The Contractor shall provide the configuration baseline status accounting services described in 3.1.5 of this SOW by maintaining a listing for each accepted site's configuration and ECP implementation status.

3.3.1.5 Technical Manual Management and Distribution

The Contractor shall distribute updates to all maintenance and repair manuals.

3.3.2 Contractor Depot Logistics Support (CDLS)

The Contractor will perform all CDLS requirements as stated in SOW paragraphs 3.3.1.1; 3.3.1.2.2; 3.3.1.4; and 3.3.1.5 above.

3.3.3 Contractor Services for System Engineering and Technical Support

The Contractor shall provide technical support services to assist the Government in accomplishing specific tasks required to plan, implement, maintain, and/or update the SBInet system sites. The Contractor shall provide qualified personnel for these services as necessary to complete the assigned task. Tasks include but are not limited to the following:

- a. Repair of SBInet sites; NOC; SOC; CBP operational and training facilities and equipment,
- b. Investigation of trouble reports,
- c. Reconfiguration of SBInet equipment necessary to meet a change in Government requirements (e.g. frequency reallocations for communications),
- d. Retrofit and field modifications,

- e. Conduct Mission Analyses, and provide mission support services, to determine the effectiveness of selected or combined SBI net systems/equipment at meeting the mission of the SBI/SBI net program,
- f. Develop Engineering Change Proposals to enhance SBI program/SBI net system capability in order to meet any requirements resulting from paragraph 3.3.3.e above, and
- g. Other services over and above normal site hardware and software site/NOC/SOC/operational and training maintenance.

3.3.3.1 Acquire Assets to Effect Engineering Change Proposals

Acquire the necessary assets (hardware, software, and technical documentation) to support paragraphs 3.3.3.c, 3.3.3.d, 3.3.3.e and 3.3.3.f above. Prior to acquiring any assets under this effort the Contractor will provide the Government with a complete listing, including cost, of all items to be acquired and receive written permission from the Government to acquire said assets. All assets acquire under this effort will, upon Government acceptance of the items, become the property of the Government.

3.3.3.2 Operational Test and Evaluation (OT&E)

Provide OT&E services at selected SBI net sites designated by the Government. OT&E services will include all labor, support equipment, and facilities to support OT&E at the designated site(s). Prior to commencement of OT&E services at a designated site, the Contractor shall provide a complete estimate of the support equipment, material, staff and facilities required to accomplish the effort and receive written authorization from the Contracting Officer to begin use of the requisite assets and labor. with the acquisition and use of labor, support equipment, and facilities requirements needed to accomplish the effort.

3.3.4 System Status Monitoring and Support

The Contractor shall provide 24x7x365 on-site software support at the NOC and SBI net operational SOCs.

3.4 Support Facilities

The Contractor shall conduct site surveys on for each SBI net deployment task order in coordination with the government to determine ILS PSP requirements as outlined below.

3.4.1 Reserved

3.4.2 Repair Parts and Services

The Contractor shall define the repair parts and consumables, and any other services (e.g. contracted repairs or maintenance; communications requirements; training requirements; et al.) to support the SBI net at the support facilities and deployed task

order level. These assessments will be based on the Contractor's own repair parts and consumables and services requirements to conduct the ICMLS effort and the basis of this assessment will be made available to the Government.

3.4.3 Facilities Definition

The Contractor shall define the facilities required for personnel to support the SBInet at the support facilities (including software integration laboratory (SIL) requirements) and deployed task order level. These assessments will be based on the Contractor's own facilities requirements to conduct the ICMLS effort and the basis of this assessment will be made available to the Government.

3.4.4 Government Furnished Equipment (GFE) Assessment

The Contractor shall assess all GFE determined not to be suitable for integration into the SBInet program. The Contractor shall determine methods and processes to remove, store, and disposition of GFE.

3.4.5 Facilities Acquisition, Setup and Operation

The Contractor shall acquire and outfit (setup) selected facilities and the associated personal property (including information management systems) and staff for the storage (including warehousing), staging pursuant to site implementation and repair/maintenance of SBInet hardware and software assets. These facilities may provide space for training of Government personnel and for the use of Government personnel in overseeing and managing the SBInet program. The facilities (design, location and cost) and their associated infrastructure (personal property for operation and staffing), and staffing shall be approved by the Government prior to proceeding. All personnel property acquired as part of this effort shall be the property of the Government and be treated as GFE.

