

**PART I - SECTION B
SUPPLIES/SERVICES & PRICE/COST**

B.1 IDENTIFICATION OF SUPPLIES/SERVICES

The Contractor shall provide the following supplies and services in accordance with the terms and conditions of this contract for the performance period identified in Section F for the Whole Body Imager (WBI). The ordering period and the period of performance for the respective Contract Line Item Numbers (CLIN(s)) are contained in Section F. All CLINs will be activated by means of Delivery Orders.

B.2 TYPE OF CONTRACT

This is an indefinite delivery/indefinite quantity (ID/IQ) contract with firm-fixed price (FFP) and time and material (T&M) Contract Line Item Numbers (CLIN(s)). Delivery/task Orders will be issued for all equipment and service Orders.

B.3 INDEFINITE QUANTITY CONTRACT – MINIMUM AND MAXIMUM AMOUNT

During the period of performance of this contract, the Government may provide to the Contractor one or more Delivery Orders. The minimum Delivery Order quantity shall be four (4) leased WBI units. The maximum contract ceiling for all Orders established under this contract shall not exceed 80 units (excluding T&M Orders), unless the contract is modified by a Contracting Officer. The Government is not required to Order more than the minimum stated amount under this contract. The Government is not obligated to Order all CLIN items.

B.4 CONTRACT LINE ITEM NUMBERS (CLIN(s))

B.4.1 CLIN Listing

The following Contract Line Items are applicable to Delivery Orders issued under this contract. The Ordering period for CLIN's 0001 through 0010, and CLIN 0014 shall be two (2) years. The period of performance for CLIN's 0011, 0012, 0013, 0015, 0016, 0017, 0018, and 1010 through 1017, shall be one basic year plus 1 option year (a total of two (2) years from the date of award).

Table B.4.1 CLIN Listing

| Contract Line Item Number (CLIN) | DESCRIPTION | CLIN TYPE | QTY | UNIT | UNIT PRICE | EXTENDED PRICE |
|---|--|------------------|------------|-------------|-------------------|-----------------------|
| 0001 | Lease of unit for Aviation environment (per unit) in accordance with the Derived Requirements Document for | | | | | |

| Contract Line Item Number (CLIN) | DESCRIPTION | CLIN TYPE | QTY | UNIT | UNIT PRICE | EXTENDED PRICE |
|----------------------------------|---|-----------|-----|------|----------------|----------------|
| | Operational Testing and Evaluation | | | | | |
| 0001AA | Lease of unit for Aviation environment (per unit) in accordance with the Derived Requirements Document for Operational Testing and Evaluation | | | | | |
| 0001AB | Lease of unit for Aviation environment (per unit) in accordance with the Derived Requirements Document for Operational Testing and Evaluation | | | | non responsive | |
| 0001AC | Lease of unit for Aviation environment (per unit) in accordance with the Derived Requirements Document for Operational Testing and Evaluation | | | | | |
| 0001AD | Lease of unit for Aviation environment (per unit) in accordance with the Derived Requirements Document for Operational Testing and Evaluation | | | | | |
| 0001AE | Lease of unit for Aviation environment (per unit) in accordance with the Derived Requirements Document for | | | | | |

| Contract Line Item Number (CLIN) | DESCRIPTION | CLIN TYPE | QTY | UNIT | UNIT PRICE | EXTENDED PRICE |
|----------------------------------|--|-----------|-----|------|------------|----------------|
| | Operational Testing and Evaluation | | | | | |
| 0002 | OPTION Purchase unit after lease for Aviation environment in accordance with the Derived Requirements Document | | | | | |
| 0003 | OPTION Purchase unit for Aviation environment in accordance with the Derived Requirements Document | | | | | |
| 0004 | Operator Manuals in accordance with paragraph 3.8.1 of the SOW | | | | | |
| 0005 | Maintenance Manuals in accordance with paragraph 3.8.2 of the SOW | | | | | |
| 0006 | Field Data Reporting System in accordance with paragraph 5.2.1.7 of the SOW | | | | | |
| 0007 | Training image development in accordance with paragraph 3.10.3 | | | | | |
| 0008 | Training Simulators (one simulator per unit in the field) in accordance with paragraph 3.10.3 | | | | | |
| 0009 | Install and Integration in accordance with paragraph 3.9 | | | | | |
| 0010 | Training for Aviation environment in | | | | | |

non responsive

| Contract Line Item Number (CLIN) | DESCRIPTION | CLIN TYPE | QTY | UNIT | UNIT PRICE | EXTENDED PRICE |
|----------------------------------|--|-----------|-----|------|------------|----------------|
| | accordance with paragraph 3.10 | | | | | |
| 0011 | Maintenance Training | | | | | |
| 0012 | Preventative Maintenance (per unit) in accordance with paragraph 5.2.1.3 of the SOW | | | | | |
| 0013 | Corrective Maintenance (per unit-per year) in accordance with paragraph 5.2.1.4 of the SOW | | | | | |
| 0014 | Site Preparation | | | | | |
| 0014A | Site Preparation for leased units in accordance with 3.9.1 | | | | | |
| 0014B | Site Preparation for production units in accordance with 3.9.1 | | | | | |
| 0015 | Technical Data Package in accordance with paragraph 3.5.3 of the SOW | | | | | |
| 0016 | Field Support for Test & Evaluation in accordance with paragraph 3.5.1 | | | | | |
| 0017 | Engineering Services in accordance with paragraph 4.0 of the SOW | | | | | |
| 0018 | Shipping | | | | | |

non responsive

| Contract Line Item Number (CLIN) | DESCRIPTION | CLIN TYPE | QTY | UNIT | UNIT PRICE | EXTENDED PRICE |
|----------------------------------|--|----------------|-----|------|------------|----------------|
| OPTION YEAR ONE | | | | | | |
| 1010 | Training for Aviation environment in accordance with paragraph 3.10 | non responsive | | | | |
| 1011 | Maintenance Training | | | | | |
| 1012 | Preventative Maintenance (per unit) in accordance with paragraph 5.2.1.3 of the SOW | | | | | |
| 1013 | Corrective Maintenance (per unit - per year) in accordance with paragraph 5.2.1.4 of the SOW | | | | | |
| 1017 | Engineering Services in accordance with paragraph 4.0 of the SOW | | | | | |
| | TOTAL AMOUNT OF CONTRACT AWARD | | | | | |

| LEGEND | |
|---------------|-----------------------|
| EA | Each |
| FFP | Firm Fixed Price |
| LO | Lot |
| MO | Months |
| T&M | Time and Materials |
| NSP | Not Separately Priced |

B.5 LEASE WITH AN OPTION TO PURCHASE

Up to four (4) units may be leased for a period of up to six (6) months with an option to purchase. All lease costs will be applied to the purchase price. The Delivery Order for the purchase of the leased units will be the cost of the unit less the lease cost.

B.6 TIME AND MATERIALS CLINS

The Contractor shall, when so Ordered by the Government, provide the necessary management, labor, facilities, materials, and supplies to perform tasks as stated in individual Delivery Orders (D.O.) to support the aforementioned provisioned items. Each D.O. will be issued pursuant to and within the scope of Section C, the Statement of Work. On a Time and Materials basis, the Contractor shall provide the labor hours for this contract below with Fixed Labor Rates for the basic period. The Contractor will be reimbursed for all allowable and allocable costs for materials and travel, burdened with G&A, if applicable. Each D.O. will identify the task to be accomplished, period of performance, estimated labor hours (by labor mix), and estimated material and travel costs. No profit/fee will be paid on costs for materials and travel.

| Labor Category (Basic Year) | Labor Rate |
|------------------------------------|-------------------|
| Program Manager | |
| Engineer | |
| Engineer Support (DOC CNTRL) | |
| Quality Engineer | |
| Quality Technician | |
| Manufacturing Engineer | |
| Manufacturing Technician | |
| Field Service Technician | non responsive |
| Customer Service Technical Support | |
| Call Center Support | |

| Labor Category (Option Year) | Labor Rate |
|---------------------------------|------------|
| Program Manager | |

| |
|------------------------------------|
| Engineer |
| Engineer Support (DOC CNTRL) |
| Quality Engineer |
| Quality Technician |
| Manufacturing Engineer |
| Manufacturing Technician |
| Field Service Technician |
| Customer Service Technical Support |
| Call Center Support |

non
responsive

B.6.1 Fully burdened direct labor rates

The labor rates proposed are to be fully burdened with Overhead, General and Administrative Costs, Profit/Fee and any appropriate Escalation charges. These rates shall apply for the period commencing with the date the Contract is awarded by the Government for 1 year plus 1 option year (a total of five (2) years from the date of award). The rates shall be used when billing the TSA for Delivery Orders issued during the applicable Contract period.

B.7 FIXED PRICE DELIVERY ORDERS

The Contractor shall, when so ordered by the Government, provide the necessary management, labor, facilities, materials and supplies to perform tasks as stated in individual Delivery Orders. Each Delivery Order will be issued pursuant to and within the scope of Section C, Statement of Work. The Contractor shall provide the service and/or deliverables within the parameters of the Firm Fixed Price Delivery Order.

B.8 SHIPPING

Delivery Orders will stipulate shipping requirements as necessary. Units will be shipped F.O.B origin government bill of lading for units within the United States. In the event the Government is unable to provide a government bill of lading the Contractor is required to ship F.O.B Origin and bill shipping as a separate line item on the invoice. Actual shipping costs will be paid on a cost basis; profit/fee will not be paid on these costs.

Upon award of contract the contractor will request TSA bar codes from the Government Property Manager (see Section G-1). The TSA barcodes will be placed on the units prior to packaging. The serial number will be clearly identified in bold stamp/writing on several sides of the crate/package. Upon Factory Acceptance Test (FAT) the Original Equipment Manufacturer (OEM) will provide the Government Property Manager Government Property Information Sheet (GPIS) and a DD-1149 (Government Shipping Document) with the make, model, serial number, and TSA barcode on the equipment. The Government is responsible for the transportation management of FAT units. The Contractor shall not relocate Government Property without prior approval/Government paperwork from Contracting Officer/Contracting Representative/Government Property Manager. All Government paperwork shall be delivered to the specified Government Property Manager for location identification. The Contractor shall keep track of equipment that has been Factory Acceptance Tested (FAT) by submitting to the Contracting Officer and Government Property Manager a Microsoft Excel Document that identifies site location, make, model, serial number, and TSA barcode every first day of the third month.

