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Performance-Based Work Statement

for

Air Transportable Galley and Lavatory (ATGL) Support

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## 1.0 Description of Services

This PWS defines the requirements for program engineering support (PES), overhaul, and material management (MM) of the ATGL units. The PES requirements include configuration management, system review board (SRB), technical interchange meetings (TIMs), field support and repair procedures, Technical Order (TO) maintenance, product lifecycle management (PLM), system safety, quality assurance, and engineering data control. The overhaul requirement will be broken into general overhaul requirements, an overhaul qualification, a low-rate overhaul, and a full-rate overhaul. A successful overhaul in accordance with this PWS and all TO requirements will result in a “like new” unit with condition code “A”. The MM requirement includes data collection, analysis, and reporting; and part supply. Additionally, the Contractor shall build up to 5 new ATGL units in support of Foreign Military Sales (FMS) and overhaul up to 7 FMS units per contract year above the USAF requirements.

### 1.1 Objective(s)

Upon completion of the contract, all ATGL units shall have completed the overhaul process unless otherwise directed by the Government. The technical data package (TDP) shall be current to the most recently approved configuration or with an engineering change proposal (ECP) or engineering order (EO) in place to make the appropriate changes. Furthermore, the data collection through the contract period will provide necessary parts support, usage, and failure information to adequately support the ATGL in future contracts. In order to accomplish these objectives, the Contractor shall accomplish the required tasks within this PWS and may at no additional cost to the Government, and if mutually agreed, offer additional information as deemed necessary through the review processes outlined herein. The work performed on the ATGL program shall preserve the Operational Safety, Suitability, and Effectiveness (OSS&E) baselines so the ATGL units will be available when needed, perform up to expectations, and perform safely.

### 1.2 Benefit to United States Air Force (USAF)

This service will benefit the USAF by sustaining the fleet of ATGL units such that any airframe with pallet positions requiring additional galley or lavatory considerations may use the ATGL in flight to accommodate the mission. It will provide parts usage and failure data to allow more efficient sustainment in the future. Furthermore, the services provided will allow the users to have confidence that the ATGL will perform as intended and will be safe for normal use.

### 1.3 Background

The ATGL is a piece of common support equipment that is currently used on the C-5, C-17, and C-130. It has been in use for 35+ years by the USAF, with approximately 20 years using the current design. The unit can hold up to 39 gallons of potable water and 55.5 gallons of waste (plus 11 gallons of precharge). The current configuration meets MIL-HDBK-516 and MIL-STD-461 (flight certification standards) or equivalent commercial standards. Flight certification shall be maintained during the period of performance for this contract. The aging fleet of ATGL units is in need of engineering support, overhaul, and proper material management. Configuration control is the responsibility of the Government. The Contractor has responsibility to get Government approval before any configuration change prior to implementation. The Contractor shall support, report, and track configuration changes as determined by the Government.

## 2.0 Services Summary

<b>Performance Objective</b>	<b>PWS Reference</b>	<b>Performance Threshold</b>
Request for Engineering and Technical Support	4.1.4.1	The Contractor shall respond to requests for engineering and technical support by the next business day 90% of the time and the remaining 10% by the third business day. This metric will be calculated quarterly.
Mishap Reporting	4.1.7.2	The Contractor shall contact the Contracting Officer's Representative (COR), if available, or another ATGL team member by telephone within four (4) business hours. If requested by the Government or if contact will not occur within the same business day, the Contractor shall immediately secure the mishap scene/damaged property and impound pertinent maintenance and training records, until released by the COR or Procuring Safety Office.
Deliver quality engineering data to USAF	4.1.9.2	No drawing submittals shall be rejected by the Government more than twice. Any discrepancies found shall be corrected and re-submitted within 30 calendar days.
General overhaul condition	4.2.1	A successful overhaul in accordance with this PWS and all TO requirements will result in a "like new" serviceable unit with condition code "A".
Post overhaul inspection and quality	4.2.1.9	At a minimum, 90% of overhauled assets shall pass initial inspection with the remaining 10% passing the second inspection. This metric will be calculated per contract year.  Additionally, there shall be no more than one (1) PQDR or QDR per contract year which is attributable to the overhaul process.
Place data in Product Database	4.3.1.1	Each data requirement shall be placed in the Product Database within the timeframe allowed throughout the PWS. For instances where a required time for placement in the Product Database is not provided, the data shall be placed within the Product Database monthly unless otherwise approved by the ATGL Program Office.

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<b>Performance Objective</b>	<b>PWS Reference</b>	<b>Performance Threshold</b>
Spare Support Response Time	4.3.1.4.1	The Contractor shall ship out all spares on contract within two (2) business days of the request. The Contractor shall pass any spares requests that cannot be supported to the Program Office.
Parts Quality	4.3.3	The Contractor shall establish a high quality parts process to ensure no more than 0.5% of parts delivered in any given month to the users are bad parts.
Critical Milestones shall be completed early or on schedule	4.5.3	The Contractor shall complete early or on schedule 85% of the critical milestones with the remaining 15% being completed within 30 calendar days of their initial due date. This metric will be calculated quarterly.
Provide on time unit deliveries per the task order schedules	4.5.3	The Contractor shall have no more than 20 units on site at any given time. The Contractor shall complete early or on schedule 100% of the overhaul deliveries.
Quality of CDRL deliverable	4.5.9.1	There shall be no more than one (1) rejection of each deliverable. There shall be no more than four (4) total rejection(s) of deliverables per contract year. The Government will reject a deliverable if two (2) or more technical errors or eight (8) or more minor errors are found within the deliverable. The rejected deliverable shall be corrected and resubmitted within five (5) business days of notification of Government rejection.
Receipt of CDRL deliverable	4.5.9.2	There shall be no more than four (4) late submission(s) of deliverables per contract year. The Contractor shall notify the Government if the delivery of any data/document will not meet the scheduled delivery date and negotiate a revised delivery date. The data/document shall be delivered by the revised delivery date acceptable to the Government.
Adherence to Contractor QMS	5.7	100% compliance with the QMS is required.

<b>Performance Objective</b>	<b>PWS Reference</b>	<b>Performance Threshold</b>
Contractor Manpower Reporting	5.5	<p>Within 30 calendar days of contract award, the Contractor shall establish a record for the contract in eCMRA including Order Data, Contact Data and Location Data.</p> <p>The Contractor shall provide an annual count of contractor/subcontractor personnel performing services and report all contractor/subcontractor labor hours required for performance of services for each fiscal year. All data shall be reported no later than October 31 of the following fiscal year.</p>

### 3.0 Government Property and Services

#### 3.1 Government Property

Government property will be provided.

##### 3.1.1 Contractor Responsibility

The Contractor shall be responsible for Government property in their possession in accordance with the Federal Acquisition Regulation (FAR) and applicable supplements and shall be in compliance with all applicable guidance and clauses listed in the contract.

##### 3.1.2 Government Property to be Provided

The Government will provide 2 ATGL units for the Overhaul Qualification (6 months). The Government will provide an additional 10 units over a 6 month period for low-rate overhaul, and up to 35 more per contract year for full-rate overhaul. The list of potentially supplied ATGL units can be found in Appendix B.

##### 3.1.3 Reporting of Government Property

The Contractor shall create and maintain records of all Government property accountable to the contract, including Government-Furnished Property (GFP) and Contractor-Acquired Property (CAP) in accordance with the FAR and applicable supplements and shall be in compliance with all applicable guidance and clauses listed in the contract.

##### 3.1.4 Loss of Government Property

1) Definitions. As used in this clause—

- a) “Government property” is defined in the clause at FAR 52.245-1, Government Property.
- b) “Loss of Government property” means unintended, unforeseen, or accidental loss, damage, or destruction of Government property that reduces the Government’s

expected economic benefits of the property. Loss of Government property does not include purposeful destructive testing, obsolescence, normal wear and tear, or manufacturing defects. Loss of Government property includes, but is not limited to—

- i. Items that cannot be found after a reasonable search;
  - ii. Theft;
  - iii. Damage resulting in unexpected harm to property requiring repair to restore the item to usable condition; or
  - iv. Destruction resulting from incidents that render the item useless for its intended purpose or beyond economical repair.
- c) “Unit acquisition cost” means—
- i. For Government-furnished property, the dollar value assigned by the Government and identified in the contract; and
  - ii. For Contractor-acquired property, the cost derived from the Contractor’s records that reflect consistently applied, generally acceptable accounting principles.

2) Reporting loss of Government property.

- a) The Contractor shall use the Defense Contract Management Agency (DCMA) eTools software application for reporting loss of Government property. Reporting value shall be at unit acquisition cost. The eTools “LTDD of Government Property” toolset can be accessed from the DCMA home page External Web Access Management application at <http://www.dcmamail.com/aboutetools.cfm>.
- b) Unless otherwise provided for in this contract, the requirements of paragraph (2)(a) of this clause do not apply to normal and reasonable inventory adjustments, i.e., losses of low-risk consumable material such as common hardware, as agreed to by the Contractor and the Government Property Administrator. Such losses are typically a product of normal process variation. The Contractor shall ensure that its property management system provides adequate management control measures, e.g., statistical process controls, as a means of managing such variation.
- c) The Contractor shall report losses of Government property outside normal process variation, e.g., losses due to—
  - i. Theft;
  - ii. Inadequate storage;
  - iii. Lack of physical security; or
  - iv. “Acts of God.”
- d) This reporting requirement does not change any liability provisions or other reporting requirements that may exist under this contract.

### 3.2 Return/Retention of Government Property

#### 3.2.1 Government Property Retention

All ATGL units and waste tanks/appliances provided by the Government remains the property of the Government and shall be returned to the Government upon completion of the contract/order unless the Procuring Contracting Officer (PCO) directs the Contractor to retain the property for continued use under a successor contract. Retention of the property by the Contractor will require modification of both losing and gaining contracts in accordance with the FAR and applicable

supplements and shall be in compliance with all applicable guidance and clauses listed in the contract. All ATGL units and appliances shall be returned to the Government in the condition provided (or better) unless approved in advance by the PCO.

### 3.2.2 Ownership of contracted materials and deliverables

All ATGL units and waste tanks/appliances are Government owned assets and will be treated as GFP. An unknown amount of materials may be transferred to the Contractor after contract award. The Contractor shall inventory and report to the Government what has been transferred to their facility with a request to retain or dispose of each item. Retained materials shall be exhausted prior to the Contractor utilizing new inventory to perform tasks with no material charge to the Government. Because the inventory to be transferred is unknown, the Contractor shall be postured to meet the requirements herein regardless of the inventory transfer. The Contractor shall use the usage data from depleting any transferred materials as well as their initial posturing to adjust their maintained inventory levels as necessary to meet the requirements of the contract. All Department of Defense (DD) Form 1423-1, Contract Data Requirements List (CDRL) (see 4.5.9.2), deliverables become the property of the Government upon receipt.

### 3.2.3 Government Owned CAP

For cost type and time-and-material contracts, the Government obtains title to CAP acquired or fabricated by the Contractor to perform tasks under the contract in accordance with the FAR and applicable supplements and shall be in compliance with all applicable guidance and clauses listed in the contract. CAP shall be returned to the Government upon completion of the contract unless retained by the Contractor for continued use under a successor contract. If retained by the Contractor for a successor contract, CAP becomes GFP added to the successor contract by modification of both losing and gaining contracts in accordance with the FAR and applicable supplements and shall be in compliance with all applicable guidance and clauses listed in the contract.

### 3.2.4 Government System(s)

The Government will provide Contractor personnel access to CAVAF and eCMRA system(s) necessary to perform tasks under the contract/order.