When requested by the Government, and approved by the SBInet Contracting Officer or their designee in writing, the contractor may conduct repairs to site access roads in order to gain access to and conduct maintenance on SBInet systems.

3.5 Support Equipment

The Contractor shall provide the infrastructure including support equipment, facilities, tools, software, et al necessary to deliver organizational and depot level support.

3.5.1 Tools and Test Equipment

3.5.1.1 Built-In Test

The SBI net system monitors numerous test points and parameters for system status. Built-in tests (BIT), performance monitoring, and maintenance monitoring techniques are part of the SBI net Built-in-Test parameters. This monitoring can be tracked remotely at selected locations and tailored to be used by maintainers with the "need-to-know".

The Contractor shall develop methods of using the SBI net systems inherent monitoring techniques to automate the maintenance and asset management capabilities of the system.

3.5.1.2 Site Level Support and Test Equipment (Hardware and Software, as applicable)

The Contractor shall deliver with each SBI net installation the common test equipment, support equipment (including maintenance vehicles) and special tools and test equipment required for the SBI net system operation, maintenance, alignment, adjustment at the organizational level.

The SBI net system, including all facilities, equipment, requires minimal common and peculiar support equipment for site level O&M. The Contractor shall provide a listing of all site level (including SOC/NOC/PSF as well as operational SBI net hardware sites and vehicles) tools, and test equipment (information provided with the tools and test equipment lists should include at a minimum make, model, quantity, functional use, and cost of the items) required for routine, corrective and preventative maintenance and replenishment of consumables (e.g. fuel and lubricants). This list shall be based on the configuration of system being supported and may vary from system to system / configuration to configuration, however, to the maximum extent possible similar systems should be able to be supported by similar allocations of tools and test equipment.

3.5.1.3 Depot Level Repair Support and Test Equipment (Hardware and Software)

The Contractor shall provide all depot repair requirements for the support of the SBI net installations. The list of depot repair requirements shall include:

- a. All software, interface devices, test equipment, automatic test equipment (ATE), tools, and support equipment required for depot test and trouble shooting of depot repairable modules, Line Replaceable Units (LRUs), Shop Replaceable Units (SRUs), sub-assemblies, and circuit cards,
- b. Test adapters and test fixtures will be developed, as required, for those repairable items testable on common test equipment and special test equipment, and
- c. The Contractor will provide a simulator used to verify full repairable item functionality during test and repair (e.g. copies of prime mission equipment and system mock-ups).

This type of equipment will not be defined for items returned to a vendor for repair, nor for those items not considered repairable.

3.5.2 Depot Repair Facilities

The Contractor will provide the Government with a detailed description of depot level facility requirements for maintaining SBInet systems hardware and software, and providing supply support functions.

3.6 Technical Documentation

The Contractors shall provide a complement of technical documentation (technical manuals, engineering drawings, et al.) adequate to support site level O&M activities; depot repair; Second-Tier Maintenance; and supply support. This documentation shall consist of NDI and commercial-off-the-shelf (COTS) technical manuals; newly developed technical manuals (e.g. systems level O&M manuals); engineering drawings; as-built drawings; software packages; provisioning technical documentation; depot repair manuals; et al. as defined in the following paragraphs 3.6.1 through 3.6.7.

3.6.1 Commercial Technical Manuals (TM)

The Contractor shall provide commercial manuals for all COTS and NDI equipment used in the SBInet system and its assemblies, subassemblies, and LRUs. These manuals will be evaluated for adequacy of coverage of site-level operation, and maintenance tasks, and supplements will be recommended, as required. Supplements will be negotiated on an as-required basis following Government concurrence on the need for each supplement. COTS manuals will be submitted with CFAE/CFE notices and 30 days prior to delivery of the equipment to be supported.

3.6.2 SBInet System Operation and Maintenance Manuals

The Contractor shall develop the SBInet System O&M Manual to commercial standards in accordance with the SOW. This manual will describe the integration of all the NDI and COTS equipment into a single operational SBInet system. Each configuration of the SBInet system will be defined in the system level manual. Information contained in the COTS and NDI technical manuals will be referenced in the SBInet system O&M technical manual.