B.9 TRAVEL

For Engineering Support Services, the Contracting Officer will reimburse non-local travel costs on a cost plus G&A, no profit/fee basis. Travel reimbursement covers actual and reasonable costs for transportation, lodging, meals and incidental expenses and will be reimbursed in accordance with Section G, Contract Administration Data.

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**PART I – SECTION C
STATEMENT OF WORK**

1.0 OVERVIEW

1.1 Background

The Transportation Security Administration (TSA) is charged with the mission of protecting the nation's transportation systems to ensure freedom of movement for people and commerce. The mission of TSA's Office of Security Technology (OST) is to develop and implement the best security technology solutions to assist TSA in its mission. The OST counters threats to security with procedures and technologies that deter, prevent, and/or render ineffective any attempt to sabotage commerce and transportation.

1.2 Objective

In support of the mission of TSA, the OST is conducting a field experiment and pilot test of eligible Whole Body Imager (WBI) systems. Eligible systems shall meet the following criteria: independent testing to verify safety and acceptance by the Transportation Security Laboratory (TSL) after technical testing. It is the intention of TSA to lease, with option to purchase, four (4) WBI units which will be utilized as follows: one (1) unit to TSL (which may be deployed following technical testing) and up to three (3) units deployed to airports for field testing. Up to an additional 76 units may be purchased. Field experimentation shall evaluate initial effectiveness, suitability, policies, procedures and processes associated with WBI systems will be evaluated. Field data and information will be used to validate prospective solutions.

1.3 Scope of Work

To support its evaluation of WBI systems, TSA requires installation, setup, and checkout of **four (4)** WBI systems to be delivered to TSA designated sites for field and lab evaluation. Furthermore, associated engineering, operator training, operator maintenance training, training image development, and logistical support are also required. Following field testing, these services may be required for **additional production** systems. Support shall be required for the period of performance identified in Section F.

1.4 Acronyms

| Acronym | Definition |
|---------|--|
| CAP | Configuration Audit Plan |
| CAR | Corrective Action Report |
| CDRL | Contract Data Requirements List |
| CD-ROM | Compact Disc - Read Only Memory |
| CFR | Code of Federal Regulations |
| CI | Configuration Item |
| CLIN | Contract Line Item Number |
| CM | Configuration Management, Corrective Maintenance |

| Acronym | Definition |
|---------|--|
| CMP | Configuration Management Plan |
| CO | Contracting Officer |
| COOP | Continuity of Operations Plans |
| COTS | Commercial Off the Shelf |
| CSA | Configuration Status Accounting |
| CSAR | Configuration Status Accounting Report |
| CTO | Chief Technology Office |
| DAL | Data Accession List |
| DHS | Department of Homeland Security |
| DID | Data Item Description |
| DLI | Document Library Index |
| DM | Depot Maintenance |
| DO | Delivery Order |
| DODSSP | Department of Defense Single Stock Point |
| DOT | Department of Transportation |
| DVD | Digital Versatile Disc |
| ECP | Engineering Change Proposal |
| EI | End Item |
| FAA | Federal Aviation Administration |
| FAST | FAA Acquisition System Toolset |
| FAT | Factory Acceptance Test |
| FAT&E | First Article Test and Evaluation |
| FCA | Functional Configuration Audit |
| FMI | Failure Mode Identifier |
| FSD | Federal Security Director |
| FST | Field Service Technician |
| GFE | Government Furnished Equipment |
| HDBK | Handbook |
| ILS | Integrated Logistics Support |
| ISP | Integrated Support Plan |
| LRU | Line Replaceable Unit |
| MCIL | Master Configuration Item Listing |
| MDT | Mean Downtime |
| MIL | Military |
| MTBF | Mean Time Between Failure |
| MTTR | Mean Time To Repair |
| N/A | Not Applicable |
| DRD | Derived Requirements Document |
| OST | Office of Security Technology |
| PCA | Physical Configuration Audit |
| PDL | Program Document Library |

| Acronym | Definition |
|---------|--|
| PM | Preventative Maintenance |
| PMP | Program Management Plan |
| PMR | Program Management Review |
| PSR | Program Status Report |
| PTR | Program Trouble Report |
| QSP | Quality System Plan |
| RFD | Request for Deviation |
| RFW | Request for Waiver |
| RMA | Reliability, Maintainability, and Availability |
| RMP | Risk Management Plan |
| SAT | Site Acceptance Test |
| SE | Security Equipment |
| SIP | Site Installation Plan |
| SOW | Statement of Work |
| SQT | System Qualification Test |
| SRC | Service Response Center |
| SSI | Sensitive Security Information |
| SSR | Site Survey Report |
| STD | Standard |
| T&E | Test and Evaluation |
| TDP | Technical Data Package |
| TIM | Technical Interchange Meeting |
| TRN | Test Readiness Notification |
| TSA | Transportation Security Administration |
| TSE | Transportation Security Equipment |
| TSR | Transportation Security Regulation |
| TSL | Transportation Security Laboratory |
| VRTM | Verification Requirements Traceability Matrix |
| WBI | Whole Body Imager |

2.0 APPLICABLE DOCUMENTS

The following specifications, handbooks, Orders, standards, and drawings form a part of this Statement of Work (SOW) and are applicable to the extent specified herein. The latest version of these documents as of the contract date shall apply, unless a specific date for the document is specified below.

| | |
|-------------------|--|
| FAA Order 1600.2D | Safeguarding Controls and Procedures For Classified National Security Information and Sensitive Unclassified Information |
| DOT/FAA/CT-03/05 | Human Factors Design Standard for Acquisition of |

| | |
|--|--|
| | Commercial Off-the- Shelf, Non-developmental, and Developmental Systems (2003)" |
| 49 CFR 1544 | Transportation Security Regulation (TSR) Part 1544.211, Use of X-Ray Systems |
| Transportation Security Administration | WBI DRD, DHS/TSA/SEB-06/xx, Derived Requirements Document |
| 49 CFR 1520 | Transportation Security Regulation (TSR) Part 1520 |
| DHS-SCG-TSA-002 | Explosive Detection System Information and Data – Security Classification Guide, February 17, 2005 |
| | TSA STDO ILS RMA Terms and Definitions |

2.1 Military Standards

| | |
|-------------|---|
| MIL-STD-973 | Configuration Management, Interim Notice 3, 13 January 1995 |
|-------------|---|

2.2 Military Specifications

| | |
|----------------|---|
| MIL-DTL-31000C | Detail Specification – Technical Data Packages, 9 July 2004 |
|----------------|---|

2.3 Military Handbooks

| | |
|--------------|-----------------------------------|
| MIL-HDBK-61A | Configuration Management Guidance |
| MIL-HDBK-217 | Reliability Analysis |

2.4 Other Documents

| | |
|---|--|
| 49 Code of Federal Regulation (CFR) Parts 15 and 1520 | Protection of Sensitive Security Information |
| ANSI/HPS N43.17 | Radiation Safety for Personnel Security Screening Systems Using X-rays |
| ANSI/EIA 649A | National Consensus Standard for Configuration Management |

2.5 Source of Documents

Applicable documents are either freely available on the Internet or are available from the Contracting Officer (CO) upon request.

Copies of the Acquisition Management System Test and Evaluation Process Guidelines are available in the FAA Acquisition System Toolset (FAST). The on-line Internet address of FAST is: <http://FAST.faa.gov>.

Military Standards, Handbooks, and Specifications can be ordered from the Department of Defense Single Stock Point (DODSSP), Building 4/Section D, 700 Robbins Avenue, Philadelphia, PA 19111-5098. Information is available at their website, <http://dodssp.daps.dla.mil/>.

Copies of ANSI/ASQ Q9001 series standards can be obtained from the following source: American Society for Quality, 600 North Plankinton Avenue, Milwaukee, WI 53203. Phone: (800)248-1946. Information is also available at their website, <http://www.asq.org>.

Requests for copies of Government documents not covered in this Paragraph should be addressed to the Contracting Officer (CO). Requests should fully identify material desired and cite the solicitation or Contract number.

Copies of DA Pam 73-1 can be obtained through the Government or via the US Army Test and Evaluation Management Agency website at <http://www.hqda.army.mil/tema/references.htm>.

2.6 Order of Precedence

In the event of conflict between the text in this SOW and the references cited, the text of this SOW takes precedence. Nothing in this SOW, however, supersedes applicable laws and regulations unless there is a specific written exemption.

3.0 REQUIREMENTS

This SOW addresses and supports the goals of the Office of Security Technologies, the Operational Integration Division, and the Emerging Technology Program. The work directed by this SOW addresses the need to provide associated engineering, operator training, operator maintenance training, training image development, and logistical support, in Order to participate in field experimentation, pilot testing, and possible extended surveillance of WBI systems.

Data Items Descriptions (DID) referenced by their Contract Data Requirements List (CDRL) titles are to be developed in accordance with the CDRL of the same name. All data deliverables shall be prepared or updated and delivered in accordance with the corresponding CDRL items specified under the SOW requirement and are subject to Government approval.

The Contractor shall provide WBI systems for aviation to meet the requirements contained in the Derived Requirements Document in accordance with the TSL tested baseline. Please contact the TSA Contracting Officer identified in Section G if you require a copy of this document. The system shall pass all applicable radiological safety testing.

This SOW is intended to cover both the initial lease with option to purchase units for operational test purposes and the optional purchase of production units from qualifying offerors. The table in Section 3.2 defines the application of CDRLs to the Lease and production units.

