Statement of Work (SOW) for
Equipment Related Services (ERS)

C.1 Scope: This statement of work for the ERS contract suite is intended for Task Order (TO) requirements that call for the contractor to perform services related to maintenance, repair and overhaul, equipment modification, installation of equipment and technical representative services to keep machines, systems, and vehicles functioning or in working order.

C.1.1 Customers: The purpose of the TS3 effort is for the contractors to perform the services specified by individual TO issued hereunder, to satisfy the requirements of various Government customers that may include one or more of the following: the Program Executive Offices for Combat Support & Combat Service Support (PEO CS&CSS) and Ground Combat Systems (PEO GCS) and their assigned Project, Product and Program Managers; System of Systems Engineering and Integration (SoSE&I) Directorate; US Army Tank-Automotive Research, Development and Engineering Center (TARDEC); Integrated Logistics Support Center (ILSC); Program Manager Light Armored Vehicles (PM LAV); and the TACOM Life Cycle Management Command (LCMC) to include its depots and arsenals.

C.1.2 New Customers, Missions and Projects: This SOW is intended to apply to the requirements of the current TS3 customers listed above or any renamed, reorganized, or successor TS3 customer organizations(s), as well as any new missions, initiatives or projects assigned to those organizations and any element of the TACOM LCMC.

C.2 Applicable Documents: Performance may be required IAW any of the documents listed in Section C.2.1 and C.2.2. The specific sections of the applicable document will be specified in the individual TO. The contractor shall be responsible for the most recent version of the regulations, standards, handbooks, specifications, and other Government publications unless otherwise specified in the individual TO.

C.2.1 Specifications, Standards and Handbooks:

Army Regulation (AR) 715-9 (Operational Contract Support Planning and Management)

AR 700-127 (Integrated Logistics Support)

AR 602-2 (Manpower and Personnel Integration (MANPRINT) in the System Acquisition Process)

Military Handbook (MIL-HDBK) 759B (Human Factors Engineering Design for Army Materiel)

MIL-HDBK 502A (Product Support Analysis)

MIL-HDBK 61A(SE) (Configuration Management Guidance)

Department of the Army Pamphlet (DA PAM) 73-1 (Test and Evaluation in Support of Systems Acquisition), Section 6-57 (System Support Package)

DA PAM 700-32 (Packaging of Army Materiel)

MIL-STD 2073 (Standard Practice for Military Packaging)

Military Standard (MIL-STD) 1472D (Human Engineering, Design Criteria for Military Systems, Equipment, and Facilities)

MIL-STD 882D (System Safety: Environment, Safety, and Occupational Health, Risk Management Methodology for Systems Engineering)

MIL-STD 3046 (Configuration Management)

MIL-STD 130 (Identification Marking of U.S. Military Property)

International Organization for Standardization (ISO) 9000 and ISO 90001 (Quality Management)

C.2.2 Other Government Documents, Drawings and Publications:

Federal Acquisition Regulation (FAR) Subpart 9.5 (Organizational and Consultant Conflicts of Interest)

Defense Federal Acquisition Regulation Supplement (DFARS) Subpart 201.602-2(2) (Responsibilities)

Defense Logistics Agency (DLA) Form 339 (Request for Engineering Support)

Department of Defense (DD) Form 314 (Preventative Maintenance Schedule and Record)

Department of Army (DA) Form 2408-5 (Equipment Modification Record)

DA Form 2408-9 (Equipment Control Record)

DA Form 2408-14 (Uncorrected Fault Record)

DA Form 2408-20 (Oil Analysis Log)

DA Form 2409 (Equipment Maintenance Log)

DA Form 2404 (Equipment Inspection and Maintenance Worksheet)

C.3 General Requirements:

C.3.1 Work Authorization: All work for each TO awarded hereunder shall be performed to the extent authorized and funded by the individual TO, signed by a Government Procuring Contracting Officer.

C.3.2 Concurrency: The contractor may be called upon to provide simultaneous support to multiple TS3 customers to meet concurrent requirements.

C.3.3 Duplication of Effort: The contractor shall not duplicate or otherwise provide efforts in accordance with (IAW) TOs issued hereunder that are required to be performed under any other TS3 TO awarded to the contractor. The contractor shall notify the Contracting Officer and Contracting Officers Representative (COR) at the TO solicitation phase if the effort is similar to, or a duplication of, existing work the contractor is already performing under TS3.

C.3.4 Performance Work Statement (PWS): Each TO awarded hereunder will include a PWS with specific requirements, performance objectives, standards of performance, incentives, and management controls.

C.3.4.1 Contractor Prepared PWS: In the event a contractor prepares, or assists in preparing a PWS, to be used in competitively acquiring a system or service(s), the contractor shall comply with the requirements of FAR Subpart 9.5. Failure to comply may result in the contractor not being able to compete on the TO.

C.3.5 Limitations: This SOW and the specific PWSs for TOs awarded hereunder shall not be construed to require the performance of services that are considered inherently governmental.

C.3.6 Contractor Personnel: Contractor personnel providing services hereunder are employees of the contractor and are under its sole administrative control and supervision. Accordingly, the contractor shall select, assign, and provide direction to its employees performing services under all TOs awarded hereunder. The Government will not exercise any supervision or control over the contractor's employees in their performance of services.

C.3.7 Contractor Personnel Qualifications: The contractor shall utilize employees IAW the minimum qualifications contained within the ERS Price Labor Matrix (Attachment 0001), or as specified by a Price Labor Matrix at the TO level. All contractor personnel assigned to perform work hereunder shall meet the minimum qualifications as specified in the Labor Matrix at the TO level.

C.3.8 Period of Performance: Each individual TO awarded hereunder will specify a period of performance or schedule. TOs may be in support of missions during peace time, contingency operations, and war. TOs may be on a full-time, part-time, or project-related basis.

C.3.9 Performance Locations: The contractor may be required to perform services stated hereunder off-site. Off-site may be a contractor's home office, branch office, or any facility/location utilized by the contractor which is not under the control of a Government agency. The contractor may be required to perform services stated hereunder on-site. On-site may be any U.S. Government base or installation or other contractor facility within the Continental United States (CONUS) or Outside the Continental United States (OCONUS). Each individual TO awarded hereunder will specify the specific location(s) for the performance of the service(s).

C.3.9.1 Travel: Individual TOs awarded hereunder may require travel within CONUS of contractor personnel IAW with the Joint Travel Regulations (JTR).

C.3.9.2 Deploying Personnel: Each individual TO awarded hereunder may require deployment of contractor personnel OCONUS. TOs requiring deployment will include pertinent details regarding, and requirements for, contractors to deploy. Deployable personnel shall meet the requirements specified in AR 715-9.

C.3.10 Contracting Officer's Representative (COR): Each individual TO awarded hereunder will have a Contracting Officer appointed COR IAW DFARS 201.602-2(2). The contractor shall direct communications on TO technical matters to the Contracting Officer appointed COR.

C.3.11 Contractor Management Focal Point: The contractor shall establish a single management focal point and maintain a supporting program management system tailored to accomplish the administrative, management, security, quality control, technical, and financial requirements associated with each individual TO awarded hereunder.