3.6.3 SBInet Field Installation Manuals

The Contractor shall develop the SBInet System Field Installation Manual in accordance with the SOW. This manual will provide information and procedures required for non-turnkey SBInet System installation by Government personnel and will consist of installation

3.6.4 Depot Repair, Technical Data, Drawings, Information and Technical Manuals

3.6.4.1 Depot Repair Technical Data

The Contractor shall deliver all the technical data required for depot-level repair of repairable SBInet items. In addition to the depot-level technical manuals, and provisioning data described in the previous paragraphs this data will also include the technical drawing package consisting of schematics, parts lists and assembly drawings, logic diagrams, signal flow diagrams, wire lists, and other engineering drawings used in the repair process by the Contractor for repairable SBInet items. The drawings in this set will be prepared to best commercial standards in the Contractor's or the Contractor's vendors format.

3.6.4.2 Depot Repair Technical Manuals

The Contractor shall provide technical manuals for all depot repair test equipment and support equipment being delivered as part of the Government depot support equipment package. Technical manuals will also be provided for all unit under test (UUT) that will be tested and repaired at Government depot repair facilities. The repairable UUTs will consist of those Contractor built repairable LRUs currently repaired at Contractor facilities on either ATE or common and special test equipment. Depot level repair technical manuals will not be provided for those items in the SBInet system which are repaired by the Contractor at the Contractor's depot or are not already in the Government inventory. The level of detail in the technical manuals will be sufficient for a qualified repair technician to use in troubleshooting and repairing SBInet repairable items.

3.6.4.2.1 Test Equipment Technical Manuals

The Contractor shall provide commercial technical manuals for all commercial test equipment delivered by the Contractor to the Government depot repair facilities. Commercial grade technical manuals shall be provided for all special purpose test equipment, interface devices, and other SBInet unique test equipment and support equipment.

The technical manuals provided shall consist of operations and maintenance instructions for the test equipment, test jigs and fixtures, and interface devices delivered to the Government depot repair facilities. Supporting data to be provided includes, where appropriate, schematics, assembly drawings, parts lists, wire lists, wiring diagrams, device layouts, and other engineering data and drawings. All of this data will be catalogued and delivered in legible and accurate engineering drawing format, with a cross-reference index by drawing number to facilitate use.

3.6.4.2.2 UUT Technical Manuals

The Contractor shall provide two (2) types of UUT technical manuals delivered – a set of TPS books for items tested on ATE, and a set of UUT technical manuals for items tested on common and special test equipment.

The TPS technical manuals shall be provided for each of the items tested on ATE. These technical manuals shall include all information required to interface the UUT to the ATE, TPS loading and operating instructions, and other data required to troubleshoot the UUT on the appropriate ATE. No detailed testing procedures will be provided in those cases where the TPS leads the technician through the test procedure during fault isolation. Source code written for custom tests which are not included in the standard board test libraries will be provided. Test software source and object files will not be delivered in hard copy form, since the TPS itself contains all the details concerning source and object files.

A depot level repair manual shall also be provided for all units tested on common test equipment. This manual shall consist of engineering test procedures, schematics, board and module layouts, parts lists, parts lists illustrations, logic diagrams, and other required trouble shooting information. The majority of this data will be in legible and accurate engineering drawing form, and will not be reprocessed unless it is unreadable. A table of contents shall be provided defining the location of all data within the technical manual.

3.6.5 Second-Tier Maintenance Support Documentation

The Contractor shall provide all the necessary documentation for the Government to perform Tier 2 Engineering services and for the Government to establish a complete SBInet Second-Tier Maintenance capability. The requisite SBInet hardware and software knowledge and skills will be provided in the organic repair training course, depot level repair manuals, and site level O&M manuals.

The Contractor shall provide a Software Transition Plan which identifies all the resources needed for life-cycle support of the delivered software and describes the Contractor's plan for transitioning the software and support tools.

3.6.6 Technical Manual Guidance Conference

The Contractor shall conduct a Guidance Conference in accordance with the date set forth in the Logistics Milestone Chart. The TM task manager will present the plan for development and submission of the newly developed manuals. Mutually agreed upon Government requested changes will be incorporated. The TM task manager will be responsible for the preparation and distribution of the agenda and minutes of the TM guidance conference.

3.6.7 Technical Manual Management

The Contractor shall establish a management structure for the development, Government, and production and distribution of the technical documentation necessary to operate and maintain the SBInet system and its support assets. This management structure shall be detailed in the Logistics Milestone Chart.