3.1 Program Management

The Contractor's Program Management shall be responsible for accomplishment of all tasks required by this SOW and shall include all organizational functions required for Program Management, including preparation and delivery of the following CDRLs which are referenced in this SOW:

| CDRL # | CDRL Title | Lease | Production |
|--------|---|-------|------------|
| A001 | Program Management Plan | | X |
| A002 | Requirements Traceability Report | | X |
| A003 | Program Status Report | X | |
| A005 | Document Library Index | | X |
| A006 | Data Accession List | | X |
| A009 | Meeting Minutes | X | |
| A010 | Quality System Plan | | X |
| A011 | Configuration Management Plan | | X |
| A012 | Configuration Item Listing | | X |
| A013 | Engineering Change Proposal | | X |
| A014 | Request for Deviation | | X |
| A015 | Request for Waiver | | X |
| A016 | Configuration Status Accounting Report | | X |
| A017 | Configuration Audit Plan | | X |
| A018 | Configuration Audit Summary Report | | X |
| A025 | Factory Acceptance Test Plan | X | X |
| A026 | Factory Acceptance Test Procedures | X | X |
| A027 | Factory Acceptance Test Report | X | X |
| A028 | Site Acceptance Test Plan | X | X |
| A029 | Site Acceptance Test Procedures | X | X |
| A030 | Site Acceptance Test Report | X | X |
| A031 | Operations Manual | X | |
| A032 | Maintenance Manual | | X |
| A033 | Installation/Integration Manual | | X |
| A038 | Personnel List | X | X |
| A040 | Physical and Communications Security Breach/Incident Report | X | X |
| A041 | Training Syllabus (Operator) | | X |
| A042 | Training Materials (Operator) | | X |
| A050 | Type 2 Technical Data Package | | X |
| A051 | Request for Developmental Deviation | X | |
| B002 | Site Installation Plan | | X |
| C001 | Maintenance Program Management Plan | | X |
| C002 | Maintenance Program Status Report | | X |
| C003 | Maintenance Requirements Traceability Report | | X |
| C004 | Maintenance TSE Database | | X |

| | | | |
|------|------------------------------------|--|---|
| C005 | Maintenance Document Library Index | | X |
| C006 | Maintenance Data Accession List | | X |
| C007 | Maintenance Meeting Minutes | | X |
| C008 | Integrated Support Plan | | X |
| C009 | Continuity of Operations Plan | | X |
| C010 | Maintenance Implementation Plan | | X |
| C011 | Transition Plan | | X |
| C013 | Training Syllabus (Maintainer) | | X |
| C014 | Training Materials (Maintainer) | | X |
| C016 | TSE RMA Metrics | | X |
| C019 | Maintenance Cost Report | | X |
| C021 | WBI RMA Metrics | | X |
| C022 | FDRS Database | | X |
| C047 | Training Syllabus (Maintainer) | | X |
| C048 | Training Materials (Maintainer) | | X |

3.1.1 Program Management Organization

The Contractor shall establish and maintain a formal organization to manage the WBI System Contract and associated Subcontracts. The Contractor shall develop and implement a Management Program to efficiently and effectively execute the requirements of this Contract to include: manufacture, program management, systems engineering, configuration management, quality assurance, integrated logistics support, training, hardware engineering, software engineering, program planning and control, reliability and maintainability, Subcontract management, management of Government furnished resources, risk management, security, production, contract management, costs/schedule management, and performance measurements.

The Contractor shall identify in Section G of this Contract, the Program Manager who is responsible for accomplishment of all tasks required by this SOW and who is authorized to commit on behalf of the company. The Program Manager shall organize, plan, schedule, implement, control, analyze, and report on all elements of the Contract. The Program Manager shall have resources and authority to ensure efficient and timely program execution and shall be the Contractor's focal point for all required program tasks. The Contractor's Program Manager shall be prepared at all times to present and discuss the status of Contract activities, requirements, and issues.

The Contractor shall prepare and deliver a Program Management Plan (PMP) in accordance with the referenced CDRL for the WBI System.

CDRL A001 Program Management Plan (PMP)

3.1.2 Risk Management

The Contractor shall identify cost, schedule and technical risks and describe how it will effectively manage these risks throughout the performance of this Contract. The Contractor shall describe its risk management program in the Risk Management Plan (RMP).

The Contractor shall quantify risks with respect to the impact on integration, installation, performance, technical parameters, schedule, and cost. The Contractor shall identify risks and assign a priority for developing a recommended course of action. The Contractor shall develop and maintain a list identifying, analyzing, and classifying program risks. Program risks shall be classified as low, medium, or high priority. The Contractor shall conduct risk mitigation planning for risks considered medium or high priority. The Contractor shall provide the status of and mitigation actions for identified program risks at Program Management Reviews (PMRs) and in the Program Status Reports (PSRs).

3.1.3 Meetings and Reviews

The Contractor shall prepare and submit meeting agenda and presentation materials to the Government at least five (5) business days in advance. The Contractor shall be prepared to substantiate assumptions made and methodologies used in arriving at recommendations or conclusions. The Contractor shall record meeting minutes during all meetings. The Contractor shall prepare formal written minutes, accompanied by a summary of action items and all presentation materials used, for Government approval. Meetings and reviews shall not be considered finalized until the Government has approved the minutes.

Support provided by the Contractor shall include, but is not limited to, facilities, materials, office equipment, clerical personnel, mockups, technical data, and Subcontractor participation (when appropriate).

CDRL A009 Meeting Minutes

3.1.3.1 Post Award Conference

A post award conference will be conducted at the Contractor site, TSA Headquarters, Arlington, VA, or an alternate site specified by the Government, within thirty (30) calendar days after contract award. The TSA will designate Government conference attendees and will identify any unique conference support requirements. The Contractor shall prepare and deliver meeting minutes within five (5) business days for the conference in accordance with the referenced CDRL.

3.1.3.2 Program Management Reviews

The Contractor shall conduct and administratively support monthly Program Management Reviews (PMRs) at a Contractor site, TSA Headquarters in Arlington, VA or an alternate site specified by the Government. Typically PMRs will alternate between the Contractor site and TSA Headquarters. The Contractor's PMRs shall be targeted for no more than one day in length. Attendance will generally be limited to 5-10 key Government personnel and 5-10 Contractor personnel. The Government reserves the right to replace a formal

monthly review with a less formal update completed by teleconference, to change the location of the reviews at any time, and to increase or decrease the frequency of reviews as required

PMRs shall include, at a minimum, a review and status of the following topics as applicable:

- Major accomplishments during reporting month
- Work to be accomplished in the next month
- Delivery Order (DO) and Contract Line Item Number (CLIN) status
- CDRL status
- Corrective Action Report (CAR)
- Program Trouble Report (PTR) status
- Cost, schedule, and performance (technical) aspects of the Contract
- Technical and implementation problems/issues
- Risk identification, assessment, impact, priority, mitigation plans and status
- Updated VRTM
- ECP, RFD, and RFW status / Request for Developmental Deviation
- Subcontractor's technical progress on all assigned tasks
- Status of previous PMR action items
- New PMR action items
- Determination of date for next PMR

3.1.3.3 Technical Interchange Meetings

The Contractor shall conduct and administratively support periodic Technical Interchange Meetings (TIMs) at the Contractor site, TSA Headquarters, Arlington, VA, or an alternate site specified by the Government. During the TIMs, the Contractor and the Government will discuss specific technical activities, including studies, design issues, technical decisions, test plans, test results, and implementation concerns to ensure continuing Government visibility into the technical progress of the Contract.

3.2 Program Control

The Contractor shall report on cost, schedule, and technical progress in meeting reviews/status reports. Program Status Reports shall be provided monthly and shall address cost, schedule, technical progress, and status of deliverables. The reports shall address problems/risks in the Contractor's functional areas.

CDRL A003 Program Status Report

3.2.1 Program Trouble Report Database

The Contractor shall establish and maintain a PTR database. This database shall be a collection of data that documents problems relative to the design, production, and test of WBI hardware and software. The Contractor's PTR system shall be described in the PMP.

3.2.2 Program Document Library

The Contractor shall maintain a digital Program Document Library (PDL) that contains all documents/data generated by the Contractor or provided to the Contractor by the Government during the performance of this Contract. The Contractor shall provide authorized Government personnel access to the PDL. The list of documents included in the PDL shall be listed in the Document Library Index (DLI). Documents/data provided by Government in paper only formats are exempt from digital storage requirement.

The Contractor shall prepare and deliver the Document Library Index in accordance with the referenced CDRL.

CDRL A005 Document Library Index

3.2.3 Data Accession List

The Data Accession List (DAL) shall list all internally generated documentation, not otherwise deliverable to the Government, used by the Contractor to develop, test, and manage the program.

The Contractor shall prepare and deliver the Data Accession List in accordance with the referenced CDRL.

CDRL A006 Data Accession List

3.3 Quality Program

3.3.1 Quality Assurance

The Contractor shall establish, implement and maintain a documented quality assurance system in accordance with Section E of this contract, and shall prepare a Quality System Plan (QSP) as tailored in the DID, as a means of assuring compliance with all requirements of the Contract. The Contractor shall require that sub-suppliers have an appropriate documented quality system that controls the quality of the services and supplies provided. The Contractor shall identify a single point of contact for all communication on quality-related issues a representative who is responsible for accomplishment of all quality assurance tasks required by this SOW. The Contractor's Quality Manager shall be prepared and available at all times to present and discuss the status of quality activities, requirements, and problems.

The Contractor shall prepare and deliver a Quality System Plan in accordance with the referenced CDRL.

CDRL A010 Quality System Plan (QSP)

3.4 Configuration Management Program

3.4.1 Configuration Management

The Contractor shall establish, implement, and maintain a Configuration Management (CM) Program based on the MIL-STD-973 and ANSI/EIA 649A, with supplemental guidance from MIL-HDBK-61A and EIA-HB-649. Contractor deliverables shall follow the detailed guidance from MIL-STD-973. The CM program shall provide an organizational structure with configuration identification and control methods, configuration audits, and configuration status accounting procedures for hardware and software. The Contractor shall identify a single focal point, under the Program Manager, who will serve as the primary point of contact for all communication on CM-related issues. The CM requirements are applicable to all deliverables under this Contract. The Contractor shall comply with government guidance on document classification and SSI as described in Section 3.11.

The Contractor shall deliver document deliverables in both hardcopy and softcopy formats; softcopy should be delivered, as a minimum, in a standard format (e.g. PDF); deliveries of large and multiple documents should be on physical media (e.g. CD-ROM or DVD).

Note: Any reference to "Military" in the MIL-STD is to be interpreted as the Government for this Contract.

3.4.1.1 Configuration Management Plan

The Contractor shall develop a Configuration Management Plan (CMP) using MIL-STD-973 Subparagraph 5.2.1 as a guide. The CMP will be submitted for review and approval in accordance with the CDRL and DID. Upon Government approval the Plan will be implemented and followed. The CMP will be updated as required and submitted for approval prior to implementation of any changes. The CMP shall be prepared and submitted as a separate bound volume.

CDRL A011 Configuration Management Plan (CMP)

3.4.1.1.1 Configuration Baselines

The Contractor shall maintain the configuration baseline and the required documentation to support this baseline. The approved Product Baseline will be established after successful completion of the Functional Configuration Audit (FCA) and Physical Configuration Audit (PCA). MIL-STD-973 Paragraph 5.3.4 and Subparagraphs 5.3.4.1, 5.3.4.1.3, and 5.3.4.2 shall be followed for establishing and maintaining the Product Baseline.