## 4.0 Technical Requirement

### 4.1 Program Engineering Support (PES)

The Contractor shall assume PES responsibilities as described below 6 months after contract award. The 6 month waiting period will be to prepare for the responsibilities associated with PES. The following tasks shall be accomplished prior to the start of PES responsibilities:

- 1) Integrated Master Schedule (IMS) to include, at minimum, the readiness steps required for PES responsibilities
- 2) Systems Engineering Management Plan (SEMP) to include written processes for configuration management, System Review Board (SRB), technical interchange meetings, field support and repair procedures, Technical Order maintenance, Product Lifecycle

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Management system, system safety program, quality assurance, and engineering data control of the ATGL system

- 3) Determine Contractor SRB participation requirements to include roles and responsibilities as well as identifying members for each role
- 4) Provide a statement of understanding that all new or updated data (technical or otherwise) required by the contract belongs to the Government in an unlimited capacity, e.g., engineering drawings, engineering reports, technical orders, performance analyses, performance measurements, and performance metric data
- 5) Government access to secured Product Database (see 4.3.1.1)

The Contractor shall report status for the five key criteria elements above; the Contractor shall update status of each objective criteria monthly via telephone. The meeting shall provide percentage of completion of each as compared to the IMS submitted within the contract proposal for this effort as well as discussion to the path forward. PES status updates shall be no more than 1 hour in duration.

Execution of this PWS shall not at any time violate the Government technical baseline. The Contractor shall be responsible for proactively identifying and resolving overhaul issues/deficiencies to support the overhaul line, support the ATGL performance requirements, and to maintain the OSS&E baselines. The Contractor shall change processes, equipment, etc. as necessary for continuous improvement, such as efficiency gains on the overhaul line that result in reduced labor hours. The Contractor shall ensure performance of the ATGLs will not be degraded by any actions taken. [CDRL A001, DI-SESS-81785A, Systems Engineering Management Plan (SEMP)]

### 4.1.1 Configuration Management

The Contractor shall establish and maintain a configuration management program, and develop a Configuration Management Plan (CMP) as an appendix to the SEMP. MIL-HDBK-61A, Table A-3 shall be consulted as a guide for CMP development. The Contractor shall include instructions for development and upkeep of an As-Maintained List (AML) (see 4.2.1.12) for each ATGL for all serialized parts, to include all parts with item unique identification (IUID) (see 4.2.1.8 and 4.5.7), as parts are ordered from the field to perform field maintenance. The AML shall be updated for each unit as changes are made throughout the contract period and stored in the Product Database for download by Government personnel. The CMP is considered a “living” document; the CMP and processes shall be changed as necessary for continuous improvement. The specific unit configurations shall be defined by the engineering data at all times. The Government technical baseline shall be the TDP and TOs 13B4-4-1 and 13B4-4-3. Changes to or violations of the Government technical baseline require Government approval by submitting Configuration Audit Summary Reports. Engineering Change Proposals (ECPs) shall be developed for new unit requirements when requested by the Government. [CDRL A001, DI-SESS-81785A, Systems Engineering Management Plan (SEMP)] [CDRL A002, DI-SESS-81022D, Configuration Audit Summary Report] [CDRL A003, DI-SESS-80639D, Engineering Change Proposal (ECP)]

### 4.1.2 System Review Board (SRB)

The Contractor shall establish and maintain a SRB and associated processes. The SRB is a joint review board consisting of Contractor and Government personnel who meet bi-weekly, unless



changed by mutual agreement, for the purpose of overseeing all technical activities of the program and directing technical activities associated with the unique SRB projects (see 4.1.2.3). The SRB shall include program management and engineering disciplines from the Contractor personnel. Additional disciplines may be utilized as necessary in support of the unique SRB projects. The SRB will include Government representatives from the ATGL Program Office and AMC, and shall be conducted by telephone or VTC.

#### 4.1.2.1 SRB Process

The SRB process shall be developed by the Contractor and included in the SEMP. The Contractor shall lead the SRB, but the Government has the final authority on technical decisions for all unique SRB projects and changes to the Government technical baseline. The process will define the steps taken for solving all unique SRB projects. The steps should start with the idea/initial investigation and should end with the deployment strategy to be utilized in fielding the final solution. Any steps in between shall be developed and documented narratively in the SEMP as well as figuratively with a flow chart. At a minimum, the process shall include a SRB decision point after the initial investigation, the cost or return of investment (ROI) analysis, prototyping, and prior to deployment. Upon approval of the SRB process, the Government may choose additional decision points for the SRB process. The SRB must approve the progression through each decision point of the SRB process; the Contractor shall not proceed to the next step of the SRB process without SRB approval. [CDRL A001, DI-SESS-81785A, Systems Engineering Management Plan (SEMP)]

#### 4.1.2.2 SRB Meetings

Prior to each SRB meeting, the Contractor shall provide an agenda. At each SRB meeting, the Contractor shall present, with a powerpoint or pdf presentation, as a minimum the following: number of man-hour equivalents for each unique SRB project used to date, number scheduled for the remainder of the contract year, status of each unique SRB project (with emphasis on projects at a decision point), field support log inputs (see 4.1.4.2) since the last SRB, and all changes to the ATGL technical data since the last SRB. The presentation shall be provided to the Government at least 2 business days before the SRB meeting. Each SRB meeting shall be no longer than 1 hour in duration. The Contractor shall record minutes of each SRB meeting and include the field support log inputs (call and email) as an attachment to the minutes. [CDRL A004, DI-ADMN-81250B, Conference Minutes] [CDRL A005, DI-ADMN-21249, Conference Agenda]

#### 4.1.2.3 Unique SRB Projects

Unique SRB projects are for the development and verification of corrective actions, improvements, and new capabilities (e.g., improved system performance, resolution of unit deficiencies, development of modification designs and technology insertions, development of Reduction in Total Ownership Cost (RTOC) solutions, and development of non-TO repairs). The Contractor shall utilize up to 3,000 man-hour equivalents per contract year to accomplish unique SRB projects. These 3,000 hours per contract year are in addition to man-hours required for normal support projects (see 4.1.2.6) which is covered under overhead expenses. The SRB shall direct the technical activities of the unique SRB projects in accordance with the SRB process, and the Government is the approval authority for all unique SRB projects. All unique SRB projects shall adhere to the OSS&E baselines and maintain all Air Transportability and Airworthiness Certifications.

#### 4.1.2.3.1 Project Acceptance and Prioritization

The Contractor or Government, using any available sources, may provide potential projects to the SRB for unique SRB project acceptance. If accepted, the Contractor shall perform an initial investigation (see 4.1.2.4). A unique SRB projects prioritization list shall be developed and maintained as project initial investigations are approved. Upon approval of the initial investigation, the project shall be assigned a unique SRB project number and placed within the projects prioritization list immediately following the decision. The Contractor shall proceed in accordance with the SRB process (see 4.1.2.1) to accomplish the unique SRB project. Unless directed otherwise by the Government, the Contractor shall prioritize and adjust the unique SRB projects workload to ensure the Government receives the best value for the budget. The list shall be loaded to the Product Database for easy access to Government SRB members.

#### 4.1.2.3.2 Project Scheduling

As each unique SRB project initial investigation is approved, a schedule for the project shall be developed by the Contractor and approved by the Government. The schedule shall be incorporated into the IMS and shall include all decision points for each project. Additionally, if the prioritization of the project warrants a schedule change to other unique SRB projects, then the resulting changes shall be proposed with the new project schedule.

#### 4.1.2.4 Initial Investigation

The Contractor shall proceed with an initial investigation for accepted projects (see 4.1.2.3.1) using up to 40 man-hour equivalents before results are presented to the SRB for further approval. When a formal deficiency report (DR) from the Government is provided to the Contractor, the Contractor shall accomplish an initial investigation, and provide an initial response to the SRB within 1 business day. This may require the SRB to convene outside the normal schedule. The Contractor shall continue with the execution of resolving the DR using the SRB process.

#### 4.1.2.5 SRB Reporting

Each approved unique SRB project shall be documented in an engineering report. The engineering report shall be updated as the project proceeds through the process steps/decision points. The engineering report shall be in accordance with all requirements of Appendix C, *Engineering Reports, Format and Content Requirements*, unless other format and content requirements are approved by the Government. All initial engineering reports shall be posted to the Product Database at least 2 business days before the SRB meeting in which the project will be presented at a decision point.

#### 4.1.2.6 Normal Support Projects

Change is necessary for long term support of the ATGL and shall be accomplished as required. Not all change however is necessary to be brought to the attention of the SRB. Such change is considered normal support projects (e.g., diminishing manufacturing sources and material shortages (DMSMS), overhaul line support, technical support, and correction of technical data errors) and shall be included in the overhead costs. In extenuating circumstances, a normal support project may be brought before the SRB for action. However, in all cases for normal

support projects, the Government will decide if it warrants additional support from the SRB process.

#### 4.1.2.6.1 Qualification of Parts

The normal support projects will often result in new vendors for various parts which need to be qualified for use on the ATGL. The Contractor shall qualify new parts (e.g., substitute parts for obsolete parts or parts no longer available for purchase) as necessary to ensure the new parts will not degrade the OSS&E baselines and not jeopardize any air transportability or airworthiness certifications. The Contractor shall determine what is necessary to qualify the new parts as part of their SEMP. The Contractor shall write criteria for determining what type of qualification is appropriate for the various categories of new parts, e.g., the new part may be a very common commercial part and the vendor may be able to provide test data to support the commercial ratings, and therefore, that may be all that is necessary for qualification. Types of qualifications may include desktop review, vendor data review, first article test, demonstration, bench testing, and system test and evaluation. Use of written criteria and written processes will ensure consistent results. [CDRL A001, DI-SESS-81785A, Systems Engineering Management Plan (SEMP)]

#### 4.1.2.6.2 Finite Element Analysis (FEA) or Structural Analysis

For any structural module design change, the Contractor shall accomplish a FEA or update an existing analysis. This requirement shall be part of the qualification of parts requirement (see 4.1.2.6.1) if the parts are fastened to the structural modules, unless waived by the ATGL Program Office. The Contractor shall provide, on the Product Database, the FEA model files and a Contract Summary Report that shall include explanations of the changes and the results of the analysis. [CDRL A009, DI-ADMN-80447A, Contract Summary Report]

#### 4.1.2.6.3 Technical Management and Control

A technical management and control process shall be used for monitoring system performance, communicating status, and accomplishing corrective actions. If corrective action is required, these actions shall be defined and tracked to closure. If approved by the ATGL Program Office, these tasks may be included as unique SRB projects (see 4.1.2.3).

#### 4.1.3 Technical Interchange Meetings (TIMs)

The Contractor and the ATGL Program Office shall formally meet as needed, but not more than once per week during this contract period, by telephone conference, video teleconference, or face-to-face, to discuss topics such as: support projects, the Contractor's parts pipeline performance, maintenance actions performed, maintenance action trends, problem resolution, new requirements, and other issues or technical matters affecting ATGL field support and mission capability. The meetings should not exceed 1 hour in duration.

#### 4.1.4 Field Support and Repair Procedures

##### 4.1.4.1 Engineering and Technical Field Support

The Contractor shall provide a minimum of 8/5 (8 hours per day and 5 days a week) worldwide engineering and technical field support to the ATGL users and shall respond to requests for

support by next business day 90% of the time and the remaining 10% by the third business day. Any ATGL user requests that require additional time shall be identified immediately for inclusion into the SRB process. This support shall include, at minimum, technicians, electrical engineering, mechanical engineering, and biohazard support as well as other disciplines as deemed necessary by the Contractor. If engineering or technical support requires travel to a requested location, the requirement shall be justified with the ATGL Program Office and the solution window will reset to the time of arrival. All support requests, along with the recommended solution and final action, shall be captured in a Microsoft Office compatible file and placed in the Product Database (see 4.3.1.1). These database entries will serve as the basis for systemic problem analyses and shall be addressed as necessary through a normal support project (see 4.1.2.6) or, if approved by the Government, a unique SRB project (see 4.1.2.3). The Contractor shall inform the ATGL Program Office of the outputs for download from the Product Database.

#### 4.1.4.2 Field Support Log

The technical support team shall be responsible for documenting all support requests in a field support log to include the request format (call or email), time of request, length of call (if by phone), response time, technical or engineering support (select one or both), customer name, customer location, type of inquiry (parts selection, troubleshooting guidance, etc.), and description of resolution. The information shall be date/time stamped, verifiable by the Government, and shall be stored in the Product Database. The field support log shall be updated monthly for download by the ATGL Program Office.