3.6.8 TM In-Process Reviews (IPRs)

The Contractor shall conduct a TM in-process (IPR) when approximately 90 percent of the SBInet system O&M and SBInet system field installation TMs have been developed. Ninety percent draft TMs will be submitted 30 days prior to the IPRs. A sample of the digital files will be provided with the 90 percent draft TM submittal.

3.6.9 TM Validation

The Contractor shall validate newly developed TMs prior to Government verification. TM procedures will be validated by performing all tasks. The Contractor shall invite the Government at least 10 days prior to the validation to witness the validation. Validation Completion Reports will be prepared and submitted within 14 days after completion of the validation. Validated TMs will be submitted 30 days prior to system delivery.

3.6.10 TM Verification Support

The Contractor shall provide support for Government verification of the validated TMs. Support shall consist of hardware, tools, and test equipment needed to perform the verification and copies of each validated TM to be verified. Following verification, all comments will be reviewed by the verification item and the Contractor and incorporated into the final TMs as agreed to.

3.6.11 TM Publication Review

The Contractor shall host a TM pre-publication review. Review comments will be dispositioned by the review team and incorporated into the final TMs in real time. Prepublication TMs will be submitted 30 days prior to prepublication review.

3.6.12 Final TMs

The Contractor shall deliver TM reproducible copies 45 days prior to the TM need date for reproduction or within 90 days of PCO direction for final TMs. The Contractor will deliver one set of digital files with the final TMs.

3.6.13 CFAE/CFE Notices

The Contractor will process CFAE/CFE notices to identify technical publications. Draft and final CFAE/CFE notices will be submitted to the SBInet ILS Program Office in a format agreed upon by the Government and Contractor.

3.6.14 Digital Files

The SBIInet system O&M manual will be delivered in the number of hardcopies requested by the Government and in a electronic format compatible with other SBIInet deliverables.

3.7 Asset Management

The contractor shall provide formal planning, processes and system support tools and resources to perform GFE assessments for assets provided by the government and legacy equipment requiring integration into the SBIInet solution. GFE assessments shall include but are not limited to, technical integration requirements, Upgrade or Retrofit requirements and cost analyses, cannibalization/return to supply and disposition/disposal plans.

The contractor shall provide an Asset Management Plan detailing all asset management and property control procedures and processes. The contractor shall provide an asset management data systems for tracking of all assets received, moved to and from repair, or within the CBP/SBIInet Supply-chain. The contractor shall provide a process to investigate incidents of Loss Damage or Destruction of Government Property.

The contractor shall provide personnel to perform the duties of Local Property Officer (LPO) in each geographic area of operation. The LPO shall assist the SBIInet PMO and the CBP define, develop and implement custodial procedures and processes for the SBIInet program. The LPO shall develop an annual audit schedule for all property life-cycles and report results to the ILS MT. Contractor LPOs shall ensure all data inputs into CBP property/asset management systems are performed in a timely and accurate manner.

The Contractor shall provide complete depot-level supply and asset management support for the workstations and peripheral equipment. Depot level maintenance shall consist of disposal, reordering, repairing or pursuing vendor warranty on failed LRUs which were removed from the site. All hardware warranties assets shall pass to the government. As ordered by the government, the contractor shall identify and implement a repair/return to supply program for all warranty items assets for which the government has title. The contractor shall identify all system component warranties and report status to the government on a monthly basis, this report is due on the first business day of every month following task order award. Contractor format is acceptable pending government approval.

The contractor asset management team shall implement an asset management system that ensures the proper identification and classification of all government assets in the CBP/SBIInet Supply-chain. The Contractor shall manage all real and personal property (assets) in accordance with Government accountability and financial reporting requirements. The contractor shall label and track all assets through a data and

software management system approved by the ILS MT and the government. This system and data harvesting device shall be compatible with existing CBP Policy, Procedures and existing data and information management systems (through a program such as, a Unique Item Identifier (UII) similar to those used by the U.S. Department of Defense (DOD) – commercial equivalents preferred. Selected UII's and their associated Automatic Information Technology (AIT) tracking mechanisms – to include UII data structures; data tags; asset management software and data harvesting devices will be approved by the Government prior to being used on the SBInet program). The asset management system shall be operationally and in place by and in conjunction the initial SBInet deployment Task Order.