C.3.12 Quality Assurance Surveillance Plan (QASP): Each individual TO awarded hereunder will have a QASP that contains the performance metrics the Government will evaluate to ensure the quality of service(s) provided is acceptable. The contractor shall perform IAW the performance metrics set forth in the Performance Requirements Summary at the TO level.

C.3.13 Quality Assurance Program: The contractor shall establish and maintain a quality assurance program governing performance of all TOs awarded hereunder for identifying and correcting deficiencies in the quality of services. The contractor shall ensure that it has an auditable quality assurance process commensurate with the scope and content of the requirements of each TO, and that the associated Performance Requirements Summary is documented and followed to ensure the service provided is acceptable. The contractor may be required to establish a certified quality management system (ISO 9000 or ISO 9001) to the extent the system applies and is specified in the individual TO.

C.3.14 Non-Disclosure Agreements (NDA): A NDA for contractor employees may be required at the TO level.

C.3.15 Meetings: The contractor shall attend, participate in, or conduct meetings when requested by the Government IAW individual TOs awarded hereunder.

C.3.16 Deliverables: The contractor shall submit deliverables IAW TOs awarded hereunder.

C.3.17 RESERVED

C.3.18 Department of Defense Cyber Awareness Training: All contractor personnel whose work under any individual TOs awarded hereunder requires them to access any Department of Defense (DoD)-owned or contractor-owned computing resource processing Army information shall complete initial information awareness orientation or training as a condition of being granted access to those resources. Each user must complete refresher training thereafter on an annual basis. This applies to access to all computer systems (stand-alone or networked; in a classroom, office, vehicle, tent, foxhole, or portable setting) and applies to all classification levels from UNCLASSIFIED through TOP SECRET Compartmented information.

C.3.19 Computer Software Compatibility: In performing the requirements of individual TOs awarded hereunder, the contractor shall use computer software compatible with the hardware and software specified in the TOs, unless otherwise specified in the individual TO.

C.3.20 Access to Contractor Data: As requested by the Contracting Officer, the contractor shall provide access at its worksite, during normal business hours, to records and data generated in the course of performing an individual TO. The Government shall have access to all data (e.g., hard copy and computer files generated under the applicable TO, and all underlying data

and files) as well as plans, reports, assessments, software programs, technical reports, quality procedures, and analyses, unless otherwise specified in an individual TO.

C.4 Specific Requirements: The contractor shall perform work that may involve the following, whether singly or in combination as specified in individual TOs, as long as such performance does not result in an Organizational Conflict of Interest (OCI).

C.4.1 Materiel Acquisition Support: The contractor shall provide equipment and logistics related services that support technologies, hardware, vehicle systems, weapon systems, and software as a part of the Materiel Acquisition Process.

C.4.1.1 Pre-Production Phase Support: The contractor shall plan, manage and execute the following, as specified in the awarded TO issued hereunder:

a) Test, evaluation, and demonstration activities, to include the following: preparation of test and evaluation strategy and test plans, development of the Test and Evaluation Master Plan (TEMP), engineering support for operational assessments and Live Fire Test and Evaluations (LFT&E), to include: component and system-level testing, advanced technology demonstrations and outcome-based performance measures, developmental test and evaluation, technical support and interpretation of results of Operational Test and Evaluation (OT&E);

b) Lifecycle logistics functions, IAW standards and regulations identified in the awarded TO issued hereunder, to include the following: training plans, manpower estimates, Human System Integration (HSI) strategy, repair analysis, assessments for special sets/kits/tools/outfits, special test, measurement, and diagnostic equipment, HAZMAT impact, environmental, occupational health evaluation and Chemical, Biological, Radiological, Nuclear, and High Yield Explosive (CBRNE); training plans, human systems integration portion of Manpower Integration (MANPRINT), manpower estimates, systems support and maintenance objectives and requirements, interoperability; performance based logistics, unique item identification, training plans, human systems integration strategy, manpower estimates, interoperability, product support plan and capability, and review special kits, outfits, sets, tools, test, measurement and diagnostic equipment; design and develop packaging and handling systems and storage requirements for design systems or components.

C.4.1.2 Production and Deployment Phase: The contractor shall provide testing services, and integration and interoperability services to include tear down, inspection, and recommended fixes. This work may include tasks such as the following: failure analysis, engineering design review for life cycle cost reductions, and product-change analysis of components and end items. The contractor may provide component and vehicle testing, design analysis, design layout and simulation, prototype build and delivery of recommended design changes to the Government. The contractor shall provide services for production and deployment phase-specific processes and activities to include the following:

a) Test and evaluation activities to include the following: Initial Operational Test and Evaluation (IOT&E) technical support and execution, LFT&E execution and report, Production Verification Testing (PVT) and First

Article Testing (FAT) technical support, high altitude electromagnetic pulse testing, and TEMP execution and assessment; and

b) Lifecycle logistics activities to include the following: performance based logistics, unique item identification, human systems integration, manpower estimates, interoperability certification, and review of special kits, outfits, sets, tools, support equipment and test, measurement and diagnostic equipment.

C.4.1.3 Operations and Support Phase: The contractor shall provide services for operations phase-specific processes and activities to include the following:

a) Test and Evaluation activities to include the following: Follow-on Test and Evaluation (FOT&E) planning and execution, preparation and execution of test plans for new components and systems to include lab and vehicle performance and durability testing;

b) Lifecycle logistics activities to include the following: performance based logistics, unique item identification, technical manuals, human systems integration, and special kits, outfits, sets, tools, test, measurement and diagnostic equipment;

c) IT and IA activities to include the following: monitoring of system changes to determine impact on spectrum supportability and E3; continued life cycle compliance with the information support plan, to include updates for each major weapon system upgrade, interoperability requirements certification, and the information technology and national security system interoperability certification; and support continued life cycle compliance with information assurance certification and accreditation;

d) Fielded system sustainment activities to include the following: technology insertion, systems integration, modification kit development and implementation, value engineering, Operations & Support Cost Reduction (OSCR) initiatives, resolve spare parts technical and obsolescence issues, support industrial base, qualify additional spare parts sources, investigate and resolve fielded vehicle performance, safety, and reliability issues, perform root cause analysis and failure analysis, develop, fabricate, and test solutions, develop Modification Work Orders (MWOs), update and validate Technical Data Packages (TDPs), provide technical input and support to RESET/RECAP programs, maintenance, overhaul, rebuild and develop systems modernization plans; and

e) Support program management activities including technical and administrative support for program reviews, milestone decision events, cost/benefits analysis, cost estimating, and industrial capability/competition analysis.

C.4.1.4 Demilitarization and Removal from Service: The contractor shall provide services for demilitarization and disposal activities as specified in the individual TO.