#### 4.1.4.3 Non-TO (NTO) Repairs

All repairs performed by the Contractor which are not included in the ATGL TOs shall have repair procedures developed and shall be documented and stored. The Contractor shall also develop repair procedures, document, and store all known repairs performed by the USAF which are not included in the ATGL TOs. The Contractor shall accomplish this activity by gathering, with ATGL Program Office assistance if necessary, any and all available information to document the incident to support the development of the repair procedure. The Contractor shall approve the repair procedure prior to its implementation by the field maintainers. However, in instances when the field has performed unauthorized repairs, the Contractor shall investigate the unauthorized repairs and determine their validity. If a field repair is deemed an invalid repair, the Contractor shall develop and issue a corrective action repair procedure to correct the invalid one. The Contractor shall document and store all NTO repair procedures and any associated data in the Product Database (see 4.3.1.1) for future use/availability by the Contractor and the ATGL Program Office.

#### 4.1.4.4 Travel and Field Repair Estimates

The Contractor shall provide estimates for all travel requirements and field repairs prior to accomplishing those tasks or when the Government requests. Travel in support of this contract and field repairs performed by the Contractor will be funded separately if justified and approved by the ATGL Program Office.

#### 4.1.4.5 Training Video Development and Support

The Contractor shall develop an indexed training video within the first year of the contract. The video shall include training for operations, troubleshooting, and field repairs. The video shall include captioning suitable for use in high noise areas and indexing so that specific topics can be found easily and each topic can be modified without requiring a full video update. Unique SRB Projects (see 4.1.2.3) and TO Supplements and TCTOs (see 4.1.5.2) shall generate a new individual video if requested by the Government and shall be incorporated into annual updates to the primary video as determined necessary by the Government. [CDRL A010, DI-SESS-81526C/T, Instructional Media Package]

#### 4.1.5 Technical Order (TO) Maintenance

##### 4.1.5.1 Technical Orders (TO)

The Contractor shall update and maintain the current operations, maintenance, illustrated parts list, and manufacturer's data technical orders, TOs 13B4-4-1 and 13B4-4-3, beginning immediately after transfer of PES responsibility to the Contractor. The Contractor shall review the current TOs annually and provide updates or revisions as necessary, in accordance with the Technical Manual Contract Requirement (TMCR), to support the ATGL system. The Contractor shall process AFTO 22s per Air Force Technical Order System TO 00-5-1. All TO changes shall be managed by the SRB (see 4.1.2). TOs shall match the unit configurations in the field in accordance with the latest approved configurations and TCTOs. The Contractor shall maintain TOs to match the latest unit part numbers. The Contractor shall be available to support the TO verification/validation process at a USAF base unless the Contractor's facility is agreeable to the Government. The Contractor shall place in the TOs the Contractor's telephone number and email address for parts ordering and technical support. [CDRL A011, TM-86-01P, Technical Manual Contract Requirements (TMCR)]

##### 4.1.5.2 TO Supplements and Time Compliance Technical Orders (TCTOs)

The Contractor shall prepare up to two TO Supplements and three TCTOs each contract year, beginning immediately after contract award, to support the ATGL system in accordance with TM-86-01P and MIL-DTL-38804 (USAF). The Contractor shall submit TO Supplements and TCTOs to the Government for approval and issuance. TCTOs shall be verified and validated, with the support of the Contractor at a USAF base using USAF personnel unless agreed upon by the Government to perform the verification/validation at the Contractor's facility, prior to approval. [CDRL A011, TM-86-01PT, Technical Manual Contract Requirements (TMCR)]

#### 4.1.6 Product Lifecycle Management (PLM) System

The Contractor shall establish and maintain a PLM system to enhance the systems engineering process and enable the seamless flow of information across the organization. This system shall incorporate the Product Database (see 4.3.1.1) and allow multiple users of various skills throughout the organization to access and operate on the inputs and outputs of other participants. The ATGL Program Office shall have access to and unlimited technical data rights to all information placed within the Product Database.

#### 4.1.7 System Safety Program

The Contractor shall establish and maintain a System Safety Program in accordance with 4.3.1 through 4.3.8 of MIL-STD-882. The Contractor shall develop a System Safety Program Plan in accordance with MIL-STD-882 Task 102 as an attachment to the SEMP. The System Safety Program Plan shall include a Programmatic Environment, Safety, and Occupational Health Evaluation (PESHE) of the entire ATGL system to include, but not limited to, unit operation, unit overhaul line, parts supply houses, and parts manufacturing. The PESHE shall incorporate the MIL-STD-882 process. The PESHE shall include, but not be limited to, the following:

- 1) identification of Public Law 91-596, Occupational Safety and Health Act (OSHA), Environment, Safety, and Occupational Health (ESOH) responsibilities (collectively considered “safety responsibilities”)
- 2) strategy for integrating safety responsibilities considerations into the systems engineering process
- 3) identification of safety responsibilities risks and their status
- 4) description of method for tracking hazards throughout the life cycle of the system
- 5) identification of hazardous materials, wastes, and pollutants (discharges/emissions/noise) associated with the system and plans for their minimization and/or safe disposal
- 6) compliance schedule covering all system-related activities for the NEPA (sections 4321-4347 of Sections 4321 et seq. of title 42, United States Code, “National Environmental Policy Act” and Executive Order 12114, “Environmental Effects Abroad of Major Federal Actions”, January 4, 1979)
- 7) strategy to ensure subcontractor complies with safety requirements

The Contractor and all subcontractors shall comply with all applicable federal, state, and local regulations regarding occupational safety and health and shall change the System Safety Program Plan and processes as necessary for continuous improvement. [CDRL A001, DI-SESS-81785A, Systems Engineering Management Plan (SEMP)] [CDRL A012, DI-SAFT-81626, System Safety Program Plan]

##### 4.1.7.1 Risk Management

The Contractor shall establish and maintain a risk management program using the *Risk Management Guide for DoD Acquisition* as a guide. The risk management process identifies and strategizes the management of future risks so they do not become issues. The process shall include risk identification, risk analysis, risk management strategy planning, risk management strategy implementation, and risk tracking.

##### 4.1.7.2 Mishaps

In accordance with AFI 91-204, Safety Investigations and Reports, the Contractor shall report mishaps involving damage or injury to USAF interests. The Contractor shall ensure the USAF is notified of mishaps. The Contractor shall contact the Contracting Officer’s Representative (COR), if available, or another ATGL Program Office team member by telephone within four (4) business hours. If requested by the ATGL Program Office or if contact will not occur within the same business day, the Contractor shall immediately secure the mishap scene/damaged property and impound pertinent maintenance and training records, until released by the COR or Procuring

Safety Office. If investigated by the Government, the Contractor shall cooperate with USAF safety investigations.

#### 4.1.8 Quality Assurance

The Contractor shall establish and maintain an ATGL quality program in accordance with International Standards Organization (ISO) 9001:2008 or later, AS9100, and the CMP attached to the SEMP. [CDRL A001, DI-SESS-81785A, Systems Engineering Management Plan (SEMP)]

#### 4.1.9 Engineering Data Control

##### 4.1.9.1 Engineering Data Rights

The Government currently owns the original equipment manufacturer (OEM) technical data package (TDP) for the ATGL system. The Contractor shall maintain, and when necessary develop/produce, and deliver the production level TDP to accurately depict the final product. TDP data includes, but is not limited to, Computer Aided Design (CAD) data, CAD models, model based definition data sets, Gerber data and Master Bill of Materials (BOM). The TDP shall provide the necessary design, engineering, manufacturing, testing and quality assurance requirements information necessary to enable the procurement or manufacture of an interchangeable item that duplicates the physical and performance characteristics of the original product without additional design engineering effort or recourse to the original design activity or any third party. The TDP shall represent the approved, tested, and accepted configuration of the defined delivered item(s). This shall include software and all test requirement documentation data required to test systems, subsystems and/or components. Vendor Item Control Drawings shall be used to specify the requirements for purchased items when such items have been approved for use in the design and are used without alteration, selection or source qualification (testing of an item prior to procurement action to ensure that it satisfies the specified requirements). All engineering product definition data created using Government funding as a result of this contract shall be considered a part of the TDP and shall be delivered to the Government with unlimited rights. The TDP shall be created IAW the following American Society of Mechanical Engineers (ASME) standards: ASME Y14.100-2013, Appendix B, sections B6 through B9.1 and Appendices C, D, E, and F in conjunction with ASME Y14.24-2012, ASME Y14.34, ASME Y14.35 and ASME Y14.41 and as defined in the corresponding CDRL A013 for this task to create and deliver Product Drawings Models and Associated Lists (Engineering Data) under this contract.

Data set classification code marking IAW Appendix F of ASME Y14.100-2013 is required. CAD model file name and extension identification is required on drawing graphic sheets. TDP data shall specify parts marking requirements for item identification IAW MIL-STD-130N, other applicable documents referenced therein, and as specified in this contract. Test Criteria for Electrical and Avionics Items shall be IAW document 9579777 Revision B (CAGE 98752) The TDP shall be delivered in accordance with Air Force Product Data Specification drawing 9579776 Revision N (CAGE 98752), reference attached DD Form 1423 Block 16. [CDRL A013, DI-SESS-81000E/T, Product Drawings/Models and Associated Lists]

The contractor shall submit an engineering drawing tree identifying all system, subsystem and equipment drawings as part of the drawing package prior to CDR. [DI-DRPR-81961]

#### 4.1.9.2 Engineering Data Quality

Engineering data shall be rejected for non-compliance with CDRL A013. Any discrepancies found shall be corrected and re-submitted within 30 calendar days. The Government will not be the quality assurance agent for the engineering data; the Contractor is required to accomplish quality inspection of the engineering data to ensure full compliance prior to submittal to the Government for review. When the Government reviews data submittals containing multiple files and discrepancies are found in more than 10% of the files, the Government may reject the entire submittal and return to the Contractor for correction. The Contractor shall re-inspect any submittals returned to them, correct all discrepancies, and re-submit the same submittal for a second review. The Contractor's engineering data quality shall be such that no drawing submittals shall be rejected by the Government more than twice.

#### 4.1.9.3 Engineering data updates and revisions

The Contractor shall (and shall cause subcontractors and vendors to) update and maintain engineering data for the item(s) designed/developed/modified/produced and funded by this contract for the life of this contract and shall incorporate all changes in accordance with the following:

- 1) All engineering changes shall be incorporated into the applicable engineering data within 90 calendar days after engineering release/USAF concurrence or at intervals of five changes, whichever occurs first, except a change involving safety, which shall be incorporated immediately.
- 2) All engineering changes shall be incorporated into the applicable engineering data prior to delivery of data for review.
- 3) All engineering changes shall be incorporated into the applicable engineering data prior to delivery of final media.
- 4) Revisions to existing engineering drawings/models and associated lists and other documentation to be included in the TDP for which the Contractor is the current design activity shall result in the delivery of the entire revised document and associated data file. For example, when a portion of a document is revised the entire document shall be delivered.

#### 4.1.9.4 Hexavalent Chromium Elimination

Effort has been made to remove all requirements of hexavalent chromium from the TDP. In the event that a requirement for the use of hexavalent chromium (typically found in MIL-DTL-5541 and its previous revisions) is found within the TDP, the drawing and any associated parts shall be reviewed for other instances of the requirement and shall result in updates to the TDP to remove all known instances of the requirement from the TDP. Any drawing requiring update to remove hexavalent chromium requirements shall be fully inspected for updates that may be necessary to reduce rework requirements on the same drawing.