3.4.2 Configuration Identification

The Contractor shall retain all documentation for identification, control and status accounting of any Configuration Item (CI) throughout the program life cycle. The Contractor shall identify each CI and its configuration documentation in accordance with MIL-STD-973 Paragraph 5.3.6 and Subparagraphs 5.3.6.3

through 5.3.6.6, 5.3.6.6.2, 5.3.6.7, 5.3.6.7.1 through 5.3.6.7.3. The configuration item identification shall be available in a Configuration Item Listing (MCIL).

CDRL A012 Configuration Item Listing

3.4.3 Configuration Change Management (Configuration Control)

The Contractor shall apply configuration control measures to each baseline CI and its configuration documentation in accordance with MIL-STD-973 Paragraph 5.3.5 and Subparagraph 5.3.5.1. The Contractor's configuration control system shall provide effective means, as applicable, for proposing changes to CI and ensuring implementation of the approved change. The Contractor shall maintain configuration control of hardware, software, firmware, and developmental/commercial documentation. The Contractor shall maintain configuration control of hardware to the Line Replaceable Unit (LRU) level and software to the version level.

Changes represent opportunities for improvement. Desired changes are documented in requests for change in the form of an Engineering Change Proposal (ECP), Request for Deviation (RFD), or Request for Waiver (RFW), which are uniquely identified. All change requests are entered, tracked, controlled, and documented.

ECPs are requests to incorporate a permanent change to product configuration, which produces a new baseline. RFDs are requests to temporarily incorporate a known departure from product requirements. Authorized deviations are a temporary departure from requirements and do not constitute a permanent change. RFDs must state actions to be taken at the end of the temporary deviation (e.g. restoration to original configuration). RFWs are requests to incorporate a known departure from product requirements. Authorized waivers are for specific quantities of product and do not constitute a change to the baseline configuration or its documentation.

3.4.3.1 Engineering Change Proposal

The Contractor shall establish and maintain a system for tracking, control, and submittal of engineering changes in accordance with MIL-STD-973 Paragraph 5.4 including all Subparagraphs except the following: 5.4.2.3.3.1.2, 5.4.2.3.5.1, 5.4.2.3.5.2, 5.4.2.3.6.2 – 5.4.2.3.6.5, 5.4.2.4.4, and 5.4.2.4.5.

CDRL A013 Engineering Change Proposal (ECP)

3.4.3.2 Request for Deviation

The Contractor shall establish and maintain a system for tracking, control, and submittal of deviations in accordance with MIL-STD-973 Paragraph 5.4.3 and Subparagraphs.

CDRL A014 Request for Deviation

3.4.3.3 Request for Waiver

The Contractor shall establish and maintain a system for tracking, control and submittal of waivers in accordance with MIL-STD-973 Paragraph 5.4.4 and Subparagraphs.

CDRL A015 Request for Waiver (RFW)

3.4.4 Configuration Status Accounting

The Contractor shall maintain a Configuration Status Accounting (CSA) Information System to assure accurate identification of each CI. The Contractor shall ensure that the CSA information is provided to the Government on a periodic basis. The CSA information shall be provided as a monthly Configuration Status Accounting Report (CSAR). The Contractor shall use MIL-STD-973 Paragraph 5.5 and associated appendices for guidance in establishing the CSA Information System. The CSA System shall be described in the CM Plan.

CDRL A016 Configuration Status Accounting Report (CSAR)

3.4.5 Configuration Audits

The Contractor shall perform Contractor configuration audits using MIL-STD-973 Paragraph 5.6 and Subparagraphs. The Contractor shall prepare and submit a Configuration Audit Plan for their FCAs and PCAs. The Contractor shall be responsible for ensuring that Subcontractors, vendors, and suppliers participate in the configuration audits, as proposed and approved via the Configuration Audit Plan. The Contractor shall prepare and submit a Configuration Audit Summary Report documenting their resolution of the findings of each audit.

The Contractor shall support Government configuration audits using MIL-STD-973 Paragraph 5.6 and Subparagraphs.

CDRL A017 Configuration Audit Plan (CAP)

CDRL A018 Configuration Audit Summary Report

3.4.5.1 Functional Configuration Audit (FCA)

The Contractor shall support a Functional Configuration Audit (FCA) using MIL-STD-973 as guidance. The FCA shall be conducted in conjunction with the First Article Test and Evaluation (FAT&E). The FCA will include the verification of system and individual requirements irrespective of the test guidance provided from any requirements or verification test matrix. The intent is to audit the attainment of all functional requirements and to validate their attainment during the FCA. Upon successful completion of the FCA, a Physical Configuration Audit will be performed.

3.4.5.2 Physical Configuration Audit (PCA)

The Contractor shall support a Physical Configuration Audit (PCA) of a first production article of the procured system prior to the start of production. Subcontractor, vendor, and the supplier PCA(s) shall be performed for CI developed for the procurement or modified for use by other than the prime Contractor. Successful completion of the PCA shall include, but not be limited to, successful conclusion of FCA and Government approval of the Contractor's final submission of the associated CDRL items.

3.5 Major System Components

The WBI units shall consist of the following components:

- Single WBI Unit
- 17" monitor
- Keyboard and Mouse
- Windows XPe
- Side-by-side image display
- Year 1 Parts & Labor Warranty (in accordance with Section H.8)

3.5.1 Operational Test & Evaluation Units

The leased units shall be made available immediately upon contract award. CLIN(s) 0001AA, 0001AB, and 0001AC field experimentation units will be used for the Government to conduct operational testing of prototype units to assess operational effectiveness and suitability when used by representative field operators in the intended operational environment (airport). CLIN 0001AD OT&E unit will be used for laboratory testing at the Transportation Security Lab (TSL).

The Contractor shall provide and install all hardware and software required for the WBI System leased units at the Government specified sites.

The Government will conduct a baseline configuration audit at the Contractor's plant prior to any test units being packaged and shipped. The Government will also monitor the Contractor's First Article Test (FAT) prior to test units being packaged and shipped. The Contractor shall support the Government's configuration baseline audit with engineering support and allow access to/copies of all documentation and drawings requested by the auditors. The Contractor shall conduct FAT and provide results to representatives designated by the Government.

The Contractor shall conduct Site Acceptance Test (SAT) to verify successful completion of installation and operational readiness. The Contractor shall provide documentation and instruction on the operation of the leased units, including the concept of operations. The Contractor shall provide procedures/training on the use of any screening tools and image interpretation.

The Contractor shall provide the Government approved training materials and shall conduct operator and maintenance training in accordance with Section 3.10 for up to fifteen (15) personnel.

The Contractor shall provide on-site technical support for at least the first seven (7) days of the operational test at each site, with an additional seven (7) days as an option if the Government decides that performance of the equipment warrants the additional period.

The Contractor shall provide maintenance support for all leased units during the entire lease period. Maintenance response times and procedures shall be the same as proposed for full deployment, with the exception that all scheduled and corrective maintenance during the test period shall be reported to and coORDinated with the Government or its designated representatives.

These units shall be maintained under configuration management from their baseline configuration in accordance with Section 3.4 of this SOW. In lieu of Sections 3.4.3.1 – 3.4.5.2, any changes required shall be submitted on a Request for Developmental Deviation for approval by the government. The Contractor shall prepare and deliver a Request for Developmental Deviation in accordance with the referenced CDRL.

CDRL A051 Request for Developmental Deviation

Lease termination may be put into effect for units not receiving further contracts. The individual contractors shall be responsible for all effort and costs involved in the removal of OT&E units upon lease termination.

3.5.2 Optional Production Units

The Contractor shall provide and install all hardware and software required for the production WBI System units.

The production units shall be housed at the Contractor's facility until such time the Government specifies delivery to a site. These units shall be maintained under strict configuration management in accordance with Section 3.4 of this SOW. The Contractor shall not alter these units in any way without the express approval of the Government.

3.5.3 Level 2D Technical Data Package (CLIN 0014)

The Contractor shall develop a Level 2D Technical Data Package (TDP) in accordance with the requirements established in Detail Specification MIL-DTL-31000C, Technical Data Packages for commercial drawings.

The TDP shall provide engineering and technical information on all assemblies and subassemblies identified as lowest replaceable units in the associated maintenance documentation, as required to support preventative and corrective maintenance actions and associated provisioning. The TDP shall include models, drawings, lists, specifications, standards, performance requirements, quality assurance requirements, software documentation and packaging details.

The TDP shall be placed under configuration management and shall be updated concurrently with all approved Engineering Change Requests.

The Technical Data Package shall incorporate all versions of the equipment, all embedded software, all conversion 'kits' and all defined options that affect the configuration of the equipment.

The Contractor shall deliver both hardcopy and electronic (as available) versions of the TDP consistent with the equipment designated for First Article Test and Evaluation and subsequent, approved changes.

The Contractor shall prepare and deliver the Level 2D Technical Data Package in accordance with the referenced CDRL.

CDRL A050 Level 2D Technical Data Package

3.6 System Refresh, Upgrade, and Technology Infusion

The Contractor may provide routine updates, upgrades, design modifications, and performance improvements for WBI Systems. Additionally, the Contractor is encouraged to independently propose engineering changes to Product Baseline WBI Systems or other requirements of this Contract due to available technology enhancements. These enhancements may be proposed to save money or energy, improve performance, satisfy increased data processing requirements, or for the replacement of equipment and software due to technological advancement. All such proposed modifications to Product Baseline WBI Systems shall be accomplished as Engineering Changes under the Configuration Management Program. The Contractor shall include a risk benefits analysis to include life cycle and transition planning for any proposed modification.

3.7 Test and Evaluation Program

The Contractor shall:

- (1) Plan and conduct Contractor tests; and
- (2) Support Government conducted testing and continuous assessment.

3.7.1 General Test Program

The Contractor's responsibilities for the WBI test program shall include the following activities:

- (1) Provide and maintain a single point of contact for the T&E program;
- (2) Conduct and/or support those T&E program activities described within this SOW and the Derived Requirements Documentation for WBI. A Contractor Verification Requirements Traceability Matrix (VRTM) shall list each requirement to be verified in each test with a reference to the appropriate requirement paragraph including test location and test method;
- (3) Conduct, or support the Government in conducting, a Test Readiness Review (TRR) prior to performing any formal test;
- (4) Notify the Government at least seven (7) business days prior to commencement of all formal Contractor conducted T&E, and permit the Government to witness the test;

- (5) Conduct tests according to Government approved test plans, test cases, and test procedures. Tests may be witnessed by an authorized Government representative;
- (6) Perform all data reduction associated with Contractor testing, and furnish analysis methods and results to support claims of T&E success;
- (7) If requested by the Government, provide within fifteen (15) days after the completion of a formal Contractor conducted test copies of all original data collected during the Contractor-conducted test;
- (8) Develop Factory Acceptance Test (FAT) Plans and Procedures. The FAT Plans and Procedures shall be provided for Government approval prior to submitting the first unit for FAT;
- (9) Conduct FAT on each unit prior to shipping to the sites for installation and report the results;
- (10) Develop Site Acceptance Test (SAT) Plans and Procedures. The SAT Plans and Procedures shall be provided for Government approval at the same time the FAT procedures are submitted;
- (11) Conduct SAT on-site for each unit;
- (12) Follow Configuration Management guidelines contained in MIL-HDBK-61; and
- (13) Provide additional support as directed by the Government in support of independent operation testing and evaluation efforts, including interfacing with Government test personnel.