The Contractor shall use existing Government and industry standards, best practices, and technologies to implement automated property accountability; asset supply chain tracking and management; and maintenance management and tracking capability in accordance with existing DHS and U.S. Government policies; procedures; and regulations. These capabilities may be acquired through use of either SBInet organic resources or through acquisition of such capabilities from other Government entities; vendors; or 3rd party services providers (e.g. national/international standards bodies).

3.7.1 Logistics Inventory Management System

The contractor shall develop/provide the government a rapid-prototype asset/inventory management application for use by custodians of government SBInet Program assets. The contractor shall deploy the asset/inventory tracking application to an end-state solution that assists the government in evaluation of the application for codification and delivery to the CBP. When required by the COTR, the contractor shall use the Integrated Asset Management system for all asset property reporting when required by the government.

3.8 Training

The Contractor shall develop and establish an ILS Training Support Package (TSP) that will enable the SBInet program to utilize Contractor training support (CTS) of the SBInet system in the initial phases of system implementation and systems maintenance implementation and to transition from initial training efforts to recurring training. CTS includes, but is not limited to, training development, delivery, and maintenance activities for Operator Training and Maintenance Training; training environment development, delivery, and maintenance activities; documentation activities; routine training work tasks; preparation and follow-up of training implementation activities; training logistics support; and training change management due to systems changes and equipment repair; and information transition and project close out as described in the following subparagraphs a - i:

- a. Training development, delivery (i.e., pilot training and final training), maintenance, and certification (as required) for Operator Training and

Maintenance Training, as dictated by the Training Master Plan and Training Annexes per geographical location. Training media would include, but not limited to, the following: instructor-led, train-the-trainer (T3), training certification, videos, computer and web-based training, in-field scenarios (i.e., hands-on, modeling, and simulations), job aids (i.e., quick reference card and guides), etc.

- b. The development, delivery, and maintenance of the training environment include, but not limited to computer-based and/or web-based training environment and simulations that mirror the production version.
- c. Documentation activities include the development, revisions, and maintenance of the Training Master Plan, Training Annexes per geographical location, Training Requirements and Plans per course specification, Training manuals and materials, and other routine training documentation and management of such areas as, but not limited to, work breakdown structure, quality assurance, configuration change management, information security, communication plan, transition plan, close-out plan, etc.
- d. Routine training work tasks include, but not limited to, training requirement gathering, development, and analyses; working group and sub-working group tasks, planning, and meetings; information gathering and analyses from focus-group and class evaluation sessions; coordination and implementation of training conferences; etc.
- e. Preparations and follow-up of training implementation include, but not limited to, the coordination and scheduling and registration of classes; coordination with field locations; materials preparation, printing, and delivery; post-training activities; etc.
- f. Training logistics support is required at each SBInet training site during turnkey installation until the site has been accepted by the Government. As specified by the Government, the Contractor shall conduct site surveys to gather and report on all of the logistical and facilities requirements for the various training sites and the training equipment (for both software and hardware); acquire the specified training equipment; install the specified training equipment at the specified training sites; test, maintain, troubleshoot, and provide serviceable replacement and/or repair of failed items; and manage and incorporate changed or updated information into the related technical manuals. At the specification of the Government, Government personnel may accompany Contractor training support personnel during the performance of these activities.
- g. Operable training equipment and training environment are required at each SBInet training site during turnkey installation until the site has been accepted by the Government. Therefore, at least prior to a date specified by the government, the Contractor shall ensure that all training equipment and training environment are available and operable. This support include the timely maintenance, test, repair, and upgrade of the training equipment and environment, both in software and hardware items, with proper documentation and revisions to reflect the change management in the technical manuals, training curriculum materials and documentation, and the training environment. Any changes and repairs to the hardware and software of the production and training environment must be communicated to the Government in a timely manner to ensure that the changes

are made and captured in the related training materials and documentation so that training sessions can be conducted without any interruption nor downtime and so that there are no unnecessary burden placed on the local Government personnel to maintain and repair the training equipment and training environment.

- h. Training support will be required during initial operational test and evaluation (IOT&E) activities to assure that any systems changes and equipment repairs would be documented, tracked, and implemented in the training versions of the training environment and training documentation. At the request of the Government, Government personnel may accompany Contractor training support personnel during the performance of these activities.
- i. Training support services is required in the form of Interim Contractor Training Support (ICTS) Services. Transition and project close out to organic Government support is projected to using a phased approach as defined in the SBInet ILS TSP transition plan.