#### 4.1.9.5 Engineering Data Guidance Conference

The Contractor shall support and cochair a Guidance Conference with AFLCMC/LZPEM for engineering data within 60 calendar days after contract award. The Conference shall be convened at Robins AFB and on a date agreed upon by the Government contracting officer and the



Contractor. The Contractor shall prepare an agenda and record the minutes of the Guidance Conference. The Contractor shall address, discuss, and provide status on the following:

- 1) Understanding of all CDRL requirements, applicable data item descriptions (DIDs), specifications and standards
- 2) TDP review requirements and schedules
- 3) TDP delivery requirements and schedules
- 4) Contractor's drafting practices/procedures/TDP drawing formats/CAD programs
- 5) The Contractor's quality assurance procedures relating to TDP documents, including quality control of subcontractor and vendor data
- 6) The role of subcontractors and vendors who may deliver TDP documents under this contract
- 7) The Contractor's configuration management system, including methods for releasing documents, approving documents, and incorporating changes into documents
- 8) Digital Technical Data Package (TDP) deliverables

[CDRL A004, DI-ADMN-81250B, Conference Minutes] [CDRL A005, DI-ADMN-21249, Conference Agenda]

#### 4.1.9.6 In-Process Review (IPR) of the TDP

The Contractor shall support, and co-chair an IPR of the engineering drawings and associated lists and other documentation to be included in the TDP. The IPR shall be conducted at Robins AFB only after the Contractor's quality assurance personnel have completely reviewed the data and determined that the data is of sufficient quality that Government time will be effectively utilized during the review. IPR may be scheduled when an update to the data has reached the completion point of the first set of drawings to be updated, and shall be held, when possible, in conjunction with other reviews. Concurrent with the IPR, the contractor shall submit four (4) representative samples of each digital data format of data for this project in accordance with Air Force drawing 9579776 (CAGE 98752). These shall consist of the Native, Neutral, Word Searchable PDF, HPGL, Metadata Spreadsheet, BOM, Gerber Data, and Software/memory Device Data. The Contractor shall notify AFLCMC/LZPEM a minimum of 30 calendar days prior to the anticipated date of completion point. The IPR shall focus on the Contractor's progress in the preparation of the drawings. The Contractor shall support and provide the necessary resources, i.e., meeting agenda, applicable data, minutes, and appropriate personnel available to answer any questions to perform the IPR effectively. The Contractor shall correct all discrepancies identified in the IPR. All subcontractor/vendor data shall be made available for review. If the quantity of subcontractor/vendor data is greater than 25% of the data, the subcontractor/vendor shall be represented at the IPR. [CDRL A004, DI-ADMN-81250B, Conference Minutes] [CDRL A005, DI-ADMN-21249, Conference Agenda]

## 4.2 Overhaul

### 4.2.1 General Overhaul Requirements

Unless otherwise noted within this PWS, TO 13B4-4-3 and all Government approved changes which have not yet been incorporated by the Contractor shall be the basis for Overhaul of the ATGL units. Additional requirements within this PWS are supplemental and provided as guidance in the event that something is not explicitly covered in the TO in which case, the TO shall be

updated to reflect the new requirement. A successful overhaul in accordance with this PWS and all TO requirements will result in a “like new” serviceable unit with condition code “A”.

#### 4.2.1.1 Unit Receipt and Inspection

The Contractor shall arrange for receipt of inbound shipments, including off-loading the ATGLs upon arrival. The Government will deliver the GFP ATGLs to the Contractor’s location. The Contractor shall clean the units and remove loose items as appropriate. Additionally, the Contractor shall perform a receiving (incoming) inspection (see TO 13B4-4-3 Table 5-2) and functional test (see TO 13B4-4-3 Chapter 8, Section I) for each unit delivered to them from the Government for overhaul to record the general state of the units, and specifically any damage to the units and any missing parts of the units. Any suspected shipping damage should be addressed with the shipping company. The Contractor shall identify to the Government any issues, or concerns that affect the Contractor’s ability to complete the tasks of this PWS. The incoming inspection and functional test shall be conducted for each ATGL. The Contractor shall develop a Government approved incoming inspection and functional test checklist template to document the state of the units. The Contractor shall store the completed incoming inspection and functional test checklist for each unit overhauled in the Product Database for download by ATGL Program Office personnel within 10 calendar days of completing each unit incoming inspection and functional test. [A014, DI-NDTI-80809B, Test/Inspection Report]

##### 4.2.1.1.1 Overhaul/Repair Limitation

The Contractor shall not overhaul nor repair any item where the total cost of parts and labor exceed 75% of replacement cost of the item, unless authorized by the PCO.

##### 4.2.1.1.2 Special Inspection Requirements

While performing the inspection, careful inspection of any surfaces that contact a gasket or seal of any type shall be performed. Any nicks, burrs, or scratches found shall be removed or if removal is not possible, the part shall be replaced.

##### 4.2.1.1.3 Structural Module Abnormalities Identification

The Contractor shall identify to the Government structural module abnormalities discovered during inspection or overhaul within 7 calendar days after discovery. The Contractor shall provide their recommended repair actions for each structural module abnormality, and indicate if approved repair procedures exist. Existing technical order (TO) and non-TO (NTO) repair procedures are considered approved repair procedures. For the purposes of this PWS, structural module abnormality is defined as any abnormal condition of the 5 ATGL structural modules that affects the structural module integrity, e.g., bent, twisted, cracked, broken, heavily corroded, or missing structural module components. The 5 structural modules are galley cabinet module, oven/coffee maker module, galley counter top, galley drawer/refuse module, and lavatory cabinet module. The Contractor shall also provide any schedule (flow days) impacts associated with these repairs. The Government may request a rough order of magnitude (ROM) for each repair and implement the repair in a separate task order. Any schedule delays caused by ROM generation or awaiting Government direction or approval shall not impact the Contractor’s ratings related to the performance of this contract.

#### 4.2.1.2 Parts disposition

TO 13B4-4-3 provides disposition instructions for all parts of the ATGL unit by detailing which parts/assemblies shall be refurbished (or repaired or overhauled), scrapped and replaced, or saved and re-used. When the TO requires a part to be scrapped and replaced, the Contractor shall use a refurbished part if available. If a refurbished part is not available, a new part may be used. All parts saved and re-used shall be inspected/tested, refurbished, serviced (when applicable), and scuffed and painted (when applicable). Items/parts to be overhauled or repaired that are determined by the Contractor to be beyond economical repair may be replaced. Items/parts to be overhauled or repaired that cannot, shall be replaced. All high value parts (see 4.2.1.13 and Appendix D) replaced or TCTO parts installed in the field with new parts or overhauled parts within 12 months of arriving at the Contractor's location for overhaul shall be saved and re-used as part of the basic overhaul package provided the high value parts pass a functional checkout by the Contractor. In the event a part is found with deficient disposition instructions, the TO shall be updated with adequate disposition instructions compliant with applicable regulations and requirements.

#### 4.2.1.3 Missing Parts

Parts identified as missing, except structural modules (see 4.2.1.1.3), during incoming inspection shall be replaced as part of the basic overhaul package and need no further consideration. Additionally, the Contractor shall compile a list of damaged (unable to be repaired) and missing parts for each ATGL furnished, and store the list in the Product Database for download by the ATGL Program Office personnel within 10 calendar days of completing each ATGL incoming inspection.

#### 4.2.1.4 Damaged Parts

Parts identified as damaged during incoming inspection that are to be scrapped need no further consideration. Damaged non-structural module parts intended to be reused shall be repaired under the basic overhaul package. If unable to repair, the parts shall be replaced under the basic overhaul package. The Contractor shall compile a list of damaged (unable to be repaired) or missing parts for each ATGL furnished, and store the list in the Product Database for download by ATGL Program Office personnel within 10 calendar days of completing each ATGL incoming inspection or after identifying the damaged part. Structural module abnormalities shall be handled in accordance with 4.2.1.1.3. Damaged parts from corrosion shall be repaired under the basic overhaul package excluding structural module abnormality damage from corrosion which is separately addressed in 4.2.1.1.3.

#### 4.2.1.5 Repair

Repairs shall be in accordance with TO 13B4-4-3. All necessary repairs without approved work instructions shall require instructions be developed and approved prior to repair work being performed. All parts that are not explicitly required to be replaced (see 4.2.1.7) shall be considered for repairs. If repairs are not able to be accomplished, then the part shall be replaced.

#### 4.2.1.5.1 Hexavalent Chromium

Hexavalent Chromium is no longer required as a primer for any part on the ATGL, however, the existence of hexavalent chromium in the current ATGL units cannot be overlooked. The Contractor shall be capable of handling parts with hexavalent chromium in accordance with TO 13B4-4-3 while following all requirements in the appropriate Material Safety Data Sheet (MSDS). If the part with hexavalent chromium is determined to be unsafe to repair, it shall be replaced. If the additional labor required to deal with the hexavalent chromium will push the part beyond economical repair (greater than 75% of the replacement cost) it shall be replaced instead.

#### 4.2.1.6 Parts Refurbishment

The Contractor shall determine what parts to refurbish. Parts to consider for refurbishment include high cost items, long lead items, and items with low refurbishment costs. The part shall meet all of the same requirements post refurbishment as if it were new. The Contractor shall identify parts to be refurbished and may update their refurbishment parts list annually. The Contractor shall determine disposition instructions for refurbishment parts with consideration to shipping costs which shall be covered by the Contractor if shipped by the Government to the Contractor for refurbishment.

#### 4.2.1.7 Replacement

Replacement parts shall be in accordance with TO 13B4-4-3. In addition, the TO shall be updated as necessary to reflect the following items to be replaced:

- 1) Individual parts that are missing, generally considered to be wear parts, or parts not considered to be wear but showing excessive wear
- 2) All parts designed to create a seal
- 3) All damaged or corroded fasteners
- 4) All hose clamps
- 5) All non-metal parts that have external exposure to environmental elements
- 6) Damaged sheet metal that cannot be repaired or is corroded
- 7) All weather-stripping and insulation
- 8) Electrical wiring
- 9) Bent, broken, distorted or otherwise damaged connectors
- 10) Switches, relays, contactors, diodes, resistors, fuse boxes, voltage regulators, receptacles, sending units, gauges, heaters, transformers, micro switches, proximity switches, wipers, and circuit breakers

All replacement parts shall conform to the most recent configuration of the ATGL. Wiring harnesses shall be secured or protected in such a manner that they will not interfere with other components or be subject to potential damage.

#### 4.2.1.8 Identification

All overhauled ATGLs shall be re-identified per the Contractor's configuration management plan (see 4.1.1). The Contractor shall maintain IUID marking requirements (see 4.5.7) during overhaul per the ATGL IUID instructions developed as part of the configuration management plan. The Contractor shall report to the national registry as required.

#### 4.2.1.9 Post-Overhaul Quality Inspection

All overhauled ATGL units shall be inspected in accordance with TO 13B4-4-3 Chapter 8 Section I and documented using a post-overhaul inspection checklist developed by the Contractor and approved by the Government. Two checklists shall be developed for overhauls. One shall be used for standard overhaul practices, and the second shall be used for first article and annual conformance inspections. Any nonconformance found will be documented on Nonconformance Reports (NCR's) and shall be corrected for reevaluation. At a minimum, 90% of overhauled assets shall pass initial inspection with the remaining 10% passing the second inspection. The metric will be calculated per contract year. Final Inspection of the ATGL will occur after final paint touch up. Additionally, there shall be no more than one (1) PQDR or QDR per contract year which is attributable to the overhaul process. [CDRL A014, DI-NDTI-80809B, Test/Inspection Report]

#### 4.2.1.10 Storage and security

The Contractor shall store up to 20 total ATGLs indoors at the Contractor's facility during pre- and post-overhaul periods. ATGLs shall be stored in such a manner as to give reasonable protection against rust, corrosion, other damage, and theft while at the Contractor's facility. For purposes of this requirement, all units at the Contractor's facility shall be considered in storage by the Contractor.

#### 4.2.1.11 Packaging and Shipping

The Contractor shall pack and prepare each ATGL, with exception to the qualification units, for return shipment to the Government via air or surface transport mode, if necessary, preparation of required shipping documents for outside continental United States (OCONUS) shipments. ATGLs shall be prepared for shipment in accordance with the Contractor's developed procedure and the applicable ATGL TOs. The Contractor shall load each overhauled ATGL onto Government approved transportation after all overhaul related activities are completed and approved by the Government.

#### 4.2.1.12 As-maintained list (AML)

The Contractor shall develop and maintain an AML for each ATGL during overhaul. The AML shall be placed, within 10 calendar days of Overhaul completion, in the Product Database for download by ATGL Program Office personnel.