3.7.2 General Test Requirements

Prior to commencing testing, the Contractor shall identify the configuration of the system to be tested. The configuration shall not be changed or modified during test and evaluation without concurrence from the Government. During Contractor testing, the Contractor shall ensure that each test procedure is considered complete only when the test executes without aborts or errors, unless attributable to a procedure that has been acknowledged as faulty by the Government. The Contractor shall conduct T&E using Contractor developed and Government approved test plans and procedures. The Contractor shall obtain written Government approval prior to changing any T&E procedures.

The Contractor shall provide the necessary test equipment and shall ensure its availability, proper calibration, full operational status, and operation as documented by the test equipment manufacturer. The Contractor shall obtain prior written approval from the Government before using unique or modified commercial test equipment not specified in the approved test plans and procedures. In the event of test equipment failure, test equipment damage, or faulty operation, the Government may require the Contractor to verify calibration of any test equipment provided by the Contractor.

The Contractor shall record all inputs, outputs, and test results as described in the approved test procedures. Anomalies, test deviations, test equipment substitutions, members of the test team, and any other significant events and the start and stop time for each test shall be documented in the Contractor's test logbook.

3.7.3 Test Readiness Notification/Review

The Contractor shall provide the Government a Test Readiness Notification (TRN) at least seven (7) business days prior to conduct of each formal test. The TRN shall include, but not be limited to identifying the following information: Contract Number/Delivery Order Number/Line Item/serial number(s) of the unit(s) to be tested, type of test to be conducted, open test anomalies observed to date, deviations/waivers requested and/or approved, test procedure status (approved/disproved, version/date), configuration of the unit(s) (serial number(s)/revision level(s)) to be tested, and software version. Prior to commencing a formal test, a Test Readiness Review (TRR) shall be conducted with the Government's designated representative.

3.7.4 Test and Evaluation Planning

The Contractor shall support Government testing and prepare the following test plans/procedures for Government approval in advance of initiating the test program. These plans and procedures shall be designed to ensure the tests are capable of being repeated with substantially similar results. Each plan shall include a detailed schedule for conduct of the test. The plan/procedure shall identify specification and lower-level derived requirements to be verified by the test, with general descriptions of methods to be used for verification. The Contractor VRTM shall be included in each test plan/procedure and list each specification and lower-level derived requirement to be verified in that test with a reference to the appropriate requirement paragraph including test location and test method.

3.7.4.1 Contractor Certification of Conformance

The Contractor shall provide an independent Certificate of Conformance to verify compliance as specified in applicable safety standards. The Contractor is solely responsible for obtaining all applicable certification from the appropriate independent audit/test agency, (UL, IEC, etc.)

3.7.4.2 Factory Acceptance Test

The Contractor shall conduct FAT for each unit, in accordance with the FAT Plan and Procedures prepared by the Contractor, and approved by the Government. The Government may elect to witness the FAT.

3.7.4.2.1 Factory Acceptance Test Plan

The Contractor shall prepare and submit a FAT Plan that describes methods for testing, evaluating, and accepting the unit at the Contractor site for shipment to delivery sites. The FAT Plan shall define the range of tests, system initialization requirements, input data, expected output, and the criteria for evaluating test results. The Contractor shall identify schedules and all test and evaluation resources required, including personnel, equipment, and facility.

CDRL A025 Factory Acceptance Test (FAT) Plan

3.7.4.2.2 Factory Acceptance Test Procedures and Reports

The Contractor shall prepare and submit Factory Acceptance Test (FAT) Procedures. The Contractor shall use the FAT Procedures for each FAT. The Contractor shall ensure that the test procedures indicate traceable paths to the approved Contractor VRTM. The Contractor shall prepare and deliver to the Government a Factory Acceptance Test (FAT) Report at the conclusion of each test.

CDRL A026 Factory Acceptance Test (FAT) Procedures

CDRL A027 Factory Acceptance Test (FAT) Report

3.7.4.3 Site Acceptance Test

The Contractor shall conduct a SAT at every installation site location for each installation, in accordance with the Government-approved SAT Plan and Procedures. The SAT will confirm that the unit is properly set up, operationally configured, and remains in compliance with contractual requirements. The SAT will be witnessed by Government-designated representative(s).

3.7.4.3.1 Site Acceptance Test Plan

The Contractor shall prepare and submit a SAT Plan that describes methods for testing, evaluating, and accepting the WBI systems at each site. The Contractor's SAT Plan shall define the range of tests, system initialization requirements, input data, expected output, and the criteria for evaluating test results. The Contractor shall identify and provide all contractor test and evaluation resources required, including personnel, and equipment.

CDRL A028 Site Acceptance Test (SAT) Plan

3.7.4.3.2 Site Acceptance Test Procedures and Reports

The Contractor shall prepare and submit SAT Procedures that detail the step-by-step test process to be conducted during each SAT. The Contractor shall ensure the test procedures indicate traceable paths to the approved Contractor VRTM. The Contractor shall prepare and deliver to the Government a SAT Report at the conclusion of each test.

CDRL A029 Site Acceptance Test (SAT) Procedures

CDRL A030 Site Acceptance Test (SAT) Report

3.8 Technical Manuals

The Contractor shall utilize FAA-D-2494/B Appendix I, Commercial Instruction Books, as a guide in developing the below listed manuals, including any supplemental data required to augment any commercial manuals. The Contractor shall ensure and certify that all technical manuals are current, accurate, and complete before submitting to the Government for validation and acceptance. The Contractor shall plan, coordinate, conduct and document a formal verification and validation of each of the below listed manuals.

3.8.1 Operations Manual

The Contractor shall develop an Operations Manual that describes all functions for the operation of the WBI System. The Operations Manual shall include detailed instructions on how to execute each function. The Operations Manual shall include any troubleshooting guidance necessary or appropriate to resolve errors; not requiring corrective maintenance by qualified technicians. The Operations Manual shall describe any operations of the Contractor's network management, remote monitoring and control system functions, and procedures.

The Contractor shall provide an Operations Manual in accordance with the referenced CDRL.

CDRL A031 Operations Manual

3.8.2 Installation/Integration Manual

The Contractor shall develop an Installation/Integration Manual that describes the necessary instructions/requirements for the installation, setup, and configuration of the WBI. The Installation/Integration Manual shall include any special instructions/requirements such as orientation, environmental conditions, power connectivity, maintenance access, that would impact installation, operational, and/or maintenance capabilities.

The Contractor shall provide an Installation/Integration Manual in accordance with the referenced CDRL.

CDRL A033 Installation / Integration Manual

3.8.3 Maintenance Manual

The Contractor shall develop a Maintenance Manual to support on-site scheduled (preventative) and unscheduled (corrective) maintenance performed by maintenance technicians. The Maintenance Manual shall indicate the type and frequency of preventative maintenance actions, including instructions on how to perform each action. The Maintenance Manual shall contain instructions on performing corrective maintenance including diagnostics and repair actions. The Maintenance Manual shall describe any maintenance requirements for the Contractor's network management, remote monitoring and control system functions.

The Contractor shall provide a Maintenance Manual in accordance with the referenced CDRL.

CDRL A032 Maintenance Manual

3.9 Site Implementation, Installation and Integration Support

The Contractor shall collaborate with the Government's installation and engineering support contractors as they support and assist government project personnel in coordination of engineering and installation activities.

3.9.1 Site Preparation

The Contractor shall prepare and submit a Site Preparation Requirements document that satisfies the site implementation requirements. When directed by the CO, the Contractor shall coordinate with responsible stakeholders and conduct site survey(s). The site survey(s) shall describe the site preparation requirements, site specific deficiencies, and, as required, provide rough Order of magnitude estimates of cost, schedule and major milestones to complete integration, installation, acceptance testing and initial operational capability. The survey(s) of the site(s) shall consider special service requirements for electrical power, climate control, communication services, floor loading, equipment handling, and access clearance requirements. The Contractor shall consult with the appropriate TSA, airline and/or airport representatives to determine any special operational or facility considerations including existing or planned facility modification or construction that must be accommodated. Site preparation activities may include, but are not limited to, the following:

- (1) Providing all necessary pre-installation support;
- (2) Obtaining all necessary approvals, permits, authorizations, etc. required for providing utilities (heating, ventilating, air-conditioning, and power) and space for the security equipment installation, including securing building permits in accordance with local, state and national building codes and requirements;
- (3) Site modification services to include rigging, transportation, electrical, and any others as needed, including piping, ceiling and flooring and similar site modifications, etc. as required by the physical configuration of the equipment;
- (4) Isolating the security equipment and providing privacy facilities for security screeners, as required;
- (5) Purchasing/assembling/rehabilitation of material in support of installation work; and
- (6) Coordinating the schedule for equipment deployments, and arranging or providing support for the delivery segment between the facility delivery point and the specific installation location.

CDRL B002 Site Installation Plan

3.9.2 Delivery, Installation Support, and Check-out

The Government will select installation sites. The Contractor shall:

- Coordinate deliveries with the Contracting Officer's Technical Representative (COTR) or the COTR's representative;
- Package, ship, and deliver systems to the site;
- Prepare the site for installation at the direction of the CO;
- Perform set-up, check-out, and quality control tests and diagnostics; and
- Install and perform the Site Acceptance Testing (SAT) under Government supervision.

The Contractor shall be responsible for final power hook-up and disposal of the shipping crates. TSA will notify the contractor of installation dates. The Government plans for the installation sites to be, PHX, LAX and JFK although these plans may be changed. The Government will identify installation sites in each individual Delivery Order.

Installation, integration, and testing of WBI systems shall be coordinated to minimize disruption or interference with transportation operations. The Contractor shall perform work outside of normal business/operation hours (i.e. at night, during weekends, or other varied non-operational hours) when possible. If dismantling of existing facilities or equipment or other measures are necessary to complete the installation, the Contractor shall be responsible for the full restoration to pre-installation conditions of these unrelated facilities or equipment as required by the TSA and local authorities.