C.4.1.5 Systems Integration: The contractor shall provide system integration of hardware and software, to include the following:

a) Integrate hardware and software into subsystems or components into the systems; systems into System of Systems; and systems onto platforms;

b) Identify and assess constraints that the integration processes, including assembly sequencing, fixtures, hardware and compilers (software), may impose on the design solution;

c) Integrate hardware and software at the component, subsystem and system level in a test, verification, validation and operational environment;

d) Furnish services for installation of hardware and software and technical manual development;

e) Troubleshoot and correct system or component failures;

f) Generate and maintain validation records;

g) Design system models and fabricate prototype equipment;

h) Modify existing equipment to optimize system of systems integration;

i) Develop procedures, plans, and methodologies for demonstration and evaluation of operational interoperability;

j) Furnish technical support for validation events and requirements, such as the following: development or testing of prototypes, performance of simulations, preparation and evaluation of mock-ups of the system, modeling or simulation of the system’s intended operational environment;

k) Develop and maintain documentation to assess whether the system element was built IAW the design-to or build-to specifications including performance of reliability, availability, maintainability analysis;

l) Perform physical examinations, demonstrations, and testing;

m) Prepare system element(s) for integration, verification, and validation, to include, testing and input to appropriate reviews and reporting; and

n) Develop operations, maintenance, and installation manuals.

C.4.1.5.1 Standardization: The contractor shall prepare and implement an overall standardization program plan for specified systems and subsystems. The standardization program plan shall optimize the commonality of parts, components, and subcomponents. The standardization program plan shall conform to the Army's Implementation Plan (AIP).

C.4.1.5.2 Human System Integration (HSI): The contractor shall validate human factors engineering analysis, simulation, testing, evaluation, documentation and reporting IAW MIL-HDBK 759B and MIL-STD 1472D. The contractor shall evaluate the human machine interface for system operators and maintainers.

C.4.1.5.3 System Safety: The contractor shall perform health hazard, hazardous materials and other safety related analyses. The contractor shall identify safety features of hardware, software and integrated systems design and the associated mitigating designs, procedures, precautions, training, engineering controls, equipment and protective procedures in order to achieve an acceptable risk. The contractor shall conduct hazard evaluations, accident

evaluations and reports, and prepare Safety Assessment Reports (SAR) IAW MIL-STD 882. The contractor shall prepare System Safety Plans, Hazardous Material Management Plans and input to the system MANPRINT Management Plan. The contractor shall participate in System Safety Working Groups and represent Safety engineering on other Integrated Product Teams (IPT) and meetings.

C.4.1.6. Producibility: The contractor shall evaluate the inherent producibility of proposed technologies, designs and design changes, and identify and evaluate the associated issues and impacts on economic feasibility of production. The contractor shall identify improvements in the design that would result in an economically producible design.

C.4.1.7 Configuration Management (CM): The contractor shall operate and maintain a CM system for any design or system, hardware or software, assigned to the contractor as a design agent, authority or custodian IAW MIL-HDBK 61A(SE) and MIL-STD 3046. This work shall include the following:

a) Provide recommendations and analyses for the specified aspects of CM, to include, managing the configuration for "as designed", "as approved", "as authorized", and "as supported" configuration baselines;

b) Serve as the configuration baseline manager and manage and maintain TDPs. This work shall include digitizing, updating, reviewing or validating drawings or other documents in a consistent electronic format, maintaining legacy technical data, and establishing virtual databases for customers; and

c) Conduct configuration verifications through a Physical Configuration Audit or a Configuration Item Verification Review using the appropriate equipment.

C.4.1.8 Product Improvements: The contractor shall provide evaluation expertise for potential improvements with respect to system or subsystem functionality and affordability. Potential improvements shall include the following: survivability, mobility, lethality, seaworthiness, protection, energy efficiency, Safety of Life at Sea (SOLAS) requirements, sustainability, performance, operating, cost reduction, and value engineering. Services shall include the following: providing personnel with demonstrated expertise in support of Modernization through Spares (MTS) and OSCR initiatives, tradeoff analysis, cost benefit analysis or life cycle cost projections, or in the conduct of pilot projects and demonstrations relevant to fact based evaluation of such services.

C.4.1.8.1 Value Engineering (VE) and OSCR: The contractor shall provide VE and OSCR program services to include the following: design, prototype, test, trial fit, low rate production and identification of candidates for VE or OSCR and the associated analysis.

C.4.1.9 Infrastructure, Laboratories and Equipment Support: The contractor shall provide support for infrastructure and utilization for laboratories. The contractor shall provide support for the following: laboratory master planning activities space allocation, design for architectural construction and architectural projects, equipment installation general, special, and emergency events support as specified in the individual TO.

C.4.1.9.1 Laboratory Maintenance and Technical Support: The contractor shall operate and perform preventive maintenance, repair, and replacement for all shop, prototype, industrial, laboratory type equipment to include

purchase, operation, and maintenance of specialty equipment used for research, design, and prototype activities. This shall include support for all hand receipt or durable equipment items as specified in the individual TO.

C.4.2 Product Assurance and Test Services:

C.4.2.1 Test Services:

C.4.2.1.1 Test Plans: The contractor shall prepare, coordinate inputs, submit, and update project and program TEMPs and related documents.

C.4.2.1.2 Test Integration Work Group (TIWG) Participation: The contractor shall attend and participate in TIWG and Test Coordination Meetings.

C.4.2.1.3 Test Site Services: The contractor shall provide technical and administrative services at both Government and contractor such as the following: on-going testing, coordination activities, attending test meetings, coordinating visits and briefings, and providing test incidents and report summaries.

C.4.2.1.3.1 Test Incident Reports (TIR) and Data: The contractor shall collect, collate, and analyze TIRs prepared by both Government and contractor test agencies. The contractor shall schedule, attend, and participate in TIR review and closeout meetings. The contractor shall monitor progress and report status of failure analysis to close-out.

C.4.2.1.3.2 On-Site Test Representatives: The contractor shall perform surveillance of test activities through on-site representation such as monitoring the progress of tests, condition of test assets and test services equipment, availability of repair parts, status of equipment repair, and other similar test-related activities. The contractor shall attend meetings or briefings and submit surveillance reports.

C.4.2.1.3.3 System Support Packages (SSP): The contractor shall perform studies, analysis and evaluate kitting and assembling to transport the SSP to the specified test site, as specified in the individual TO. The contractor may be required to track the initial delivery, consumption and replenishment of components and maintain control of the SSP. The SSP shall include all required components for testing services and shall identify existing tools and test equipment used to perform testing services to include known Government tools and test equipment. The SSP shall consist of all items on the SSP Components List (SSPCL). The SSP requirements shall include repair parts, technical manuals, Basic Issue Items (BII) common and special tools, and test equipment.

C.4.2.1.3.3.1 System Support Packages Components List (SSPCL): The contractor shall prepare and provide a SSPCL that identifies the contents of the SSP for each test site and the activity responsible for each SSP item.

C.4.2.2 Quality Assurance (QA): The contractor shall provide QA and quality engineering services. Efforts shall include, but are not limited to, the following: developing quality assurance requirements and quality assurance procedures, reviewing and analyzing weld procedures (for armor and vessel construction and repair), overseeing software quality processes and products, analyzing compliance, monitoring tests, reviewing contractor quality assurance systems, and participating in quality audits, FAT and other tests.

The contractor shall review, analyze, and document findings from Quality Deficiency Reports identifying root cause and proper corrective actions.