The Government has a defined requirement for an organic training support requirement, and a second-level training capability, to support accepted SBInet sites. The Contractor shall provide all the data and technical documentation, and SBInet-unique hardware and software required to perform these activities at selected Government sites.

3.8.1 Operator Training

3.8.1.1 Operator Training - Program Plan

For each of the Operator Training curriculum, the Contractor shall manage the project life cycle tasks to develop, deliver, and maintain the following (but not limited to) deliverables and tasks:

- Master Plan
- Annexes by Task Order (unique by area),
- Training requirements
- Training plan
- Training schedule
- Training conference
- Working and sub-working group activities
- Curriculum development and documentation
- Pilot-Training Delivery
- Final Training Delivery
- Training Certification (for students and/or trainers – if applicable)
- Coordinating (sub)working groups
- Establishing training environment (classroom activities and exercises, simulation, and computer/web-based/video)
- Developing training environment (classroom activities, demonstration and scenario-based exercises and simulations, and computer/web-based/video)
- Training work breakdown structure

- Periodic status meetings
- Training Program milestone chart
- Change management
- Training preparation
- Post-training activities

3.8.1.2 Operator Training - Technical Manuals

For each of the Operator Training curriculum, the Contractor shall manage and timely integrate information (including hardware and software administration training, as well as, user training) from the technical manuals into the training materials and media for the following (but not limited to) equipment:

- Vehicle Equipment
- Primary COP/C3I Unit (CAD)
- Field Equipment
- Training Servers

3.8.1.3 Operator Training – Training Equipment

For each of the Operator Training curriculum, the Contractor shall manage, conduct site survey, procure, install, and maintain the following (but not limited to) training equipment:

- Vehicle Equipment
- Primary COP/C3I Unit (CAD)
- Field Equipment
- Services
- Training Servers

A complete set of equipment shall duplicate the actual operational environment and shall be made available for each student workstation, the instructor workstation, and for classroom demonstration.

3.8.1.4 Operator Training – Technical Support Services (Level of Effort)

The Contractor shall recommend the training personnel skills sets and labor grades, annual staff-hours by skill set and labor grade, and training by skill set and labor grade required for personnel to support the SBInet at the training task order level. These assessments shall be based on the Contractor's own staffing requirements to conduct the training effort and the basis of this assessment will be made available to the Government. However, at minimum, the training Contractor personnel shall have the following (but not limited to) skill sets:

- Instructional systems design and curriculum development for instructor-led and computer and web-based environment

- Computer-based and web-based training development
- Documentation specialty
- IT knowledge and use of documentation, design, and graphics software
- Presentation and teaching skills
- Quality assurance and configuration management specialty
- Graphics design in print work, computer-based, and web-based training
- Network and computer specialty
- Hardware and software O&M specialty for the equipment used in the SBInet systems.

3.8.2 Maintenance Training (*Optional*)

3.8.2.1 Maintenance Training - Program Plan (*Optional*)

For each of the Maintenance Training curriculum, the Contractor shall manage the project life cycle tasks to develop, deliver, and maintain the following (but not limited to) deliverables and tasks:

- Master Plan
- Annexes by Task Order (unique by area),
- Training requirements
- Training plan
- Training schedule
- Training conference
- Working and sub-working group activities
- Curriculum development and documentation
- Pilot-Training Delivery
- Final Training Delivery
- Training Certification (for students and/or trainers – if applicable)
- Coordinating (sub)working groups
- Establishing training environment (classroom activities and exercises, simulation, and computer/web-based/video)
- Developing training environment (classroom activities, demonstration and scenario-based exercises and simulations, and computer/web-based/video)
- Training work breakdown structure
- Periodic status meetings
- Training Program milestone chart
- Change management
- Training preparation
- Post-training activities

3.8.2.2 Maintenance Training - Technical Manuals (*Optional*)

For each of the Maintenance Training curriculum, the Contractor shall manage and timely integrate information (including hardware and software administration training, as well as, user training) from the technical manuals into the training materials and media for the following (but not limited to) equipment:

- Vehicle Equipment
- Primary COP/C3I Unit (CAD)
- Field Equipment
- Training Servers

3.8.2.3 Maintenance Training – Training Equipment (*Optional*)

For each of the Maintenance Training curriculum, the Contractor shall manage, conduct site survey, procure, install, and maintain the following (but not limited to) training equipment:

- Vehicle Equipment
- Primary COP/C3I Unit (CAD)
- Field Equipment
- Training Servers

A complete set of equipment shall duplicate the actual operational environment and shall be made available and operational for each student workstation, the instructor workstation, and for classroom demonstration. The maintenance training equipment shall include tools and test equipment, repair and diagnostic equipment, and the related repair and diagnostic software and hardware.