#### 4.2.1.13 High Value Parts

The high value parts are defined as the parts list in Appendix D. High value parts require additional considerations for Overhaul as described in this document. High value parts shall not be condemned within 12 months of initial installation without Government approval.

#### 4.2.2 Overhaul Qualification

The Contractor shall perform overhaul qualification in order to begin low-rate overhaul and before receiving future full-rate overhaul task orders. For overhaul qualification, the Contractor shall receive two Government Furnished Equipment (GFE) ATGLs from the USAF, establish an overhaul line, review TO 13B4-4-3, successfully overhaul the two GFE units in accordance with

the TO, develop an update list for TO 13B4-4-3, obtain Government acceptance of both units within 6 months, successfully brief readiness to start low-rate overhaul, successfully brief a plan for full-rate overhaul, and receive acceptance by the Government for the transfer of overhaul responsibility.

#### 4.2.2.1 Engineering test bed and manufacturing standard

One ATGL unit from the qualification period shall be used as an engineering test bed and the other as a manufacturing standard. The manufacturing standard shall serve as a model for what each completed ATGL unit overhaul should represent. The test bed provided as GFP may be used as a resource to support the accomplishment of tasks stated herein, e.g., testing unit for a new modification or change. The Contractor shall perform scheduled and unscheduled maintenance in accordance with the ATGL TOs on both ATGL units.

#### 4.2.3 Low-Rate Overhaul

Low-rate overhaul shall begin with the successful completion of the low-rate readiness review (see 4.5.5.5). Low-rate overhaul shall last at most 6 months and shall result in 10 ATGL overhauls during the 6 month period. The exact number shall be determined by the Government based on funding availability.

#### 4.2.4 Full-Rate Overhaul

Upon successful completion of low-rate overhaul, and the full-rate readiness review (see 4.5.5.6) the Government will grant permission to continue with full-rate overhaul production. During full-rate overhaul, the Contractor shall complete up to 35 ATGL overhauls per contract year.

#### 4.2.5 Unscheduled Depot Level Maintenance (UDLM)

UDLM requirements may occur during the contract period. The Government shall define the work specific to the UDLM effort at the time of proposal request. The Contractor shall perform the UDLM work pursuant to that specific action.

### 4.3 Material Management

#### 4.3.1 Data Collection, Analysis, and Reporting

##### 4.3.1.1 Product Database

All data required by the ATGL program that is developed or modified under this contract shall be stored in a secured database that is part of the PLM system and accessible to the Government for review. Furthermore, the data shall be available for download in a Microsoft Office application format unless otherwise mutually agreed upon by the Government and the Contractor. Each data requirement shall be placed in the Product Database within the timeframe allowed throughout the PWS. For instances where a required time for placement in the Product Database is not provided, the data shall be placed within the Product Database monthly unless otherwise approved by the ATGL Program Office.

#### 4.3.1.2 Performance determination and data reduction.

The Contractor shall select, develop, and maintain software (tools) for generating monthly measurements/metrics reports. The Contractor shall accept any Government data and collect/measure as necessary other data needed to support the publishing of the monthly cumulative performance calculations. The data shall be segregable by CONUS or OCONUS, individual location, registration number, metric/measurement, etc. The Contractor shall accomplish the data reduction necessary to fully support the engineering analyses being accomplished to monitor and make necessary adjustments to the ATGL system to ensure the system complies with the performance requirements with emphasis on life cycle cost reduction. The Contractor shall prepare the source data, prepare the queries, and perform the calculations for the performance measurements/metrics. The Contractor shall provide monthly metrics reporting in the Product Database for download by the Government.

#### 4.3.1.3 Performance analyses.

The Contractor shall maintain, and change as necessary for continuous improvement, the processes and associated computer-based tools to facilitate the accomplishment of performance analyses. The Contractor shall conduct activities and investigations necessary to identify candidates driving negative trends to ATGL performance or life cycle cost, and when necessary, make adjustments to ensure compliance with the performance requirements.

#### 4.3.1.4 Performance Requirements

##### 4.3.1.4.1 Performance Metrics

The ATGL system shall comply with, and the Contractor shall report monthly as CONUS and OCONUS on, the following metrics, except Engineering and Technical response times and parts quality shall be reported as a fleet without separating CONUS and OCONUS. The monthly reports shall be placed in the Product Database for download by the Government ATGL Program Office personnel. The Contractor shall develop a plan for providing monthly reports as part of their proposal. The data collection tool shall be provided for review and approval within 15 calendar days after contract award. Data collection and reporting shall begin with the second month of the contract. The measurements and metrics being collected are for future sustainment efforts. Therefore, the documented plan will be considered a living document that may be updated or modified as necessary to incorporate data deemed pertinent by the Contractor or the Government. The reports shall be generated from data in the Product Database and also be placed in the Product Database. The Contractor shall record dates of all Government parts orders. The Contractor shall retain receipts from shippers to verify when shippers receive parts packages from Contractor and when the Government receives parts packages from the shipper. Contractor performance reviews will be conducted with these metrics in mind; specifically, consideration will be given to whether the Contractor is meeting or approaching the targeted goals.

- 1) Spare Support Response Times:

The Contractor shall ship out all spares on contract within two (2) business days of the request. The Contractor shall pass any spares requests that cannot be supported to the Program Office.

- 2) Engineering and Technical Support: response times (see 4.1.4.1).

- 3) Parts Quality: number of bad parts delivered per month (see 4.3.3).

#### 4.3.1.4.2 Performance measurements

The Contractor shall report by CONUS or OCONUS in the Product Database for download by the Government ATGL Program Office personnel the following additional measurements monthly.

- 1) Listing of all parts provided by the Contractor to the field for unit repair. The parts list shall include at minimum: part number(s), work order number, quantity, request date/time stamp, base name, unit registration number(s), base POC, and price, lead time, vendor(s), shipped date/time, delivery date/time. Each part number shall have its own row.
- 2) List of bad parts (see 4.3.3) shipped for replacements; segregate wrong parts and damaged parts.
- 3) Reparable parts repair cycle time (from time Contractor receives the part until Contractor lays repaired part on shelf) by part number, cumulative over the contract year.
- 4) Percent of reparable parts by part number, cumulative over the contract year, provided to Contractor for repair and condemned by the Contractor.
- 5) Order shipment times: time order is placed and time order/part is shipped to user.

#### 4.3.2 Parts Supply

The Contractor shall purchase, fabricate, alter, finish, repair, overhaul, pack, and ship parts at the required time and quantities to support the ATGL users. This contract effort will be used to start gathering spares usage data. The Contractor shall log all spares requests and load to the Product Database. The Contractor shall receive spares orders via email or telephone. The Contractor shall ship out spares on contract within 2 business days of the request. The Contractor shall pass any spares requests that cannot be supported to the Program Office. The Product Database log for spares requests shall include the following information at a minimum: part number(s), work order number, request date/time stamp, base name, unit registration number(s), base POC, and once available: price, lead time, vendor(s), shipped date, delivery date/time.

#### 4.3.3 Parts Quality

The Contractor shall establish a high quality parts process to ensure no more than 1 bad part in the first 100 part deliveries or no more than 0.5% of all parts delivered in any given month to the users are bad parts; bad parts are wrong parts, and damaged (or broken) parts. Parts damaged during transit are considered damaged parts and therefore are bad parts. Parts that do not work when the parts are installed are considered damaged parts and therefore are bad parts. The Contractor shall, when cost effective, repair unserviceable material for reuse.

### 4.4 Foreign Military Sales (FMS) Support

FMS support shall be accomplished through separate task orders and shall not relieve the Contractor from meeting the USAF sustainment requirements of this PWS.

#### 4.4.1 FMS Buys

Within the first year of the contract, up to 5 units will be required for FMS purchase. These units shall be built to the TDP along with any approved ECNs at the start of their build. ECNs approved after the start of a new build shall be incorporated as agreed upon by the Government and Contractor. All newly fabricated units will undergo the nondestructive functional testing in



accordance with appendix 6.5. Furthermore, FMS ATGLs shall not contain copies (physical or digital) of the USAF TOs. [A014, DI-NDTI-80809B, Test/Inspection Report]

#### 4.4.2 FMS Overhauls

When FMS Overhauls are required, they shall be performed in accordance with 4.2 of this PWS and all of its subparagraphs. FMS overhauls shall be accomplished in addition to the USAF overhaul schedule. The FMS schedule will generally be approximately 4 per contract year, however the Contractor should have the capability to work up to 7 FMS overhauls in any given contract year.

#### 4.5 Miscellaneous Technical Requirements

##### 4.5.1 Inspection of services clause

In accordance with the Inspection of Supply/Services clause(s) identified in the contract/order, the Government reserves the right to inspect Contractor performance.

##### 4.5.2 Integrated Master Schedule (IMS)

The Contractor shall develop, implement, maintain, manage, and analyze an IMS for this contract. The IMS shall contain measurable tasks and their interdependencies for each of the 3 major portions; PES, Overhaul, and MM. The Contractor shall develop task descriptions and schedules addressing at minimum the requirements of this PWS. The IMS shall identify all critical milestones, measurable tasks, prerequisite events, and their interdependencies. The IMS shall also include major subcontractor events and activities, if any. All critical elements throughout the entire period of the contract shall be clearly depicted. Critical Milestones shall include at minimum all Contract Data Requirements List (CDRL) submissions and unique PES projects. The Contractor shall complete early or on schedule 85% of the critical milestones with the remaining 15% being completed within 30 calendar days of their initial due date. To the extent possible, when reporting IMS progress, the Contractor shall report to progress of tasks as opposed to a progress against the timeline. At any point, if the Contractor is behind schedule, the Contractor shall report a risk assessment of resulting issues, impact of those issues if they are realized, and a recovery schedule for the task. The Contractor shall have no more than 20 units on site at any given time. The Contractor shall complete early or on schedule 100% of the overhaul deliveries. The time between the delivery dates of the first ATGL inducted for overhaul and the last ATGL started for the contract year shall not exceed 12 months. [CDRL A015, DI-MGMT-81861A/T, Integrated Product Management Report (IPMR)]

##### 4.5.3 Reporting

The Contractor shall report financial data on a monthly basis in a Monthly Status Report. The status report shall provide financial information by CLIN including: Current Authorized Budget, Estimate at Completion (EAC), M/E ITD Costs, Costs Incurred Not Billed (Committed Costs), Total Cost Incurred, ETC, CAT, VAC. Contract funding summary data by CLIN shall include: Authorized Funding, Remaining Funding, Funding Type, and % Spent. Cumulative to date Earned Value Metrics shall include: % Complete, CPI, and SPI. The Contractor shall additionally prepare and report on a quarterly basis a Contract Funds Status Report. [CDRL A016, DI-MGMT-81468, Contract Funds Status Report] [CDRL A018, DI-MGMT-80368A/T, Monthly Status Report]

#### 4.5.3.1 Contract Work Breakdown Structure (CWBS)

The Government has developed a CWBS to level 2. The Contractor shall further develop and provide its CWBS and CWBS Dictionary as part of their contract proposal. Pricing for the contract shall be associated with the CWBS and traceable back to level 2 for cost realism determinations by the Government. The Contractor shall provide to the Government all changes to the CWBS Dictionary within 10 business days after the award of the contract. [CDRL A017, DI-MGMT-81334D/T, Contract Work Breakdown Structure (CWBS)]

#### 4.5.4 Business, Engineering, and Management Reviews

The Contractor shall develop and provide an agenda for all reviews utilizing Government inputs and direction at least 7 calendar days in advance of the meetings unless otherwise specified or approved by the Government. The Contractor shall provide conference minutes to include all presentation materials with action items identified after the meeting is accomplished within 14 calendar days of the last day of the meetings. To the maximum extent possible, reviews at the Contractor's facility shall be coordinated to maximize the efficiency of the Government's time. Unless otherwise stated, all contractually required meetings, reviews, or conferences shall be no more than 1 business day. When possible reviews shall be on the same day or consecutive days to reduce the travel requirements of Government personnel. Adjustment of the contractual schedule will be considered by the Government if presented as a means for maximizing the value of Government time spent at the Contractor or subcontractor's facility. Similarly, schedule adjustments shall be considered to maximize the value of the Contractor or subcontractor's time for meetings held at a Government facility. [CDRL A004, DI-ADMN-81250B, Conference Minutes] [CDRL A005, DI-ADMN-21249, Conference Agenda]

##### 4.5.4.1 Integrated Baseline Review (IBR)

The first IBR shall be within 90-120 calendar days of contract award then annually thereafter. The focus of the IBR shall be the Contractor's proposed BCWS, broken down by month at Level 3. The IBR shall be conducted at the Contractor's facility.