C.4.2.3 Reliability, Availability, Maintainability (RAM) Program Services: The contractor shall provide RAM services. Tasks shall include the following: analyzing data, reviewing and critiquing program plans, participating in conferences and meetings, auditing contractor field failure analyses and corrective action programs, and researching alternative solutions for performance or reliability issues. These efforts shall include the following:

a) Development or review of Reliability/Maintainability Program Plans;

b) Conducting Failure Modes Effects and Criticality Analysis;

c) Participating in the analysis of existing systems to formulate Operational Modes Summary Mission Profile and the associated RAM annexes;

d) Generating RAM allocations to systems, subsystems and components;

e) Creating and updating RAM predictions and growth curves based upon the Failure Mode, Effects, and Criticality Analysis (FMECA) and the results of testing and data searches;

f) Conduct or support RAM scoring conferences;

g) Conduct or support RAM management or RAM related segments of IPTs and program or project reviews; and

h) Failure Reporting Analysis and Corrective Action System (FRACAS) actions.

C.4.3 Logistics Management:

C.4.3.1 Integrated Product Support (IPS) Management Services: The contractor shall plan, manage, integrate and execute an IPS program for specified system or equipment. Tasks shall include the following: participation in engineering design reviews, participation in diagnostics strategy meetings, developing IPS assessments for specific elements of IPS, participation in IPS meetings, program reviews, and other related meetings and events for the specified system, and preparing and maintaining a logistics support package.

C.4.3.1.1 IPS Management and Supportability IPT (SIPT) Support: The contractor shall participate in and support IPS Management and SIPT activities. All IPS program requirements, tasks, and milestones shall be maintained by the SIPT. The contractor shall support the mission of the Product Support Manager and the IPS Manager.

C.4.3.1.1.1 IPS Acquisition Documents: The contractor shall research, prepare and recommend updates to Acquisition Strategy and Acquisition Plans for IPS. The contractor shall prepare drafts of specified logistics acquisition documents as contained within the DoD 5000 series regulations, following the requirements of the applicable regulations and pamphlets, as these documents are identified by individual TOs.

C.4.3.1.1.2 IPS Planning: The contractor shall prepare and maintain the Life Cycle Sustainment Plan (LCSP)IAW AR 700-127. Services shall include describing the overall IPS program, including all IPS program requirements, tasks, and milestones.

C.4.3.1.1.2.1 IPS Elements: The contractor shall provide the preliminary planning, analysis, financial management, a draft IPS Master Schedule, and associated work for the individual logistic support elements to acquire, field, and support assigned systems.

C.4.3.1.1.3 MANPRINT Program Support: The contractor shall plan, manage, and support the MANPRINT effort to optimize total system performance, reduce life cycle costs and minimize risk of personnel loss or injury by ensuring a systematic consideration of the impact of materiel design on human systems throughout the system life cycle for specified systems IAW AR 602-2 or other regulations as specified in the individual TO. The contractor shall support all MANPRINT domains and prepare, manage and execute the System MANPRINT Management Plan (SMMP). The contractor shall conduct and support users to ensure human input is captured as a part of the design process.

C.4.3.2 Supportability Analyses: The contractor shall perform supportability analyses of specified systems or processes.

C.4.3.2.1 Supportability Influence on Design: The contractor shall perform an analysis of an emerging or existing design to minimize the impact of the design on the system's logistics footprint. The contractor shall formulate supportability characteristics for the design and other specifications for the system. Effective results from this analysis shall include the following:

a) Minimize the use of external Test Measurement and Diagnostic Equipment (TMDE);

b) Maximize the use of Built-In Test (BIT) and Built-In Test Equipment (BITE), subject to the specific governing specifications or standards listed in the TO Request;

c) Maximize forward replacement of components;

d) Consider Operation and Support (O&S) costs, cost savings, and ease of maintenance;

e) Emphasize commonality, modularity, and interchangeability of major components for systems designs, in order to simplify maintenance, logistics, and training burdens; and

f) Examine service alternatives to current designs or systems. Alternatives shall be fully documented and must show improvements in terms of operational availability or life cycle costs over current designs or systems.

C.4.3.2.2 Alternative Support Strategies: The contractor shall examine other IPS, MANPRINT, HSI Program support alternatives. The contractor shall perform analyses of alternatives. Analyses accomplished under this task shall include the following: modernization through spares and O&S cost reductions, tradeoff analysis, cost benefit analysis, life cycle cost projections, and other IPS, MANPRINT, HSI support alternatives. Alternatives

selected to support the system(s) shall be documented in Logistics Management Information (LMI) for the system.

C.4.3.2.3 Level of Repair Analysis (LORA): The contractor shall conduct LORA on specified Line Replaceable Units (LRU), ensuring consistent coherent support for the end item IAW MIL-HDBK 502A.

C.4.3.2.3.1 Two Level Maintenance (TLM): The contractor shall support activities necessary for the execution of the DoD TLM efforts. Activities shall require representation at reviews and meetings, preparation, updating and validation of maintenance data and reports, and logistics engineering and products to support equipment as specified in the individual TO. The results shall be documented in LMI. The contractor shall review, analyze, and update data for specified TLM equipment. Efforts shall include, but are not limited to, the following: technical manuals and maintenance procedures, manpower requirements, provisioning, Repair Parts and Special Tools List (RPSTL), Maintenance Allocation Charts (MACs) and Manpower Requirements Criteria (MARC) reports.

C.4.3.2.4 Transportability Assessment: The contractor shall analyze, design, develop, verify, integrate, and test specified systems to ensure capability of meeting transportability requirements. The contractor shall conduct a transportability analysis to ensure that the specified system is transportable by highway, rail, marine, and air modes. The contractor shall analyze, design, develop, verify, integrate, and test specified systems capable of meeting stated transportability requirements. The analysis shall define the procedures and ensure the design is suitable to meet lifting and tie down requirements.

C.4.3.2.5 Facilities Assessment: The contractor shall identify the need for facilities to support the equipment being sustained or developed. When an analysis indicates a need for facilities, either new or increased, the contractor shall inform the Government. The contractor shall provide the results of the assessment to include the design drivers and associated facilities recommendations.

C.4.3.2.6 Business Case Analysis (Performance Based Logistics (PBL)): The contractor shall perform preliminary research supporting development of PBL business case assessments and studies. Research and draft documentation shall be IAW current DoD and Army Regulatory guidance that will be specified in the individual TO.

C.4.3.2.7 Logistics Studies: The contractor shall perform analyses and studies to assess initiatives, readiness, field issues, acquisition logistics or other logistics studies to include the following:

C.4.3.2.7.1 Army Transformation, Velocity Management, Logistics Initiatives: The contractor shall develop technical studies relative to Army Transformation, Velocity Management, and other logistics initiatives.

C.4.3.2.7.2 Condition Based Maintenance (CBM): The contractor shall assess the CBM program and make recommendations for improving and executing it. The contractor shall provide support to the implementation of CBM to include the following:

a) Collecting and analyzing raw data and CBM test data;

b) Interpreting the data and displaying it graphically for Government use;

c) Calculating the return on investment;

d) Identifying opportunities for CBM application; and

e) Identifying technologies to enhance application of CBM.

C.4.3.2.8 Logistics Management Information (LMI): The contractor shall develop, acquire and maintain LMI for specified equipment. The contractor shall deliver LMI data that reflects the optimum logistic support package requirements at the lowest cost of ownership to the Government. The data shall reflect the latest knowledge on the system to include the results of field feedback and testing.

C.4.3.2.8.1 Basis of Issue Plans (BOIP) Feeder Data/Data Interchange: The contractor shall prepare item documentation to include BOIP feeder data, and System Interchange documentation.