3.9.3 Equipment Removal

In the event a unit needs to be removed from an installed site, the Contractor shall inventory, pack, and perform all activities associated with the preparation for shipping of the removed hardware. The Contractor shall pack the equipment in accordance to the terms set forth in Section D. The Contractor shall remove all debris on the site resulting from removal. The Contractor shall discard all debris in an appropriate facility off-site.

3.10 Training

The contractor shall conduct initial operator and maintenance training at each installation site. As directed by the CO, training shall consist of up to sixteen operator classes and four preventative maintenance class. The maximum class size is ten (10) personnel per class. Operator classes shall be conducted using TSA-approved course materials and shall be of sufficient duration to completely and effectively train qualified operators and meet the personnel training requirements of ANSI/HPS N43.17 Radiation Safety for Personnel Security Screening Systems Using X-rays. The preventative maintenance class shall be conducted using TSA-approved course materials and shall be of sufficient duration to completely and effectively train personnel to conduct on-site maintenance at their requisite level of repair. Each trainee will receive a hardcopy of the training material.

3.10.1 Operator Training

Operator Training: The Contractor shall conduct Operator training in accordance with the TSA-approved training program at each airport site. The Contractor shall supply all training materials as listed in the training syllabus. The Operator training shall be comprised of those functions that the equipment users are required to perform in Order to properly and safely operate the system. The course of instruction shall include operation, skill development and practical applications that are required to successfully operate the system. The Contractor shall ensure that this training is attuned and matched to the capacity, qualifications, and skill level of the intended operators and supervisors performing similar type inspections. The Contractor shall devise a methodology to verify operator proficiency in system operation (including preventative maintenance, as appropriate), to certify readiness to enter independent operational testing.

CDRL A041 Training Syllabus (Operator)

CDRL A042 Training Materials (Operator)

3.10.2 Preventative Maintenance Training

The Contractor shall conduct operator maintenance training at each airport site in accordance with the TSA-approved training program. The Contractor shall supply all training materials as listed in the training syllabus. The Preventative Maintenance Training shall include the maintenance concepts, use of support equipment, adjustments, built-in tests, performance verifications and scheduled maintenance necessary to ensure proper operation of the system. The Contractor shall ensure that this training is matched and attuned to the skill level, qualifications, and capacity of the intended on-site maintenance personnel and supervisors performing similar type work.

CDRL C013 Training Syllabus (Maintenance)

CDRL C014 Training Materials (Maintenance)

3.10.3 Training Simulators and Image Library

The Contractor shall develop a prototype training image library according to the requirements of the Derived Requirements Document, and in consultation with the Transportation Security Laboratory. Please contact the TSA Contracting Officer identified in Section G if you require a copy of this document. Requirements concerning nature, number, and specific types will be provided by the CO after contract award. In addition to the training image library, simulators will be required (one simulator per fielded unit). The simulators shall be software that runs on commercial PCs', allows for the playback of images, and simulate all the controls and functionality of the system.

3.11 Security

The Contractor shall develop, apply and maintain effective security practices in accordance with the following requirements:

- 49 CFR Part 1520 Protection of Sensitive Security Information
- Department of Homeland Security, Explosives Detection Systems Information and Data, Security Classification Guide, February 17, 2005

Any documents containing Sensitive Security Information (SSI) as defined in 49 Code of Federal Regulations (CFR) Parts 15 and 1520 shall contain the following statement:

“WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR Parts 15 and 1520. No part of this record may be disclosed to persons without a “need to know”, as defined in 49 CFR Parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. Government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR Parts 15 and 1520.”

The Contractor shall request written Government approval prior to release of any information text, images or video associated with this Contract.

The Contractor shall document all incidents through the Physical and Communications Security Breach/Incident Report. The Contractor shall notify the Government of such incidents, which include:

- (1) Actual or suspected unauthorized attempts to penetrate a WBI System.
- (3) Actual or suspected attempt to subvert the WBI Systems.

CDRL A040 Physical and Communications Security Breach/Incident Report

3.11.1 Personnel List

The Contractor shall develop a personnel list detailing all persons requiring airport access to conduct maintenance or system installation of a WBI System.

CDRL A038 Personnel List

4.0 ENGINEERING SERVICES

4.1 Labor

The Contractor shall provide the services of engineers and technicians to perform support tasks that may be specified in a Delivery Order. These tasks may include, but not be limited to:

- Site Installation (Reference [Section 3.9](#) in this SOW)
- Witnessing and assisting in operational and field tests

- Troubleshooting and correction of problems that may arise before, during, and after successful completion of tests

Skill level requirements are outlined in Section G of this Contract.

4.2 Materials

The Contractor shall provide material(s) required to support tasks that may be specified in a Delivery Order. These tasks may include, but not be limited to:

- Approved Engineering Change Proposals (ECPs)
- Site Installation (Reference Section 3.9 in this SOW)
- Unique configurations required at a specific installation site
- Correction of problems that may arise before, during, and after successful completion of tests

5.0 INTEGRATED LOGISTICS SUPPORT (ILS)

5.1 ILS PROGRAM REQUIREMENTS

The services required by this section shall be performed in accordance with this SOW. The Contractor shall provide program management, quality assurance, configuration management, maintenance (preventative and corrective), and training to maintain fielded out-of-warranty WBI and provide all deliverables in accordance with this SOW.

5.1.1 Maintenance Program Management

The Contractor shall establish and maintain a formal organization to manage the maintenance portion of the contract and associated subcontracts. The Contractor shall develop and implement a Maintenance Management Program that efficiently and effectively executes the requirements of this SOW. The Contractor's Management Program shall be described in the Maintenance Program Management Plan (PMP). Additionally, the Contractor shall identify in the Maintenance PMP the company's Maintenance functional and Maintenance technical representatives, who will respond to requests for information from their Government counterparts.

The Contractor shall prepare and deliver the Maintenance Program Management Plan in accordance with the referenced CDRL.

CDRL C001 Maintenance Program Management Plan (PMP)

The Contractor shall identify in Section G of the Contract, the Maintenance Program Manager who is responsible for accomplishment of all tasks required by this section and who is authorized to commit the company. The Maintenance Program Manager will organize, plan, schedule, implement, control, analyze, and report on all elements of the Maintenance Contract. The Maintenance Program Manager shall serve as Maintenance technical and Maintenance programmatic liaison to the Government. The Maintenance Program

Manager shall have resources and authority to ensure efficient and timely Maintenance program execution and shall be the Contractor's focal point for all required program tasks. The Maintenance Contractor's Program Manager shall be prepared at all times to present and discuss the status of Maintenance Contract activities, requirements, and problems.

5.1.1.2 Maintenance Program Control

A clear line of project authority shall exist among all Contractor Maintenance organizational elements. The Contractor shall report on Maintenance organizational status (i.e., changes, issues) during each Maintenance Program Management Review (PMR). The Contractor shall report on Maintenance cost, schedule, and technical progress. Maintenance Program Status Reports shall be provided monthly and shall address organizational, cost, schedule, technical and deliverables status. The reports shall address problems/risks in the Contractor's Maintenance functional areas and address the Maintenance mitigation plans to improve the problems/risks.

The Contractor shall prepare and deliver the Maintenance Program Status Report in accordance with the referenced CDRL.

CDRL C002 Maintenance Program Status Report (PSR)

5.1.1.2.1 Maintenance Risk Management/Assessment

The Contractor shall identify Maintenance cost, schedule, and technical risks and describe how the Contractor will effectively manage these risks throughout the performance of this Contract. The Contractor shall describe its Maintenance risk management techniques in the Maintenance PMP. Significant risks shall be identified and discussed in the Maintenance PMP. The Contractor shall develop and maintain a list identifying, analyzing, and classifying program risks. The Contractor shall assign a priority to each risk and develop a recommended course of action. Maintenance Program risks shall be classified as low, medium, or high. The Contractor shall notify the Government of High Risk Maintenance items within 24 hours of identification. The Contractor shall plan and coordinate a recurring Maintenance meeting with the Government to discuss risks and mitigation status.

The Contractor shall conduct risk mitigation planning for Maintenance risks considered medium or high. The Contractor shall provide the status of and mitigation actions for identified program risks at Maintenance PMRs and in the Maintenance Program Status Reports (PSRs).

5.1.1.2.2 Maintenance Requirements Traceability

The Contractor shall document and manage all Contract Maintenance requirements. The Contractor shall include requirements traceability in all process definitions. Traceability shall allow for mapping Maintenance requirements to the underlying processes for implementation. This information shall be reported as part of the program status at the monthly Maintenance PMR.

The Contractor shall prepare and deliver the Maintenance Requirements Traceability Report in accordance with the referenced CDRL.

CDRL C003 Maintenance Requirements Traceability Report

5.1.1.2.3 Maintenance WBI Database

The Contractor shall establish and maintain a Maintenance database for WBI. This Maintenance database shall include the entire inventory of fielded WBI maintained under the Maintenance contract. The Maintenance database shall store the WBI by model, part number and serial number. The Maintenance database shall include all accumulating maintenance activity information and warranty information/actions. The RMA metrics data shall be stored in this Maintenance database and provide the full maintenance and performance history. The WBI Maintenance Database shall be stored on a Government Furnished Equipment (GFE) server. All Maintenance data collected and all Maintenance data rights are the property of the Government. The Government shall be provided routine access to all Maintenance data collected as deemed necessary.

The Contractor shall prepare and deliver the Maintenance WBI Database in accordance with the referenced CDRL.

CDRL C004 Maintenance WBI Database

5.1.1.2.4 Maintenance Program Document Library

The Contractor shall maintain a digital Maintenance Program Document Library (PDL) that contains all Maintenance documents/data generated by the Contractor or provided to the Contractor by the Government during the performance of this section. The Contractor shall provide authorized Government personnel access to the Maintenance PDL. The list of documents included in the Maintenance PDL shall be listed in the Maintenance Document Library Index (DLI).

The Contractor shall prepare and deliver the Maintenance Document Library Index in accordance with the referenced CDRL.

CDRL C005 Maintenance Document Library (DLI)

5.1.1.2.5 Maintenance Data Accession List

The Contractor shall provide a list of Contractor internal Maintenance data that has been generated by the Contractor in compliance with the work described in this section.

The Contractor shall prepare and deliver the Maintenance Data Accession List in accordance with the referenced CDRL.