##### 4.5.4.2 Program Management Reviews (PMR)

PMRs shall be conducted annually in conjunction with the IBR (see 4.5.5.1). The focus of the PMR shall be the reporting of execution of the task orders, Contractor performance, and future plans/projects. PMRs shall be conducted at the Contractor's facility and shall last no more than one business day in duration.

##### 4.5.4.3 PES Progress Review

A formal progress review at the Contractor's facility shall be performed 90-120 calendar days after contract award. The Contractor shall use Power Point charts for the reviews and provide to the Government one week prior to the briefing. The review shall take no more than one business day in duration.

#### 4.5.4.4 Overhaul Qualification Progress Review

The Contractor shall perform all overhaul qualification tasks within 6 months, and shall brief on a regular basis their progress toward being ready for low-rate overhaul. The Contractor shall brief their progress toward the Readiness Review to the Government at Contractor's location within 120 calendar days after contract award. The Contractor shall use Power Point charts for the reviews and provide to the Government one week prior to the briefing. The Contractor shall present charts, written processes, and hardware/software, for discussion and inspection. The Contractor shall demonstrate implementation of processes to comply with the requirements. The Contractor shall demonstrate establishment of employee training for the processes. The following 11 key exit criteria elements shall be addressed (as a minimum):

- 1) IMS to include all major activities (including qualification, low rate, and full rate overhauls) required,
- 2) Overhaul management,
- 3) Adequate facilities and layout, i.e., equipment, facilities square footage, placement of workstations, workflow processes, work area for onload/offload of units, work area for inspection, work area for wash rack, work area for test, warehousing of parts, parts flow throughout the plant, etc.,
- 4) Development of unique manufacturing instructions,
- 5) Updates to the Overhaul Instructions Manual,
- 6) Preparation for low-rate overhaul start-up,
- 7) Planning for full-rate overhaul,
- 8) Time standards for all tasks,
- 9) Overhaul line efficiencies gain to reduce labor hours,
- 10) Continuous improvement, and
- 11) Employees with the correct skills and tools, in place.

The Contractor shall report status for the 11 key elements above by further breaking down each key element into lower level objective criteria. The Contractor shall update the status of each objective criterion at the review, or more regularly if desired, by providing the percentage of completion of each criterion as compared to the IMS submitted within the proposal for this effort.

#### 4.5.4.5 Low-Rate Overhaul Readiness Review

The Contractor shall brief their final qualification status as well as their readiness for low-rate overhauls to the Government at the Contractor's location within 190 calendar days after overhaul qualification task order award. The Contractor shall choose the readiness review format and provide materials (agendas, slide charts, etc.) for the reviews to the Government. The review shall demonstrate the functionality of the newly overhauled ATGL units, address the Contractor's readiness to accept low-rate overhaul and discuss the plan for full-rate overhaul. The Contractor shall provide an update to the 11 key elements described in paragraph 4.5.5.4 of this PWS. The Contractor must receive approval from the Government to proceed with low-rate overhaul after the readiness review. The review shall take no more than 2 business days in duration.

#### 4.5.4.6 Full-Rate Overhaul Readiness Review

Within 1 year of contract award, the Contractor shall be ready for full-rate overhaul. The Contractor shall brief on a regular basis their progress toward full-rate overhaul. The readiness

review shall be at the Contractor's facility within 360 calendar days of contract award. The review shall up to 2 business days in duration and include a demonstration of the low-rate overhaul and briefs with additional demonstrations to the full-rate overhaul capabilities of the Contractor. The review demonstration shall include process improvements from qualification along with full-rate overhaul set-up improvements which have occurred during low-rate overhaul. Prior to the Readiness Review, the Contractor shall brief their progress toward the Readiness Review, in a maximum 4 hour telecom, to the Government within 270 calendar days after contract award. The Contractor shall choose the readiness review format and provide materials (agendas, slide charts, etc.) for the reviews to the Government. The Contractor shall demonstrate implementation of process improvements and the following criteria as a minimum:

- 1) Redlined IMS to show status for all major activities for low rate and full rate overhauls,
- 2) Overhaul management update (time standards tracking, facilities and layout organization, manufacturing instruction updates)
- 3) Updates to the Overhaul Instructions Manual
- 4) Preparation for full-rate overhaul start-up
- 5) Overhaul line efficiencies gain to reduce labor hours
- 6) Continuous improvement

The Contractor shall report status for the six key elements above by further breaking down each key element into lower level objective criteria; the Contractor shall provide updates for each objective criterion at the review, or more regularly if desired, by providing percentage of completion of each as compared to the IMS submitted within the proposal for this effort. The Contractor must receive approval from the Government to proceed with full-rate overhaul after the readiness review. The Contractor shall record minutes documenting the reviews, and include the briefing charts in the minutes. The review shall take no more than 1 business day, and no more than 8 hours per day shall be allowed.

#### 4.5.4.7 Status Reviews

The Contractor shall brief the ATGL Program Office on current status of tasks and associated performance stated herein. These status meetings shall be conducted by telephone conference or video teleconference. By mutual agreement, a status briefing may occur in person at a designated site. These status meetings shall be held as often as necessary by mutual agreement, but not any less than monthly throughout the contract period of performance, and should not exceed 1 hour in duration. Status meetings may need to be held weekly in the beginning and reduce over time. The Contractor shall use visual aids necessary to convey the overhaul status to the Government. When status reviews are accomplished by telephone conference or video teleconference, agendas shall be required 2 business days ahead of the meeting.

#### 4.5.5 Users Conference

The Contractor or a subcontractor shall host a users conference in the second and fourth years of the contract. The conference facility shall be able to support up to 50 people in attendance. The conference shall be a maximum of 2 business days. The first day shall include programmatic discussions of changes that have been made since the previous conference along with changes expected to occur prior to the next conference, it also shall address user issues/concerns with open forum discussions led by the ATGL Program Office. The discussions shall not direct change, but allows the users to share a voice and provide rationale for potential changes. Changes shall not be

incorporated until documented by the Government and directly requested to the Contractor through the PCO. The second day shall provide hands on training sufficient for at minimum 25 personnel to be trained on common field maintenance operations. The agenda, presentations, and any digital training materials shall be made available to the attendees online prior to the conference. Conference minutes shall be developed by the Contractor to review what is discussed, along with assigning action items from the conference and provided within 5 business days of the conference. [CDRL A004, DI-ADMN-81250B, Conference Minutes] [CDRL A005, DI-ADMN-21249, Conference Agenda]

#### 4.5.6 Item Unique Identification (IUID)

##### 4.5.6.1 IUID Requirement

Item Identification and Valuation, unique item identification is a method of marking items with unique item identifiers which have machine-readable data elements. Unique item identification is required for all items to be delivered to the DoD that meet the criteria established in accordance with the FAR and applicable supplements and shall be in compliance with all applicable guidance and clauses listed in the contract.

##### 4.5.6.2 IUID Marking

The Contractor shall mark items in accordance with contract clauses, and Military Standard MIL-STD-130N(1), Department of Defense Standard Practice / Identification Marking of U.S. Military Property.

##### 4.5.6.3 IUID Registry Update

In accordance with the Department of Defense Guide to Uniquely Identifying Items Assuring Valuation, Accountability and Control of Government Property, the Government agent or Contractor representative responsible for causing “life cycle events” (i.e., abandoned, consumed, destroyed by accident, destroyed by combat, donated, exchanged – repair, exchanged – sold, exchanged – warranty, expended – experimental/target, expended – normal use, leased, loaned, lost, reintroduced, retired, scrapped, sold – foreign government, sold – historic, sold – nongovernment, sold – other federal, sold – state/local, and stolen) will update applicable item record(s) in the IUID Registry.

#### 4.5.7 Period and Place of Performance

The contract will be awarded for a period of one (1) year with four (4) option years. The period of performance for the contract/order will extend one year beyond the date of the final order. All services will be performed at the Contractor’s facility or at a subcontractor’s facility.

#### 4.5.8 Contract Data Requirements List (CDRL)

##### 4.5.8.1 CDRL Quality

The Contractor shall deliver all data/reports associated with all CDRLs, with no more than one (1) rejection of each deliverable. There shall be no more than four (4) total rejection(s) of deliverables per contract year. The Government will reject a deliverable if two (2) or more technical errors or

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eight (8) or more minor errors are found within the deliverable. A technical error is defined as a formatting issue (i.e., improper alignments, irregular indentations, poor table development, etc.), the content not being accurate, or an incomplete submission in accordance with the CDRL, PWS or contract. A minor error is defined as a typographical or grammatical error. The rejected deliverable shall be corrected and resubmitted within five (5) business days (unless additional time is permitted by the PCO) of notification of Government rejection in accordance with the associated DD Form 1423 instruction/requirement.

#### 4.5.8.2 Receipt of CDRLs

The Contractor shall deliver all CDRLs with no more than four (4) late submission(s) of deliverables per contract year. The Contractor shall notify the Government if the delivery of any data/document will not meet the scheduled delivery date and if acceptable to the Government, negotiate a revised delivery date. The data/document shall be delivered by the revised delivery date acceptable to the Government.

<b>Document Identifier</b>	<b>Data Item Description (DID)</b>	<b>Title</b>	<b>PWS Reference(s)</b>
A001	DI-SESS-81785A	Systems Engineering Management Plan (SEMP)	4.1, 4.1.1, 4.1.2.1, 4.1.2.6.1, 4.1.7, 4.1.8
A002	DI-SESS-81022D	Configuration Audit Summary Report	4.1.1
A003	DI-SESS-80639D	Engineering Change Proposal (ECP)	4.1.1
A004	DI-ADMN-81250B	Conference Minutes	4.1.2.2, 4.1.9.5, 4.1.9.6, 4.5.5, 4.5.6
A005	DI-ADMN-21249	Conference Agenda	4.1.2.2, 4.1.9.5, 4.1.9.6, 4.5.5, 4.5.6
A006	DI-QCIC-80125B	GIDEP Alert/Safe-Alert Report	4.5.12.1
A007	DI-QCIC-80126B	GIDEP Alert/Safe-Alert Response	4.5.12.1
A008	DI-QCIC-80127A	GIDEP Annual Progress Report	4.5.12.1
A009	DI-ADMN-80447A	Contract Summary Report	4.1.2.6.2
A010	DI-SESS-81526C/T	Instructional Media Package	4.1.4.5
A011	TM-86-01P	Technical Manual Contract Requirements (TMCR)	4.1.5.1, 4.1.5.2
A012	DI-SAFT-81626	System Safety Program Plan	4.1.7
A013	DI-SESS-8100E/T	Product Drawings/Models and Associated Lists	4.1.9.1
A014	DI-NDTI-80809B	Test/Inspection Report	4.2.1.1, 4.2.1.9, 4.4.1
A015	DI-MGMT-81861A/T	Integrated Product Management Report (IPMR); Integrated Master Schedule (IMS)	4.5.2
A016	DI-MGMT-81468	Contract Funds Status Report	4.5.3
A017	DI-MGMT-81334D/T	Contract Work Breakdown Structure (CWBS)	4.5.3.1
A018	DI-MGMT-80368A/T	Monthly Status Report	4.5.3

#### 4.5.9 Packaging

The Contractor shall package and mark material in accordance with the contract (basic and/or order, as applicable) in accordance with the attached Air Force Materiel Command (AFMC) Form 158, Packaging Requirements. The Contractor shall package and mark material in accordance with other applicable Government regulations including, but not limited to, those regarding security, safety and environmental concerns.