C.4.3.2.8.2 Manpower Requirements Criteria (MARC) Program/Manpower Estimate Report (MER): The contractor shall utilize LMI and determine and analyze mission-essential wartime requirements for manpower of specified systems. The contractor shall submit proposed MARC changes and prepare a MER, to be submitted as a report to the Government. The format of the report shall be specified in the individual TO.

C.4.3.2.8.3 Maintenance Allocation Chart (MAC): The contractor shall generate a MAC that shall be an output from LMI following the same order and treatment as a specified system's Technical Manual (TM). The contractor shall also provide a maintenance task list from LMI that serves as the basis for the MAC.

C.4.3.3 Logistic Package Development and Maintenance: The contractor shall plan, manage, develop and maintain the Logistics Support Package reflecting the LMI. The contents and maturity of the package shall be tailored to the needs of key program events to include testing, fielding and training. The package shall be updated from logistics demonstrations and technical manual validations, design changes, and corrections identified by the field.

C.4.3.3.1 Technical Publication Development and Maintenance: The contractor shall plan, prepare, validate, verify and maintain equipment publications, Electronic Technical Manuals (ETM), Interactive Electronic Technical Manuals (IETM) to include RPSTLs and supporting specified equipment, ensuring that they are technically accurate, effective, and reflect the results of supportability analyses reflected in LMI.

C.4.3.3.1.1 Technical Writing and Editing Service: The contractor shall provide technical writing, editing and publications production skills, as specified in the individual TO.

C.4.3.3.1.2 Electronic Publishing Services: The contractor shall manage publications content data and work flow management systems, to include maintaining data security, data cleansing, data migration, and developing Desktop Publishing Instructions.

C.4.3.3.1.3 Extensible Markup Language (XML) Conversion: The contractor shall manage and perform XML implementation and conversion efforts, to include XML workstation coordination, setup and operation, and development of quality assurance procedures and documentation to enable Government review of vendor prepared XML tagged TM and other documents.

C.4.3.3.1.4 Modification Work Order (MWO) Development: The contractor shall plan, manage, develop, validate MWO's and execute associated activities, as specified in the individual TO.

C.4.3.3.2 Provisioning: The contractor shall perform tasks such as providing the Government with a complete range of technical data necessary to ensure supply support for specified equipment. System technical data shall reflect the "as-built" and "as supported" configurations.

C.4.3.3.3 Test, Measurement and Diagnostic Equipment (TMDE): The contractor shall identify and develop those TMDE support resources to include any augmentation to ensure the ability of the specified equipment to be effectively diagnosed and its maintenance verified. Maintenance concepts shall include the optimum use of accurate on-board or embedded diagnostic and prognostic capability to include BIT and BITE.

C.4.3.3.4 Packaging Development and Maintenance: The contractor shall review and recommend the appropriate performance based and detailed packaging requirements that satisfy the equipment and support items protection and preservation needs. The contractor shall take into account the environment in which the equipment and support items will be stored IAW MIL-STD 2073 and DA PAM 700-32. Tasks shall include the following: preservation, packaging, packing, marking and exercising efforts for specified TACOM LCMC equipment, both secondary and major end items; design, development, fabrication, testing, and documenting of special packaging designs; and providing all packaging LMI data elements for all store, stock, and issue items of supply. The contractor shall manage the Long Life Reusable Container Program, shelf life program, hazardous materiel packaging, National Maintenance Management packaging, and stock readiness program, when specified in the individual TO.

C.4.3.4 Logistic Package Validation and Verification: The contractor shall validate the Systems Support Package, IAW AR 700-127 through static activities to include joint Government and contractor logistics demonstration and TM validation, and capture and document the verification through dynamic efforts to include Government testing and active field usage. The contractor shall analyze the results of the validation and verification activities and update the Systems Support Package to correct errors, issues and shortcomings identified. The contractor shall plan, manage and support hands-on demonstrations to include logistics demonstrations, maintainability demonstrations, and technical manual validations and verifications. The contractor shall evaluate the effectiveness of the Logistics Support Package through evaluation of the SSP utility during testing.

C.4.3.4.1 Materiel Fielding Planning: The contractor shall provide fielding and training services CONUS and OCONUS. The contractor shall provide support data analysis for materiel fielding to be reflected in the systems Materiel Fielding Plan. Support data analysis shall reflect a total package fielding approach with deliveries of the verified Logistic Support Package to include, technical manuals, New Equipment Training (NET), sustainment training, training devices, and all support items. The contractor shall participate in

New Materiel Introductory Briefings and reviews in response to the gaining commands Mission Support Plan.

C.4.3.4.2 Total Package Fielding (TPF): The contractor shall manage TPF efforts for assigned systems. Activities shall require representation at reviews and meetings, development of integrated fielding plans, and directing TPF activities.

C.4.3.4.3 Training: The contractor shall provide qualified instructors to conduct NET, sustainment, and institutional training. The contractor shall conduct instructor and key personnel training, and provide re-useable training materials to include software and hardware training for mockup, simulators and development of training aids. Additional tasks shall include coordinating and facilitating training classes for the Government in various other areas related to this contract.

C.4.3.4.3.1 Training Support: The contractor shall provide training support to ensure the War fighter and technical support personnel are provided with instruction, exercises and skills regarding logistical platforms, systems, and war fighting capabilities. Training support shall include the following:

a) Administrative services to include registering students for training, reserving space and facilities for training at sites identified within the TO, maintaining class rosters, maintaining attendance records, and generating training completion certificates;

b) Technical and administrative services for conducting market surveys to identify available training courses or sources for training, relevant to a particular training need identified within the TO; and

c) Technical services for developing and delivering training courses or modules, either in-person or by electronic delivery, to include video training modules or computer-based training. These services may involve the development of training plans or course plans, development of specific training content, development of training aids to include student guides or handbooks, development, assembly, and shipment or set-up of Training Equipment Sets, and the delivery of training at sites which may be either CONUS or OCONUS (including Foreign Military Sales (FMS)) locations.

C.4.3.4.3.2 Training Development and Delivery: The contractor shall develop and deliver training to include the following:

a) Technical services for developing and delivering user and maintainer training in conjunction with the fielding of new hardware or new hardware modifications; and

b) Power Projection Training Programs of Instruction, to include NET to consist of Program of Instructions (POI); the furnishing of Field Service Representative (FSR) trainers for initial operator and maintenance at specified CONUS or OCONUS locations the furnishing of Power Projection Operations Mobile Training Teams.

C.4.3.4.4 Fleet Planning: The contractor shall develop and maintain a Fleet Plan for specified systems or family of systems. The contractor shall capture and maintain data and records (e.g. engineering change proposals, material inspection and receiving reports, and maintenance reports) for systems in development, population by configuration, fleet modernization

strategy, and fielding schedules and priorities to formulate the Fleet Plan. The contractor shall apply data and records management and database architectural design and implementation with usage of program acquisition management to communicate the Fleet Plan and recommendations for managing the fleet.

C.4.3.4.5 Automatic Identification Technologies (AIT): The contractor shall perform the activities necessary for the successful execution of the AIT program to include the following: Policy and Strategy Creation; Systems Integration; Business Intelligence and Data Mining; development of Unique Identification (UID)/Radio Frequency Identification (RFID) legacy parts-marking strategies; Business Process Re-Engineering; Business Case Analysis and Automated Information Technology studies relating to Item Unique Identification (IUID) or RFID.