3.8.2.4 Maintenance Training – Technical Support Services (Level of Effort) (*Optional*)

The Contractor shall recommend the training personnel skills sets and labor grades, annual staff-hours by skill set and labor grade, and training by skill set and labor grade required for personnel to support the SBInet at the training task order level. These assessments shall be based on the Contractor's own staffing requirements to conduct the training effort and the basis of this assessment will be made available to the Government. However, at minimum, the training Contractor personnel shall have the following (but not limited to) skill sets:

- Instructional systems design and curriculum development for instructor-led and computer and web-based environment
- Computer-based and web training development
- Documentation specialty
- IT knowledge and use of documentation, design, and graphics software
- Presentation and teaching skills
- Quality assurance and configuration management specialty
- Graphics design in print work, computer-based, and web-based training
- Network and computer specialty
- Hardware and software O&M specialty for the equipment used in the SBInet systems.

3.8.3 Depot Repair / Support Training (*Optional*)

Depot Repair/Support Training requirements shall parallel those in Section 3.8.2.3.

3.8.4 Second-Tier Maintenance Support Training (*Optional*)

Second-Tier Maintenance Support Training requirements shall parallel those in Section 3.8.2.3

3.8.5 Training Materials

3.8.5.1 Operator Training Materials

As specified according to each course development and delivery, the Contractor shall manage, develop, maintain, and deliver the following (but not limited to) training materials:

- Training Requirements
- Training Plan
- Instructor Guide
- Student Guide
- Videos
- Presentation Slides
- Hands-On Exercises
- Training Scenarios and Environment and Simulation
- Job-Aids
- Quick Reference Cards and Guides
- Computer-Based Training
- Web-Based Training

3.8.5.2 Maintenance Training Materials

The requirements for Maintenance Training Materials shall parallel those for Operator Training Materials as noted in Section 3.8.5.1

3.8.5.3 Depot Repair/Support Training Materials

The requirements for Depot Repair/Support Training Materials shall parallel those for Operator Training Materials as noted in Section 3.8.5.1

3.8.5.4 Second-Tier Maintenance Support Training Materials

The requirements for Second-Tier Maintenance Support Training Materials shall parallel those for Operator Training Materials as noted in Section 3.8.5.1

4.0 Period of Performance

The anticipated Period of Performance for the ILS Task Order will begin with a base period of (CLINs 0001-0008) January 2008 through January 2010, and CLIN 0009 (option) January 2008 through January 2009. Subsequent CLINS 0010 through 0037 will not be awarded during the base period, but may be awarded via a bilateral agreement and funded via a fully executed modification to this Task Order. Should all CLINS be awarded, the full period of performance for this project is expected to extend through January 2013.

5.0 Reserved

6.0 Security

In accordance with the contract (HSBP1006D01353), the Contractor shall comply with all CBP security policies and procedures as stated in the original contract. The Contractor is reminded that "a Contractor employee shall not begin working under the contract until a full background investigation (BI) is completed with approval from CBP's Security Programs Division." As required by the Federal Information Security Management Act (FISMA), the government has established security categories and impact levels for SBInet systems as outlined in the Federal Information Processing Standards (FIPS) 199. Certification and Accreditation (C&A) of SBInet systems and networks shall be performed in accordance with these security categorizations and impact levels. C&A procedures and requirements shall be performed as required by the CBP Information System Security Handbook 1400-05C, Appendix L, DHS Management Directive 4300A. Current CBP security policies and procedures are expected to be followed by employees and contractors alike. These policies and procedures are stated in the Information Systems Security Handbook (HB 1400-05C). More specifically, all

software coders shall have a full BI, and security networks and environments shall be protected.

7.0 Deliverables

Deliverable requirements, including format and content, will be determined by the ILS Management Team (ILSMT). Attachment 2 of this task order contains a list of Contract Deliverables Requirements List (CDRL).