CDRL C006 Maintenance Data Accession List (DAL)

5.1.1.3 Maintenance Government Furnished Information

All Government Furnished Information (GFI) is listed in Section J Attachments. The following information will be found in the GFI Attachments:

| ATTACHMENT | TITLE | FILE TYPE | FILE NAME |
|------------|--------------------------------------|---------------|---|
| J-1 | Derived Requirements Document (DRD) | MS WORD | WBI Aviation DRD.doc |
| J-2 | CDRLs and DID's | MS WORD | Attachment J-2 WBI CDRLs and DID's Cover.doc |
| J-3 | TSA STDO ILS RMA Metrics Definitions | MS WORD | Attachment J-3 TSA STDO ILS RMA Metrics Terms and Definitions – Rev 4.2.doc |
| J-4 | RMA Metrics Tutorial | MS PowerPoint | Attachment J-4 RMA Metrics Tutorial – Rev 4.2.ppt |
| J-5 | Maintenance Requirements Document | MS WORD | Attachment J-5 Maintenance Requirements Document.doc |
| J-6 | Security Requirements Document | MS WORD | Attachment J-6 Security Requirements Document.doc |
| J-7 | Property Requirements Document | MS WORD | Attachment J-7 Property Requirements Document.doc |
| J-8 | FMI Process Document | MS WORD | Attachment J-8 FMI Process Document.doc |
| J-9 | FMI Master List | MS Excel | Attachment J-9 FMI Master List.doc |

5.1.1.4 Maintenance Subcontractor Management

The Contractor shall inform the government of all Maintenance subcontracts/partnering agreements and shall provide copies of these agreements. The Contractor shall flow down all applicable Maintenance requirements to subcontractors for compliance with the overall performance of this section. The Contractor shall review each Maintenance subcontractor's technical progress on all assigned tasks and include such technical progress and status information in the Maintenance PMR packages periodically presented to the Government. The Contractor shall inform the government in advance of any anticipated disruption of Maintenance services resulting from conflicts or disputes with subcontractors and partners, strikes, and any other occurrences that may cause disruption of work.

5.1.1.5 Maintenance Post-Award Conference

A Maintenance post-award conference will be conducted at the Contractor's facility within 30 calendar days should the Government exercise the maintenance CLINs. The Government will designate Maintenance conference attendees and will identify any unique conference support requirements. The Contractor will provide agendas and take the minutes for the conference.

The Contractor shall prepare and deliver the Maintenance Meeting Minutes in accordance with the referenced CDRL.

CDRL C007 Maintenance Meeting Minutes

5.1.2 Maintenance Meetings and Reviews

The Maintenance Contractor shall conduct meetings and reviews in accordance with the Government-approved Maintenance PMP and this section. The Maintenance Contractor shall prepare and submit meeting agendas and presentation materials. The Contractor shall substantiate assumptions made and methodologies used in arriving at recommendations or conclusions. The Maintenance Contractor shall provide administrative support and record meeting minutes during all meetings and reviews. The Contractor shall prepare formal written minutes, accompanied by a summary of action items and all presentation materials used, for Government approval. Maintenance meetings and reviews shall not be considered finalized until the Government has approved the minutes.

Support provided by the Maintenance Contractor shall include, but is not limited to, facilities, materials, office equipment, clerical personnel, mockups, technical data, and subcontractor participation (when appropriate).

The Contractor shall prepare and deliver the Maintenance Meeting Minutes for all meetings in accordance with the referenced CDRL.

CDRL C007 Maintenance Meeting Minutes

5.1.2.1 Maintenance Program Management Reviews

The Maintenance Contractor shall be responsible for conducting monthly Maintenance Program Management Reviews (PMRs) at the Contractor site, TSA CTO, or at alternate site(s) as specified by the Government. The Contractor's Maintenance PMRs shall be targeted for no more than one day in length. Attendance will generally be limited to 10-15 key Government personnel and 5-10 Contractor personnel.

Maintenance PMRs shall include a review of all pertinent technical, schedule and cost aspects of the Maintenance section of this Contract, including an estimate of the Maintenance work to be accomplished in the next month; current performance measurement information; and current and anticipated technical and implementation problems. The Contractor shall identify Maintenance risks and assign a priority for developing a recommended course of action.

The Government reserves the right to replace a formal monthly Maintenance review with a less formal update completed by teleconference, to change the location of the Maintenance reviews at any time, and to increase or decrease the frequency of Maintenance reviews as required.

5.1.2.1.1 Maintenance Status Reviews

The Maintenance Contractor shall hold status review meetings with the TSA for the status of Maintenance implementation and updates to the procedures at the frequency to be determined by the TSA. The Maintenance Contractor shall take minutes of each meeting and provide them to the TSA.

5.1.2.2 Maintenance Technical Interchange Meetings

The Maintenance Contractor shall conduct and administratively support periodic Maintenance Technical Interchange Meetings (TIMs) at the Contractor's facility or government-designated locations. During the Maintenance TIMs, the Contractor and the Government will discuss specific technical activities associated with ILS to ensure continuing Government visibility into the technical progress of the Contract.

5.1.3 Integrated Support Plan (ISP)

The Contractor shall document the Maintenance program in the Integrated Support Plan (ISP). The ISP shall describe the specific implementation of maintenance and its compliance with this section. The ISP shall address maintenance philosophy, maintenance structure (including the actions and support necessary to ensure that all maintained WBI meets its RMA requirements), interrelationships (both internal and external), lifecycle management, metrics for management, cost control, interface with functional groups for communicating maintenance requirements, feedback for improvement, and input for lessons learned.

The Contractor shall review the ISP at least semi-annually and update the ISP, as needed, to reflect an up to date plan depicting the current Maintenance activities and their implementation.

The Contractor shall prepare and deliver the Integrated Support Plan in accordance with the referenced CDRL.

CDRL C008 Integrated Support Plan (ISP)

5.1.3.1 Continuity of Operations Plans

The Contractor shall establish, document, implement and maintain Continuity of Operations Plans (COOPs) for every Maintenance facility operated under this Contract. The COOP shall describe the backup and recovery capabilities for Maintenance communications and stored Maintenance data, and describe the interruption/disaster notification procedure to TSA.

The Contractor shall prepare and deliver the Continuity of Operations Plan in accordance with the referenced CDRL.

CDRL C009 Continuity of Operations Plan (COOP)

5.1.3.2 Maintenance Implementation Plan

The Contractor shall develop a Maintenance Implementation Plan detailing equipment, hardware, software, data, and procedures, to achieve a smooth and comprehensive implementation of Maintenance activities at the beginning of the period of performance. The Maintenance Implementation Plan must address the Contractor's strategy to ensure a full implementation of maintenance activities within 90 days after Contract award. The Contractor shall address, at a minimum, its plans to gather and archive the following information:

- Installed equipment inventory and status
- Warranty status
- Operational condition of equipment
- Equipment defect status
- Equipment maintenance history (including RMA)

The Contractor shall provide, at a minimum, the following information:

- Details of licenses, agreements, individual and facility security clearances and certificates obtained for the program
- Training curriculum/documentation
- Equipment, hardware, and software standard operating procedures
- Plans for acquiring consumables and spare parts
- Plans to implement a fully working maintenance solution within 90 days of Contract award

The Contractor shall prepare and deliver the Maintenance Implementation Plan in accordance with the referenced CDRL.

CDRL C010 Maintenance Implementation Plan

5.1.3.3 Maintenance Transition Plan

The Contractor shall develop a Maintenance Transition Plan, detailing equipment, hardware, software, and procedures, to achieve a smooth and comprehensive transition of Maintenance activities at the end of the period of performance. Planning shall include the means by which the Contractor returns all Government property to Government control. The Contractor shall also provide, at a minimum, the following information:

- Maintenance program achievement status
- Installed equipment status
- Warranty status
- Operational condition of equipment
- Equipment defect status
- Maintenance equipment databases including inventory and maintenance history
- Details of licenses, agreements and certificates obtained for the program
- Issues and recommendations
- Training curriculum/documentation

The Contractor shall prepare and deliver the Transition Plan in accordance with the referenced CDRL.

CDRL C011 Transition Plan

5.1.4 Maintenance Quality Assurance

See paragraph 3.3 of this SOW.

5.1.5 Configuration Management Program

See paragraph 3.4.1 of this SOW.

5.1.6 Maintenance Security Requirements

5.1.6.1 Maintenance Information Security

See paragraph 3.0.

5.1.6.2 Maintenance Personnel Security

The Contractor shall comply with the Maintenance personnel security requirements in Section J of this RFP. To ensure security, the Contractor shall supply Federal Security Directors (FSDs) with a list of personnel who require access to WBI or maintenance logs. This list shall include sufficient information to positively identify authorized maintenance personnel. The Contractor shall provide an updated list to FSDs as personnel changes occur.

5.1.7 Standards and Code Requirements

The Contractor shall ensure that all work performed is in compliance with all applicable local, state, and federal standards, codes, and regulations. The Contractor shall be responsible for obtaining any required licenses, permits, approvals, and/or authorizations.

5.2 ILS Technical Requirements

5.2.1 Maintenance

The Contractor shall perform monthly, quarterly, and yearly preventative maintenance on both in- and out-of-warranty WBI, and corrective maintenance, along with logistics activities, for equipment that has exited warranty to maintain the RMA of fielded WBI at the levels required by this section. The Contractor shall coordinate all maintenance scheduling with local TSA staff as appropriate. The Contractor shall notify the TSA where the schedule for preventative maintenance will not support corrective maintenance requirements.

5.2.1.1 Maintenance Dispatch Contact Facility

The Contractor shall designate a contact facility to receive maintenance requests from the TSA Service Response Center (SRC) and dispatch Field Service Technicians (FSTs) to provide maintenance. The TSA SRC is required to dispatch calls within 15 minutes. The Contractor shall establish interface protocols with the TSA SRC to ensure that all WBI maintenance calls are recorded and dispatched to Contractor FSTs within 15

minutes of receipt of a maintenance request from the TSA SRC. The Contractor's contact facility shall be reachable 24 hours a day, seven days a week. The Contractor shall not use callback or voice message systems for TSA SRC calls related to WBI maintenance.

5.2.1.2 Maintenance Cost Reporting

For all preventative and corrective maintenance actions performed, the Contractor shall record cost data associated with the maintenance or repair. The Contractor shall track FST labor hours, FST travel, the cost of associated replacement parts (by part number), the allocated average cost of shipping and delivery of replacement parts, and other miscellaneous charges associated with each maintenance action. For Level III corrective maintenance, the Contractor shall also record the cost of sending the failed end item to the depot, as well as the cost of shipping a replacement unit to the field.

The Contractor shall prepare and deliver the Maintenance Cost Report in accordance with the referenced CDRL.