C.4.3.4.5.1 Item Unique Identification (IUID): The contractor shall analyze and assess IUID planning for specified system(s). The contractor shall develop plans for IUID applications to specific equipment to include marking techniques and locations. The contractor shall provide a plan for durable tagging of assets that meets the requirements of MIL-STD 130, and then implement the plan to input the IUID data into a register for asset accountability. Any item with a warranty must have a useable tag through the warranty period.

C.4.3.4.5.2 Radio Frequency Identification (RFID): The contractor shall analyze and assess planned use of RFIDs. The contractor shall develop draft policies, plans and guidelines for RFID applications. The contractor shall apply the draft policies, plans and guidelines to specific equipment to include marking techniques and locations, data capture, loading and utilization.

C.4.3.5 Field Support:

C.4.3.5.1 Product Support Integrator (PSI): The contractor shall serve as the Product Support Integrator and shall provide a theater based Business Case Analysis (BCA) for optimal least cost assimilating support elements, to include addressing the selection of appropriate Product Support Providers (PSPs). When selecting appropriate PSPs, the contractor shall use small business entities to achieve supply chain efficiencies and minimize civilian contractors on the battlefield, to the maximum extent practicable. The contractor shall ensure that the PSP provides the parts supply management and application of support packages to enable world class end item maintenance. The contractor shall follow the Performance Based Agreement and adhere to the applicable PBL criteria, specified in the individual TO, to support contractor maintenance, repair, rebuild, and overhaul, to include the following: operational availability, operational reliability, cost per unit usage, logistics footprint and logistic response time.

C.4.3.5.1.1 PSI Performance Measurements: The contractor shall ensure that the PBL metrics identified in the Performance Based Agreement supports the desired readiness and availability outcomes. The contractor shall establish requirements and controls to ensure the PSP achieves the performance measures tailored by each field commander’s identified unique circumstances.

C.4.3.5.1.2 PSI Deployment: The contractor, functioning as the PSI, or their PSP, sub-contractor elements shall be required to deploy to appropriate CONUS and OCONUS locations to provide sustainment, to include maintenance,

material and supply chain management and transportation, for supported items in a given theater.

C.4.3.5.2 Area of Responsibility (AOR) Operations and Logistics Readiness: The contractor shall provide field support services, to be fully defined in the individual TO, in the AOR. The contractor personnel shall be required to deploy in support of combat, field exercise, training event, media event or other action in a CONUS or OCONUS location.

C.4.3.5.3 Liaison Officer (LNO) (CONUS or OCONUS): The contractor shall perform the following:

a) Observe and report on activity to the COR, when specified to do so in the individual TO. The contractor shall communicate with the customer for the specified systems to include the following: attend meetings, prepare and present logistics status briefings, and identify and resolve programmatic and logistics issues that impact system availability and readiness, when specified in the individual TO; and

b) Furnish LNO services that provide integration of the specified systems into military units. This work may require the contractor to perform tasks, to include developing and managing a database to track the movement of equipment modifications and safety enhancements from vendor, contractor, and depot locations to AOR installations, maintain contact with the Forward Repair Activity (FRA) and report problematic issues with Equipment Readiness. The LNO may be required to observe and report activity with specified systems to the COR, and ensure that total package fielding, RESET and installation of armor and safety enhancements are synchronized and accomplished, if specified in the individual TO.

C.4.3.5.4 Contractor Logistics Support/PBL: The contractor shall perform logistic support functions in support of a weapon system, end item, family of systems, component(s), facilities, and/or operations at an industrial or tactical installation. The contractor shall manage and execute these logistic support efforts to achieve the designated performance metrics specified.

C.4.3.5.4.1 Contractor Maintenance Teams (CMT): The contractor shall establish, operate, support and maintain CMTs that will directly support the maintenance mission of the maintenance team. CMTs shall perform the following: operator and unit level maintenance to TM 10/20 standards, commercial repair standards, preset, reset and national level maintenance for selected units at DoD installations or temporary locations, for specified systems or components.

C.4.3.5.4.2 Contractor Supply Support: The contractor shall perform the following:

a) The contractor shall provide materials, supplies and logistical support to develop, pack, ship, and store repair parts and kits to use in component repair and unit organic or other Government maintenance programs in the accomplishment of Unit Level through National Level maintenance, modification or rebuild;

b) Evaluate the need for fabricating, shipping, assembling or disassembling items, and subsequent fielding;

c) Receive, classify, store and distribute repair parts, components and other items of supply; and

d) Prepare and provide a SSP, IAW DA PAM 73-1, Section 6-57 and prepare and provide an SSPCL. The list shall include all required components for testing services and shall identify existing tools and test equipment used to perform testing services to include Government tools and test equipment, as specified in the individual TO. The SSP shall consist of all items on the SSPCL. The SSP requirements include repair parts, technical manuals, BIIs, common and special tools, and test equipment. The contractor shall assemble and ship the SSP to the specified test site, within the time specified in the task order, to include, packing, packaging, and transportation. The contractor shall track the consumption of components and maintain control of the SSP.

C.4.3.5.5 Transportation of Assets (CONUS or OCONUS): The contractor shall perform the following:

a) Coordinate transportation of Government assets to ensure they arrive safely IAW the specified Government schedule;

b) Coordinate transportation and supply support to permit rapid deployment and management of supplies and equipment;

c) Provide logistics support planning, inventory and property planning, storage and accountability , and coordinate movement;

d) Provide technical advice, assistance, guidance or operational support to identify and utilize existing regional or global modes of transportation resources, identify alternative capabilities and plan for effective integration of public and private sector support or resources, operation and maintenance of the infrastructures that support these activities. Services may include the operation of a vendor-managed inventory system, the operation of private or Government-owned warehouses, stockrooms, or other storage facilities, shipping and receiving, staging and storage, packing and crating and design, re-engineering, operation and maintenance of distribution and material handling equipment systems. This work may involve tasks related to the following: Standard Army Management Information Systems (STAMIS); supply and operating transformation, performance and command readiness; Distribution Management Stock Readiness; Configured Loads; Integrated Logistics Aerial Re-supply, future transformational logistics, packaging and operations; Stock Readiness (SR); Contract Logistics (CL); Integrated Logistic Aerial Re-Supply (ILAR); Vendor Initiated Parts Re-supply (VIPR) transitions, deployment packages, material and property requirements planning, movement, storage and accountability systems; logistics strategic planning services; Supply and Value Chain Management Services; Distribution and Transportation Logistics Services; asset management and visibility; Unit Level Logistics Systems; Support of the Standard Army Retail Supply Systems; Major Army Command (MACOM) Defense Reutilization and Marketing Service (DRMS) recovery program; and transportation motor pool operation support;

e) Test drive and operate military vehicles and heavy equipment; and

f) Drive, relocate and provide movement of vehicles from one work center, work shop area or production operation to another.