The Contractor shall package and mark material for movement, shipment, receipt and storage in a manner that ensures the protection and preservation of the material for shipment to and storage at the destination.

In accordance with MIL-STD-2073-1E, Standard Practice for Military Packaging, shipping containers received, which meet the requirements of the AFMC Form 158 and are suitable for return shipment of serviceable assets, shall be reclaimed and stored for reutilization. Unsuitable shipping containers shall be disposed of and replaced with new containers that meet the requirements of the AFMC Form 158.

#### 4.5.10 Counterfeit Parts

The Contractor shall establish and maintain a counterfeit part detection and avoidance system to mitigate the risk of counterfeit parts being installed in end items or otherwise entering the USAF/DoD inventory.

The system shall incorporate processes/procedures to address the requirements listed in accordance with the FAR and applicable supplements and shall be in compliance with all applicable guidance and clauses listed in the contract. The Government's review of the Contractor's system will be accomplished as part of the evaluation of the Contractor's purchasing system in accordance with the FAR and applicable supplements and shall be in compliance with all applicable guidance and clauses listed in the contract.

#### 4.5.11 Government-Industry Data Exchange Program (GIDEP)

The Contractor shall participate in GIDEP in accordance with GIDEP Operations Manual S0300-BT-PRO-010, Government-Industry Data Exchange Program. The Contractor shall submit all applicable data to GIDEP, as it is generated, in accordance with the CDRLs.

##### 4.5.11.1 GIDEP Reporting

The Contractor shall review each Alert/Safe-Alert report received from GIDEP to determine if the item or process for which the Alert/Safe Alert report is issued is applicable to the contract/order and take appropriate action. Upon the determination that an Alert/Safe-Alert report is applicable, the Contractor shall inform the impacted organizations and subcontractors in accordance with the CDRLs. The Contractor shall maintain a record of the status and disposition of all Alert/Safe-Alert reports in accordance with the CDRLs. [CDRL A006, DI-QCIC-80125B, GIDEP Alert/Safe-Alert Report] [CDRL A007, DI-QCIC-80126B, GIDEP Alert/Safe-Alert Response] [CDRL A008, DI-QCIC-80127A, GIDEP Annual Progress Report]

#### 4.5.12 Relationship of Contractor with subcontractors/vendors

The Contractor shall levy on subcontractors and sub-vendors the same requirements as are levied on them by this contract. This requirement shall apply at all tiers of subcontractor/vendor levels associated with the program.

### 5.0 General Information

#### 5.1 Continuation of Mission-Essential Services During a Crisis

The Functional Commander (FC) or civilian equivalent has determined these services are not mission-essential and services will not continue in the event of a crisis.

#### 5.2 Security Requirements

Actual knowledge and/or generation of classified information and/or Controlled Unclassified Information (CUI) are not expected to be necessary for performance of the contract/order. However, Contractor personnel are required to comply with security requirements to preclude potential security incidents or violations.

##### 5.2.1 Security Regulations

The Contractor shall ensure personnel, information, system, property, facility and security requirements are met. The Contractor shall comply with security regulations including, but not limited to, Department of Defense (DoD) 5200.2-R, Personnel Security Program; DoD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM), DoD Directive (DoDD) 5205.02E, DoD Operations Security (OPSEC) Program, DoD Manual 5205.02-M, DoD Operations Security (OPSEC) Program Manual, and Robins Air Force Base Integrated Defense Plan (RAFB IDP) 31-101.

##### 5.2.2 Operations Security (OPSEC)

The purpose of OPSEC is to reduce the vulnerability of USAF missions to adversary collection and exploitation of critical information. The Contractor shall ensure compliance with DoDD 5205.02E and DoD Manual 5205.02-M to protect United States (U.S.) Government interests.

##### 5.2.3 Security Clearance

It is not expected Contractor personnel will require security clearances for proper accomplishment of contract/order requirements. Contractor personnel shall not be authorized access to classified information and/or CUI and classified items or be permitted to work on classified projects and/or programs without a valid security clearance and a need-to-know. If security clearances become necessary after contract/order award, the Contractor shall ensure applicable Contractor personnel obtain valid security clearances appropriate to the access required for proper accomplishment of contract/order requirements.



#### 5.2.4 Security Incident or Violation

The Contractor shall immediately notify the Government Security Office of any potential or actual security incident or violation.

#### 5.2.5 Security of Contractor System(s)

The Contractor shall ensure the security of Automated Information System(s) (AIS) at the Contractor's facility to preclude potential security incidents or violations.

#### 5.2.6 Access to Government System(s):

The Government will provide Contractor personnel access to system(s) necessary to perform tasks under the contract/order. The Contractor shall ensure Contractor personnel who require access to an unclassified or classified Government AIS have the appropriate background check or security investigation conducted. The Government will provide system access subject to approval of the DD Form 2875, System Authorization Access Request (SAAR). Upon completion/termination of the contract/order or transfer/termination of Contractor personnel, the Contractor shall ensure the system account(s) are closed.

#### 5.2.7 Access to Government Facility or Military Installation:

The Contractor shall ensure Contractor personnel who require access to a Government facility or military installation comply with the security requirements of the facility or installation. The Contractor shall ensure Contractor personnel who require access to a USAF installation comply with the FAR and applicable supplements and shall be in compliance with all applicable guidance and clauses listed in the contract.

### 5.3 Environmental Management System (EMS)

Services will be performed at the Contractor's facility; therefore, the EMS requirements do not apply to this effort, but this statement does not exempt the Contractor from any other Federal, State or local statute or requirement.

### 5.4 Agency Affirmative Procurement Programs:

In accordance with FAR 23.404(b)(1), 100% of purchases of Environmental Protection Agency (EPA)-designated products included in the Comprehensive Procurement Guidelines (CPG) list [<http://www.epa.gov/cpg/products.htm>] and/or United States Department of Agriculture (USDA)-designated products included in the biobased product listings [<http://www.biopreferred.gov>] shall, at a minimum, meet the EPA or USDA standards for recovered materials or biobased content, respectively, unless an item cannot be acquired competitively within a realistic timeframe, meet appropriate performance standards, and/or be acquired at a reasonable price.

In accordance with FAR 23.404(a)(iii), the Contractor shall provide estimates and verification of recovered material for EPA-designated CPG products and certification for both EPA-designated CPG products and USDA-designated biobased products. In accordance with the Robins Air Force Base, Georgia / Green Procurement Program (GPP) Plan, the Contractor shall provide estimates and certifications to the Government for completion of the applicable attachment(s) to be included in the Purchase Request (PR) package.

## 5.5 Contractor Manpower Reporting

The Contractor shall provide an annual count of contractor/subcontractor personnel performing work for each fiscal year if the DoD is the requiring activity, if the acquisition is using U.S. Government appropriated funds, and if the acquisition is in excess of \$3,000,000. The Contractor shall report all Contractor labor hours, including subcontractor labor hours, required for performance of the services provided under the contract at the eCMRA site below. Reporting shall be conducted for each fiscal year, which extends October 1 through September 30. While inputs may be made any time during the fiscal year, all data shall be reported no later than October 31 of the following fiscal year. The Contractor may direct questions to the help desk at the eCMRA site. Within 30 calendar days of contract award, the Contractor shall establish a record for the contract in eCMRA including Order Data, Contact Data and Location Data and submit the annual report no later than October 31 of the following fiscal year.

<http://www.ecmra.mil>

## 5.6 Invoicing/Payment and Receipt/Acceptance

The Contractor shall submit/process payment requests and receipt/acceptance documents via Wide Area WorkFlow e-Business Suite / Invoicing, Receipt, Acceptance, and Property Transfer (iRAPT) in accordance with all applicable clauses located in the basic contract.

## 5.7 Quality Management System (QMS)

The Contractor shall ensure the quality of services through a quality and/or inspection system. The Contractor shall submit a Quality Control Plan (QCP) addressing detection of quality program problems and defects, identification of root causes for quality related problems/defects, correction of root causes related to detected problems/defects, and follow-up to ensure quality related problems/defects do not recur. 100% compliance with the QMS is required.

## 6.0 Appendices

## 6.1 Appendix A: References

<b>Publication</b>	<b>Title of Publication</b>	<b>Date of Publication</b>	<b>Section(s) that Apply</b>
AFI 91-204	Safety Investigations and Reports	12 February 2014 Corrective actions applied on 10 April 2014	Paragraphs 1.3.1.1, 2.4.6.1.1-2.4.6.1.2
MIL-HDBK-516	Airworthiness Certification Criteria	12 December 2014	Paragraphs: 8.4.14, 9.7.6, 9.8 (and subparagraphs), 12.2 (and subparagraphs), 13.1.2, 13.1.3, 13.2.1, 13.2.3, 18.1.3, 18.1.11, 18.3.1
MIL-STD-461	Requirements for the Control of Electromagnetic Interference Characteristics of Subsystems and Equipment	11 December 2015	Paragraph 5 and subparagraphs
TO 13B4-4-1	Operation and Maintenance Instructions with Illustrated Parts Breakdown	11 July 2014	All
TO 13B4-4-3	Overhaul Instructions with Illustrated Parts Breakdown	15 September 1997	All
TO 00-5-1	AF Technical Order System	14 June 2016	All
MIL-DTL-38804	Time Compliance Technical Orders – Preparation	24 May 2012	All
MIL-STD-882	System Safety	11 May 2012	All
MIL-STD-130N	Identification Marking of US Military Property	16 November 2012	All
MIL-STD-2073-1E	Standard Practice for Military Packaging	7 January 2011	All

## 6.2 Appendix B: List of ATGLs

<b>ATGL</b>	<b>Last Overhaul Date</b>
AF001	2/10/98
AF002	5/13/08
AF003	10/30/02
AF004	12/18/10
AF005	11/1/03
AF006	7/30/01
AF007	5/13/08
AF008	6/13/08
AF009	8/31/07
AF010	5/31/10
AF011	7/31/07
AF012	7/15/01
AF013	3/10/08
AF014	11/30/07
AF015	3/16/06
AF016	3/30/07
AF017	3/10/08
AF018	2/28/07
AF019	8/15/00
AF020	5/1/05
AF021	7/30/01
AF022	10/22/08
AF023	8/30/07
AF024	8/15/14
AF025	12/31/09
AF026	9/3/10
AF027	5/31/10
AF028	6/25/02
AF029	5/1/00
AF030	2/1/03
AF031	5/17/16
AF032	4/10/13
AF033	1/24/13
AF034	9/1/11
AF035	8/15/14
AF036	9/24/15
AF037	7/28/16
AF038	5/7/14
AF039	7/28/16
AF040	7/2/14
AF041	5/17/16
AF042	7/18/16
AF043	7/20/12
AF044	3/23/15
AF045	3/23/16
AF046	1/31/13
AF047	7/24/12

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ATGL	Last Overhaul Date
AF048	5/30/13
AF049	2/24/10
AF050	7/25/12
AF051	3/31/10
AF052	5/7/14
AF053	7/25/12
AF054	9/1/11
AF055	1/19/15
AF056	5/15/15
AF057	3/25/14
AF058	2/21/14
AF059	7/28/16
AF060	4/22/11
AF061	1/17/17
AF062	9/13/16
AF063	3/24/14
AF064	9/12/14
AF065	5/15/15
AF066	6/28/11
AF067	8/1/14
AF068	9/13/16
AF069	7/30/15
AF070	9/1/11
AF071	4/10/13
AF072	5/15/15
AF073	7/25/12
AF074	8/1/14
AF075	7/30/15
AF076	1/24/13
AF077	2/11/14
AF078	1/9/15
AF079	3/24/14
AF080	9/30/11
AF081	7/30/15
AF082	4/22/11
AF083	3/1/15
AF084	1/19/15
AF085	7/30/10
AF086	1/15/16
AF087	5/7/14
AF088	9/16/16
AF089	7/25/12
AF090	5/17/16
AF091	7/25/14
AF092	1/24/13
AF093	9/23/11
AF094	9/16/16
AF095	9/24/14
AF096	9/23/11