CDRL C019 Maintenance Cost Report

5.2.1.3 Preventative Maintenance (PM)

The definition of PM and the associated Levels are as follows:

Preventative Maintenance – Periodic scheduled activities performed to increase WBI reliability. These actions usually expend consumable items (cleaning supplies, filters, etc.). There are two discrete levels of PM:

Level I PM – This is primarily PM that is performed every shift (1-3 times a day), daily, and weekly. Level I PM is performed without the need to open the machine. These activities are currently performed by TSA personnel and will not be solicited under this contract.

Level II PM (CLIN 040X) - This is primarily PM that is performed every month, quarter, or year. These activities are performed by trained FST personnel and these services are solicited under this contract. Monthly Level II PM will include verification of the performance of Level I PM by TSA personnel. This verification will be accomplished by reviewing airport logs for the WBI and through physical observation. TSA will ensure that weekly logs are available to the Contractor for review during monthly Level II PM.

5.2.1.3.1 Preventative Maintenance Level II (CLIN 0011)

The Contractor shall perform required scheduled PM on delivered WBI. Tests required at scheduled intervals, such as radiation leak surveys, are to be considered PM. This PM shall be based on Contractor maintenance schedules unless otherwise directed by the COR. The Contractor shall maintain a complete record of all PM actions performed on all End Items (EIs), whether in warranty or out of warranty, and shall report all PM actions performed to the TSA SRC for tracking. The Contractor shall track and schedule all PM to ensure that maintenance occurs according to maintenance schedules and state and federal regulations.

5.2.1.4 Corrective Maintenance (CM)

The definition of CM and the associated Levels are as follows:

Corrective Maintenance – Unscheduled maintenance activities performed to repair failed WBI. These actions usually expend consumable and spare parts. There are three discrete levels of CM:

Level I CM – This is CM that is performed as needed to effect repairs that do not require trained FSTs (e.g., bag jams, PC reboots, etc.). These activities are performed by FST personnel and these services are solicited under this contract.

Level II CM – This is CM that is performed as needed to effect repairs that always require trained FSTs. These services are solicited under this contract.

Level III Depot Maintenance (DM) – Unscheduled maintenance activities performed to repair failed WBI that are performed by shipping the WBI back to a Depot. Out-of-warranty Level III DM is solicited under this contract.

5.2.1.4.1 Corrective Maintenance (CLIN 0012)

The Contractor shall perform Level I, Level II, and Level III CM on delivered WBI. Corrective maintenance shall consist of all actions performed or directed by an FST, as a result of WBI failure, to restore an EI to operational condition. The Contractor shall maintain a complete record of all CM actions performed on all EIs, whether in warranty or out of warranty, in keeping with the attached RMA Metrics Definitions and associated tutorial, and shall report all CM actions performed to the TSA SRC for tracking. The Contractor shall record and maintain failure mode indicators (FMIs) for all CM actions performed on all EIs, whether in warranty or out of warranty. If FSTs are not located on-site, they shall be dispatched within 15 minutes of receipt of a service request.

5.2.1.4.2 Failure Mode Identifiers (FMI)

For all CM actions performed, the Contractor shall record Failure Mode Identifiers (FMIs). These FMIs shall be recorded in the format specified in the FMI List included in Section J of this RFP/Contract. There shall be one FMI recorded for each trouble ticket in the WBI database.

5.2.1.5 Maintenance Training

The Contractor shall provide training for the performance of maintenance of the WBI to field service technicians and Government engineers supporting the performance of this Contract. This training shall be approved by the Government, and shall include an evaluation to provide assurance that the technicians are prepared (Contractor Certified) to carry out their duties. The Contractor shall provide copies of all training materials, data and training aids to the Government as they are obtained or modified.

5.2.1.5.1 Maintainer Training

The Contractor shall develop a training course to train WBI maintainers. The training program shall be matched and attuned to the skill level, qualifications, and capabilities of maintainers who demonstrate the abilities needed to be selected for WBI training. Qualification testing will be used at the conclusion of training to verify that required skill and knowledge levels have been attained. The maintainer training must adequately prepare technicians to perform preventive and corrective maintenance in accordance with the government approved maintenance plan for the WBI.

The Contractor shall prepare and deliver the Training Syllabus and Training Materials in accordance with the referenced CDRL.

CDRL C047 Training Syllabus (Maintainer)

CDRL C048 Training Materials (Maintainer)

5.2.1.6 RMA Requirements

The Contractor shall maintain fielded WBI to meet the following Mean Downtime (MDT) requirements. The Contractor shall include only installed units that are expected to be operational in its calculations of MDT. Units that are not operational for reasons other than equipment failure (e.g., warehoused units, hot spares, or units installed at non-working terminals) shall not be included in these calculations.

MDT

| Technology | Base Year (BY) | Option Year 1 | Option Year 2 | Option Year 3 | Option Year 4 |
|-------------------|----------------|---------------|---------------|---------------|---------------|
| Whole Body Imager | 18 hrs | 14 hrs | 12 hrs | 12 hrs | 12 hrs |

5.2.1.6.1 Service Level Agreement

The MDTs specified in Section 5.2.1.6 are Contract requirements. The Contractor shall calculate MDT (averaged across the field) for all equipment maintained under this Contract on a monthly basis, and this calculation will be used as the basis for Contract invoicing. In any month where MDT falls below Contract requirements, the Contractor shall decrement their monthly invoice 5%.

5.2.1.6.2 RMA Metrics

The Government will provide a set of key performance parameters (metrics) in a document entitled "TSA STDO ILS Reliability, Maintainability, Availability (RMA) Metrics Terms and Definitions" which is included in Section J of this RFP/Contract. The Contractor shall use these metrics to manage, optimize, and report on the ILS performance. The WBI RMA metrics are further explained in the TSA STDO ILS Reliability, Maintainability, Availability (RMA) Metrics Terms and Definitions and the associated Tutorial included in Section J of this RFP/Contract.

The Contractor shall prepare and deliver WBI RMA Metrics in accordance with the referenced CDRL.

CDRL C021 WBI RMA Metrics

5.2.1.7 Field Data Reporting System (FDRS) Data (CLIN 0006)

The Contractor shall collect from each individual WBI all FDRS data as required in the WBI TRD. This data shall be collected as part of the monthly Level II PM or in conjunction with a maintenance activity so as to minimize cost. All data collected and all data rights will be the property of the Government.

The Contractor shall prepare and deliver the FDRS Database in accordance with the referenced CDRL.

CDRL C022 RDRS Database

5.2.1.8 Government Property and Inventory Management

The Contractor shall maintain a property and inventory management system in accordance with the property requirements contained in Section J, Attachment 6 and Section I clause series 3.10.3 of this RFP/Contract. The Contractor shall use a DHS/TSA-approved COTS auto-discovery property management application. All data collected becomes the property of the Government, and the Government shall have routine access to the data whenever deemed necessary. The Contractor's property management system shall implement the life-cycle management of Government Property.

**PART I - SECTION F
DELIVERIES OR PERFORMANCE**

F.1 3.1-1 CLAUSES AND PROVISIONS INCORPORATED BY REFERENCE

This Request for Proposal (RFP) or contract, as applicable, incorporates by reference one or more provisions or clauses listed below with the same force and effect as if they were given in full text. All Clauses are on the external TSA website, at www.tsa.gov, under Join Us, Business Opportunities/Our Acquisition Process. Clauses are saved in individual PDF files, within zip files. Each clause is listed in alphabetical Order.

| TSAAMS Clause | Title | Date |
|----------------------|--|---------------|
| 3.2.2.8-3 | Delivery in Excess of Quantities | February 2003 |
| 3.10.1.9 | Stop Work Order, | February 2003 |
| 3.10.1.11 | Government Delay Of Work | February 2003 |
| 3.10.1-24 | Notice of Delay | February 2003 |
| 3.11.29 | F.O.B. Origin | February 2003 |
| 3.11.68 | F.O.B. Origin- Government Bills Of Lading Or Prepaid Postage | February 2003 |

F.2 PERIOD OF PERFORMANCE

The Ordering period for CLIN's 0001 through 0010, and CLIN 0014 shall be two (2) years. The period of performance for CLIN's 0011, 0012, 0013, 0015, 0016, 0017, 0018, and 1010 through 1017, shall be one basic year plus 1 option year (a total of two (2) years from the date of award).

F.3 TIME AND PLACE OF DELIVERY/PERFORMANCE

The time of delivery schedule for all contract line items (CLINS) shall be as specified in individual Delivery Orders; however, the Government shall not Order nor shall the Contractor be required to deliver indefinite delivery/indefinite quantity units in excess of the rates indicated below.

| CLIN | Supply/Service | Delivery Requirement | FOB |
|-------------|--|--------------------------------|------------|
| 0001 | Lease of unit for additional 6 months for Aviation environment | As specified in Delivery Order | Origin GBL |
| 0002 | OPTION Purchase unit after lease for Aviation | As specified in Delivery Order | Origin GBL |

| CLIN | Supply/Service | Delivery Requirement | FOB |
|------|--|--------------------------------------|-------------|
| | environment | | |
| 0003 | OPTION Purchase unit for Aviation environment | As specified in Delivery Order | Destination |
| 0004 | Operator Manuals | As specified in the SOW | Destination |
| 0005 | Maintenance Manuals | As specified in the SOW | Destination |
| 0006 | Field Data Reporting System | As specified in the SOW | N/A |
| 0007 | Training Image Development | As specified in the SOW | Destination |
| 0008 | Training Simulators | As specified in the SOW | Destination |
| 0009 | Install and Integration | As specified in the SOW | Destination |
| 0010 | Training for Aviation Environment | As specified in the SOW | Destination |
| 0011 | Preventative Maintenance (per unit) | As specified in the SOW | N/A |
| 0012 | Corrective Maintenance (per unit-per year) | As specified in the SOW | N/A |
| 0013 | Site Preparation | As specified in the SOW | N/A |
| 0014 | Technical Data Package in accordance with paragraph 5.3 of the SOW | As specified in the SOW | Destination |
| 0015 | Field Support for T&E | As specified in Delivery Order | N/A |
| 0016 | Engineering Services | As specified in the SOW | N/A |
| 1010 | Training for Aviation | As specified in the SOW | Destination |

| CLIN | Supply/Service | Delivery Requirement | FOB |
|-------------|--|-----------------------------|------------|
| | Environment | | |
| 1011 | Preventative Maintenance (per unit) | As specified in the SOW | N/A |
| 1012 | Corrective Maintenance (per unit-per year) | As specified in the SOW | N/A |
| 1016 | Engineering Services | As specified in the SOW | N/A |