C.4.3.5.6 Equipment Modifications: The contractor shall manage specified equipment modifications and execute associated activities to include In-Progress Review (IPR); conduct New Material Introduction Briefs (NMIB); kit development, installation procedures, publication updates, and specific TMDE; kit procurement, kit storage, kit distribution; scheduling and shipment site coordination; kit application; MWO application management and tracking in multi-functional data; provide application team resources; train application teams; schedule and deploy application and inspection teams; track and report applications into the Modification Management Information System (MMIS); and provide individual and key personnel maintenance training to equipment user and maintainers.

C.4.3.5.6.1 Army Watercraft Systems Requirements: The contractor shall perform work for the PM Army Watercraft Systems for Service Life Extension Programs (SLEP). contractors shall support the following tasks, when specified in the individual TO: naval architecture and marine application; load line, ballast, and seaworthiness; welding and pipe fitting in a marine and watercraft environment; and perform Watercraft tasks IAW the following: American Bureau of Shipping (ABS) standards; CFR; Watercraft Safety Regulations; United States Coast Guard (USCG) standards; SOLAS requirements; and international discharge standards as defined by the Alaska protocol.

C.4.3.6 System Readiness: The contractor shall perform program management and operational support services focused on system readiness, to include analyzing, developing, automating and submitting operational plans for approval by the Government. The contractor shall implement procedures and provide program coordination in order to interface, monitor, research, administer, recommend business rules, document support, provide support analysis, formulate logistics topics, initiatives and strategic plans and technical operational and manpower support. The program management and operational support services shall include the following: logistical support and analysis to Resource Management (RM) and budget execution logistical support; operating contractor maintenance facilities at military installations; MACOM and Army Transformation Campaign Plan (TCP); attendance and participation at Maintenance Summits; development of logistics reengineering advertisement, educational, and presentational materials; Items Managed List (IML); Army Campaign Plan (ACP); logistics doctrine and structure; Strategic Readiness System (SRS); Army Balanced Score Card (BSC); Data Based Commitment Accounting System (DCAS); fiscal management; management and funds tracking procedures; Equipment Readiness Posture; Readiness Integrated Database (RIDB); inspection of unit logistical procedures, operational logistical libraries, STAMIS, MACOM Logistics Systems, and DS-RX Programs; Corps/Theater Automated Data Processing Service; CTASC-II; Standard Army Retail Supply System (SARSS); Standard Property Book System Redesign (SPBS-R); Property Book Unit Supply System Enhanced (PBUSE); Logistical Total Army Authorization Document System (LOGTAADS); Requisition Validation (REQVAL); Organizational Clothing and Individual Equipment (OCIE); Command Asset Visibility Equipment Redistribution System (CAVERS) or similar system; Distribution Execution System (DES); Modified Table of Equipment (MTOE); MACOM Readiness Distribution Program (RDP); logistical support planning; logistic business process reengineering and functional process improvement support; Army Watercraft Inspection Reporting System (WIRS); Army Watercraft Inspection Branch (WIB); Corrosion Prevention and Control (CPAC); deployment logistics support, deployment asset visibility, ashore and afloat brigade inspection readiness; Army maintenance management; acquisition logistics; global pre-positioned stocks software database; program/project management support; logistical redesign and restructuring; local or remote conferences

and video-teleconferences; transformation, transportation, field services, maintenance, and medical supply operations.

C.4.3.6.1 Sustainment Issues - Technical Resolution: The contractor shall analyze systems and develop technical solutions to sustainment issues, to include trade-off-studies; effectiveness analyses; risk management; configuration management, interface management, and data management; performance measurements; technical review; requirements analysis, engineering analysis of hardware and software configuration, and functional analysis; transforming architecture (functional to physical); defining alternative system concepts; configuration items and system elements; selecting preferred product and process solutions; and defining or refining physical interfaces. The contractor shall develop, review, and provide deficiency reports, deviation from specifications, and ECPs based upon analysis of field issues.

C.4.3.6.2 Obsolescence Management and Technical Data Services: The contractor shall provide services necessary for the successful execution of an Obsolescence Management Plan by providing solutions to extend product life cycles of Government specified systems and products. Tasks shall include reverse engineering, technical services, and acquisition engineering. The contractor shall comply with survivability, mobility, lethality, standardization, and Chemical, Biological, Radiological and Nuclear protection and detection, contamination, survivability, and life support requirements.

C.4.3.6.3 Diminishing Manufacturing Sources and Material Shortages (DMSMS) Case Management: The contractor shall research and analyze DMSMS case files and DMSMS data in order to provide recommendations to the DMSMS Management Team, to include storage of data and accuracy of stages throughout the DMSMS process, as specified in the individual TO. The contractor shall query OEMs and manufacturers for current technical information supporting the DMSMS process. The contractor shall make recommendations and updates to the existing DMSMS Plan. The contractor shall use the information and systems as specified in the individual TOs when performing this work to include the following: DMSMS Plans, ECPs, Reliability Centered Maintenance (RCM), FRACAS, predictive modeling outputs, Readiness Assessment outputs, Federal Logistics (FEDLOG) data, Bills of Material, vendor service bulletins, Defense Logistics Agency (DLA) Engineering Assistance requests DLA Form 339 (Request for Engineering Support), Requests for deviations, and CBM output.

C.4.3.7 Command Wide Logistics Enterprise System Support: The contractor shall support the design, development, deployment, training and maintenance of enterprise logistics management systems used by, or developed to support, fixed base logistics operations. Tasks shall include the following:

a) Fielding and deployment of enterprise systems, to include, Global Combat Support System – Army (GCSS-A), General Fund Enterprise Business System (GFEBS) and Logistic Management Program (LMP) increments to include migration of legacy data;

b) Establishment of network connectivity for remote locations at Government and off-installation sites;

c) Installation and Initial Operational Capability (IOC) of computer hardware and communications equipment;

d) Database administration;

e) Recurring software maintenance of Government owned applications;

f) Adapting and incorporating COTS software for specified purposes;

g) Building interfaces with STAMIS and other Government applications and databases;

h) Assisting Government agencies in the conduct of business rule compliance audits;

i) Developing logistics planning tools to support operations, deployment, and training requirements;

j) Developing specialized "ad hoc" reports;

k) Financial tracking; and

l) Modifying and enhancing the specified current application(s) to meet changing business rules for the supported commands.

C.4.3.7.1 Logistic Management Program (LMP): The contractor shall support LMP and its processes to include maturation, business process development, data cleansing, testing and training efforts.

C.4.3.7.2 Common Logistics Operating Environment (CLOE): The contractor shall assess, evaluate and recommend actions required to implement CLOE related policy and guidance. The contractor shall assist in identifying and interpreting the CLOE technical and operational standards to identify critical systems (Hardware (HD) or Software (SW)) requiring improvements to become CLOE compliant. The contractor shall identify efficient interface mechanisms that can apply toward horizontal integration across platforms. The contractor shall assist in developing, certifying, fielding and sustaining enabled products.

C.4.3.7.3 Logistical Training Support: The contractor shall provide logistical training support in system operations and any logistical program, to include supply and value chain management, property and inventory management, distribution and transportation management, and maintenance of equipment and facilities.