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ATGL	Last Overhaul Date
AF097	4/2/14
AF098	9/22/16
AF099	12/15/10
AF100	7/18/16
AF101	5/13/09
AF102	3/21/16
AF103	12/15/10
AF105	9/15/10
AF107	3/15/16
AF108	9/6/11
AF109	7/25/12
AF110	4/30/09
AF111	5/30/13
AF112	1/8/15
AF113	4/10/13
AF114	2/28/00
AF115	5/30/13
AF116	7/25/12
AF117	1/15/16
AF118	1/27/16
AF119	4/9/14
AF120	5/27/14
AF121	7/30/15
AF122	3/23/15
AF123	6/14/10
AF124	9/24/15
AF125	1/17/17
AF126	1/15/16
AF127	4/22/10
AF128	2/28/10
AF129	1/15/16
AF130	3/15/16
AF131	4/22/11
AF132	1/31/13
AF133	5/30/13
AF134	9/30/11
AF135	9/6/11
AF136	5/17/16
AF137	5/16/14
AF138	9/24/15
AF139	3/21/16
AF140	9/24/14
AF141	9/3/10
AF142	7/30/10
AF143	1/17/17
AF144	3/23/15
AF145	8/9/13
AF146	4/10/13
AF148	1/17/17

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FOR OFFICIAL USE ONLY

ATGL	Last Overhaul Date
AF149	3/30/10
AF150	4/2/14
AF151	2/18/11
AF152	6/3/14
AF153	3/23/15
AF154	1/31/13
AF155	6/15/06
AF156	8/9/13
AF157	5/17/16
AF158	7/2/14
AF159	7/25/12
AF160	1/17/17
AF162	7/25/12
AF164	7/25/12
AF165	7/25/12

### 6.3 Appendix C: SRB Report Format Template

**INSTRUCTIONS:** Engineering reports shall contain contents as follows:

*General Instructions: Engineering reports are very important for ensuring proper documentation for future use, and to ensure all necessary actions are taken. Good documentation will eliminate the “re-invent the wheel” syndrome, and ensure other areas are not forgotten such as QA, training, and technical data. These reports must be official Company reports with the company logo, and shall be dated and signed by the preparer and an engineering manager. The draft reports are not required to be signed. All projects assigned through the SRB shall be documented and closed by an official Contractor report. These reports shall be available through the Product Database set up by the Contractor for the purpose of easy access by the Government ATGL Program Office, and the Government user. These reports shall be available on the website at the outset as a first draft. As the projects evolve, these reports shall be revised on a regular (weekly) basis so the latest information is available to the Government, and so the final report can be completed soon after the project work is done. The older report versions are not required to remain in the Product Database. The first draft shall be available in the Product Database at least 2 business days before the SRB meeting when it will be reported. The final report to close a project shall be signed and available in the Product Database within 5 business days after the SRB agrees to close the project. The final report shall include the closing statement seen below. Report format shall be consistent for each report, however, Contractor format is acceptable. All content below shall be considered a minimum requirement.*

*Other Instructions:*

#### Unique SRB Project Number

Place project number at top as: Unique SRB Project # 1234.

#### Title

Provide a title that best describes the project in a few words preferably on one line.

#### Date

The first draft of this report shall be dated at the top of the page under the title and re-dated each time the report is revised. The report shall be reviewed each week to determine if new information is available, and if so, shall be updated and re-dated. However, if no new information is available, do not change the date of the report; wait until more information is available. The purpose is not to document task progress, but is to document results or information acquired. Also, please do not enter a date on the line or lines you add for each update. This will add unneeded clutter. If information in the report is discovered later to be incorrect, you should correct the error as soon as possible by deleting the error.

#### Introduction

State the preparer’s name and title. State the “start date” of this project. Describe the problem/issue in general terms. The overall topic is first introduced here, and the specifics are addressed later in the report. The remainder of the report shall correlate to this section. There is generally no need to write an extensive introduction. Four to eight lines should be sufficient most of the time, but use more when needed.

#### History and Investigation



## FOR OFFICIAL USE ONLY

In the first draft, document the history to date. Then, start a detailed account of all the information acquired from the steps taken to investigate the problem/issue, including: fact finding of the mishap, part failure, error in operations, etc.; determination of safety impact; determination of OSS&E impact; identification of root cause; determination of the bottom line conclusion of any required failure analysis, stress analysis, weight analysis, cost benefit analysis, lab analysis, etc.; accomplishment of a preliminary design (if applicable). The analyses shall be provided in the appendices so that a full review of the assumptions and methodology can be accomplished. Document any discussions with the subcontractors/vendors. Explain any data provided by the subcontractors/vendors. Place the subcontractors/vendors data in the appendices. Consider changes to the technical data, such as T.O.'s, and engineering drawings, and to the design, QA, and training.

### Quality Assurance/Configuration Control

The Contractor must provide the answer to this question: What has the Contractor done to preclude recurrence and does this problem/issue affect the rest of the fleet (or is it a one-of-a-kind)?

### Life Cycle Cost (LCC) Impact

The Contractor must perform an LCC analysis to determine if there is a cost savings. We typically prefer a savings with a 3 to 1 pay back over the remaining life of the system or a payback accomplished within the next 10 years of life in order to justify implementing the change.

### Summary and Conclusion

Summarize that learned in the "history and investigation" section and draw a conclusion.

### Recommendation

Provide a recommendation(s) to resolve the problem/issue posed in the introduction. Address implementation through preferred spares (pull), or retrofit (push). Address any considerations for changes to T.O.'s, QA, training, and design to resolve the problem/issue. State the benefits of implementing the resolution. State the urgency of implementing the resolution. The LCC should support the recommendation; therefore, place that statement here also.

### Future Actions Required

State the required actions necessary to implement the recommendation.

### Closing Statement

When this project is closed, add this statement:

THIS PROJECT IS CLOSED PER SRB MEETING DATED (MO-DA-YR).

### References

Any references stated above should be listed here. The following is an acceptable format to list the references:

L.H. van Vlack, *Elements of Materials Science and Engineering*, 6th Ed., Addison-Wesley Publ. Comp., Reading, Mass., (1989), pp100-105.

*Materials Science Handbook*, 20th Ed., C.R.C. Press, Cleveland, Ohio, (1986), p. 986.

### Appendices

The appendices section is available for analyses, data, sample calculations, definitions, references, specifications, etc.

## 6.4 Appendix D: High Value Parts

PART #	DESCRIPTION
11800-002	TOILET ASSY W/ ELECTRONIC LIQUID LEVEL
1435-B-1	OVEN,TIA ELECTRIC P/N 1435B-1, SHALL
1448-2	COFFEE BREWER FURNISHED W/RAIL ASSY P/N
CD90059	THERMO ELECTRIC REFRIGERATOR TECA P/N
04724	BALLAST,DIMMING TYPE 5106WW LAMP 115VAC
04725	BALLAST,DIMMER,P/N 04725 MFG:BRUCE
8946673-1	TANK ASSEMBLY, POTABLE WATER TANK
1450-C	WATER HEATER, 96 OUNCE CAPACITY, WATER
9500E-3546	TEE, FLANGED; LEG 1.44", HEIGHT 0.875";
AR9592-9	DRAIN, SINK

## 6.5 Appendix E: First Article and Conformance Lot Sample Test Requirements

In addition to standard test/inspection procedures as required by TO 13B4-4-3 chapter 8 section I, the following tests/inspections shall be accomplished for FMS first article production, Overhaul Qualification inspections, and a minimum of one additional overhaul unit each contract year. In the event of testing being duplicated here, the testing herein shall take precedence for the FMS first article unit.

### 6.5.1 Preparation

The ATGL shall be prepared for inspections in accordance with TO 13B4-4-3 paragraph 8-2.

### 6.5.2 Functional Tests

#### 6.5.2.1 Oven Functional Test

The oven functional test shall be in accordance with TO 13B4-4-3 paragraph 8-3, except that it shall be maintained at  $350^{\circ}\text{F} \pm 10^{\circ}\text{F}$  for a minimum one hour and cycled 2 times over an 8 hour period. Temperature readings shall be made every 10 minutes to show temperature is within tolerance. Notations shall indicate proper functioning of oven indicator lights. Both ovens may be tested simultaneously.

#### 6.5.2.2 Coffee Maker Functional Test

The coffee maker functional test shall be in accordance with TO 13B4-4-3 paragraph 8-4, except that the warmer plates remain functional for 8 hours and the brew cycle shall run 4 times over the course of 8 hours. Both coffee makers may be tested simultaneously.

#### 6.5.2.3 Refrigerator Functional Test

The refrigerator functional test shall be in accordance with TO 13B4-4-3 paragraph 8-5, except that the duration of the refrigerator functional test shall be 8 hours. A temperature recording shall be accomplished every 20 minutes to show that it is maintaining an operational temperature of  $38^{\circ}\text{F} \pm 5^{\circ}\text{F}$ . All three refrigerators shall be tested simultaneously.

#### 6.5.2.4 Toilet Tank Functional Test

The toilet tank functional test shall be in accordance with TO 13B4-4-3 paragraph 8-6. In addition, the toilet tank shall be filled with water to show that the red "tank full" light indicator properly illuminates. As the tank is filled from empty, the water shall be measured to show at what capacity the amber "precharge" light illuminates and at what capacity the red light illuminates. This test may be performed in conjunction with preparations for other tests (see 6.5.1)

#### 6.5.2.5 Lavatory Functional Test

The lavatory functional test shall be in accordance with TO 13B4-4-3 paragraph 8-7. Subparagraphs a, c, e, and f shall be accomplished 50 times over an 8 hour period while

subparagraphs b and d shall be accomplished at the start of the test and at the end of the test. Both lavatories shall be tested simultaneously.

#### 6.5.2.6 Smoke alarm functional test

The smoke alarm functional test shall be in accordance with TO 13B4-4-3 paragraph 8-8. The test shall be accomplished once at the start of ATGL functional testing and once at the completion of ATGL functional testing.

#### 6.5.3 Equipment Tests

Equipment tests shall be performed in accordance with TO 13B4-4-3 paragraphs 8-18 thru 8-24. These tests may be performed in conjunction with the functional tests where appropriate.

#### 6.5.4 Additional Inspection Requirements

##### 6.5.4.1 J-Bolt Torque Inspection

The J-bolts shall be torqued in accordance with TO 13B4-4-3. The torque at each location shall be confirmed to meet the minimum torque requirements. Additionally, the j-bolt block assembly torques shall be confirmed to meet their minimum torque requirements.

##### 6.5.4.2 Exercise Moving Parts

All parts which have not been previously inspected shall be exercised a minimum of 10 times. Each part exercised in this way shall travel their full range of motion. Drawers exercised in this way shall be filled to their rated capacity; in the event there is no rated capacity provided, they shall be tested with a 5 pound load centered within the drawer.

##### 6.5.4.3 3G Static Pull

The ATGL shall be subjected to a static pull equivalent to a 3G force in the forward direction. The pull shall be accomplished two times; once with the service side forward and once with the galley side forward. The 3G pull force shall be calculated for normal take off conditions assuming a full potable tank and only precharge in the waste tank.

##### 6.5.4.4 Power Consumption Check

With all powered components in operation to their maximum extent capable. The power consumption shall be verified to be less than or equal to 23 kW. Also, with power turned off, each circuit breaker shall be pulled individually. After pulling the breakers, individually, the power shall be restored to ensure that the appropriate powered components are no longer operable.

#### 6.5.5 First Article Test Responses

##### 6.5.5.1 Acceptance

First Article Tests which are successful shall be refurbished as necessary and counted as a unit in the production lot.

#### 6.5.5.2 Rejection

First article failure shall result in additional testing. For failures which can be corrected with standard tools, additional testing shall times shall be equivalent to the time from the previously known good time to the time and failure discovery. For failures which require depot level repairs, the entire test duration for the failure shall be repeated.

#### Rejection Criteria

The following items shall be a cause for rejection where applicable:

- Any malfunction listed in Table 8-1 of TO 13B4-4-3
- Failure of component to reach operating temperature
- Failure to maintain operating temperature (within tolerance) for test duration
- Failure of any water faucets/spigots to operate
- Deformation of any item from static pull
- Equipment failure as a result of equipment tests