C.4.3.8 Security Assistance (SA) Support: The contractor shall support the case management or weapons systems interface for FMS. The contractor shall coordinate with the designated officials identified in the Letter of Acceptance (LOA) in FMS Case Management and make recommendations to FMS Case Management and International Cooperative Agreements. These efforts shall include the following: formulation of position papers on foreign interests, information papers, drafting licensing and commercial lease actions to be submitted for Government approval, drafting of special release actions to be submitted for Government approval, case pricing, configuration alternatives, total fielding packages, training, technology transfer research, coordination of visits by foreign nationals, and drafting Memoranda of Understanding (MOU) to be submitted for Government approval.

C.4.3.8.1 FMS Research and Analysis: The contractor shall perform research and analysis tasks which may include reviewing the foreign customers' Letters

of Request (LOR) and developing a list of required items to be placed on a LOA in response to the LOR IAW the Total Package Approach (TPA) concept, as defined in the LOA. The contractor shall provide Logistical Research and Analysis points of contact to field questions concerning materiel support and training. This work shall involve tasks to include providing requirements-determination support, beginning with general weapon questions received from FMS customers through development of the materiel requirements list to be placed on an LOA. The contractor may maintain generic Materiel Requirements Lists to be used to develop specific requirements lists for FMS customers.

C.4.3.8.2 FMS Meetings and Conferences: The contractor shall participate in meetings and conferences, with representatives of industry, other military and federal agencies, and foreign countries. The contractor shall perform tasks such as summarizing and evaluating the results of these meetings and conferences, preparing responses to action items, and making recommendations to the Case Managers, Weapons System Managers (WSM) and PMs.

C.4.3.8.3 FMS Technical Case Management and Closure: The contractor shall support Government FMS Technical Case Management and Closure tasks IAW the specified FMS Case delivery schedules. The contractor shall support SA and FMS customers for assigned programs, beginning with the signed LOA and ending with final delivery.

C.4.4 Industrial Base Operations: The contractor shall provide all personnel, equipment, materials and employee supervision for non-personal services necessary to perform the following support in the areas of manufacturing, maintenance, logistics and general supply for a designated Industrial Base Operation. The work to be performed, as specified in the individual TO, may include the following:

a) Operation and management of a supply support-type activity receiving, storing and shipping supplies in support of the Army's operations;

b) Inventory, inspection, repair, overhaul, modification, refurbishment, maintenance, testing, corrosion control, painting, preservation, packaging, download, upload, and RESET of various types of equipment;

c) Production and manufacturing engineering, tool and fixture design, translation of technical data into routes, bill of materials work standards, and work instructions and other manufacturing and shop floor support functions; and

d) Kit building, refurbishing and modification of specified equipment, Care of Supplies in Storage (COSIS), and general logistical and supply management functions.

C.4.4.1 Supply Support Activity: The contractor shall provide personnel responsible for the management and operation of a Supply Support Activity responsible for receiving and issuing supplies and equipment.

C.4.4.1.1 Shipping, Receiving and Warehousing: The contractor shall be responsible for the receipt, inspection, maintenance, inventory, condition code classification, storage, and shipment of equipment and supplies.

C.4.4.1.2 Inventory Management: The contractor shall perform documented inventories, pack and prepare equipment for shipment that is controlled by and directed for shipment by the DoD.

C.4.4.1.3 Supply Management: The contractor shall provide supply management functions required to support all classes of supply, to include hazardous and non-hazardous material.

C.4.4.2 Equipment Maintenance: The contractor shall repair, remove, install, refurbish, upgrade and support and provide preventative maintenance of test, production machinery and equipment to include electronic, mechanical, diagnostic, electrical, mobile and rubber products equipment and machinery.

C.4.4.3 Facilities Maintenance and Repair and Minor Construction and Repair: The contractor shall provide maintenance and minor construction and repair, and preventative maintenance services, as specified in the individual TO, in support of facilities, buildings, structures, booths, test cells, bays, production operations and lines, roads and grounds and railroad beds, tracks and operations.

C.4.4.4 Maintenance Operations: The contractor shall perform Maintenance Operations to include the following:

C.4.4.4.1 Depot Level Maintenance: The contractor shall perform depot-level maintenance of military equipment, which shall be done IAW Depot Maintenance Work Requirements (DMWR), National Maintenance Work Requirements (NMWR), TM 10/20 Standards, contractual PWS, Shop Work Instructions (SWI) and specifications.

C.4.4.4.2 Below Depot Maintenance: The contractor shall provide, as specified in the individual TO, mechanical repair, general logistics functions, and other supply and light maintenance missions to meet funded program timelines to include RESET efforts. This is required for organizational Direct Support (DS) and limited General Support (GS) technical inspection, maintenance and repair of specified equipment end items and related support items, and up-grades, to include, support for equipment returned from other locations.

C.4.4.4.3 TM 10/20 Reset: The contractor shall RESET (RESET is performed on equipment that is returned from the field after being deployed) and repair equipment to standards outlined in the equipment’s 10 and 20 level TMs.

C.4.4.4.4 Preventive Maintenance Checks and Services (PMCS): The contractor shall service equipment IAW equipment Preventive Maintenance Checks and Services (PMCS) requirements outlined in the operators' 10 level TM for each piece of equipment and remove broken out-of-tolerance parts that are identified during the inspection phase.

C.4.4.4.5 Logbook Documentation: The contractor shall complete and maintain all Logbook forms. A Logbook contains all of the forms listed below. The contractor shall complete only the forms that apply to the specific work being performed, which will be specified in the individual TO. The forms within the Logbook may include: DD Form 314 (Preventative Maintenance Schedule and Record), DA Form 2408-5 (Equipment Modification Record), DA Form 2408-9 (Equipment Control Record), DA Form 2408-14 (Uncorrected Fault

Record), DA Form 2408-20 (Oil Analysis Log), and DA Form 2409 (Equipment Maintenance Log).

C.4.4.5 Work Standards: The contractor shall perform work IAW established and accepted industry practices, Federal and State Regulations, DoD regulatory guidance, local Letters of Instruction (LOI), Standard Operating Procedures (SOP), SWIs, Work Execution Orders (WEOs) and mandatory formal, informal, and on-the-job training requirements to include environmental, hazardous material, and spill preventative maintenance, countermeasure and control tasks and any environmental cleanup.

C.4.4.5.1 Work Instructions: The contractor shall prepare draft work instruction procedures that comply with the technical instructions provided and contained in the applicable TMs, Regulatory Guidance, LOIs, SOPs, SOW or WEOs IAW best commercial practices for the work effort being performed.

C.4.4.6 Quality Standards:

C.4.4.6.1 Quality Control Plan (QCP): The contractor shall develop and implement a QCP as part of the Quality Management System Standard of the ISO certification. This QCP shall detail contractor responsibilities for performance of work, accountability for all Government Furnished Equipment (GFE), compliance with Government furnished technical manuals, and conformance with Depot rules and policies.

C.4.4.6.2 Inspection and Documentation: The contractor shall execute certification that work has been accomplished, and shall complete and maintain accurate inspection work sheets which identify time expended to accomplish the work. DA Form 2404 (Equipment Inspection and Maintenance Worksheet) will be used for initial inspection and to track work accomplished.

C.4.4.6.3 Final Acceptance: Systems manufactured, overhauled, repaired, or reset by the contractor shall pass a final acceptance inspection conducted by Depot/Arsenal Quality Assurance Inspectors. This acceptance inspection will be performed against customer specifications and best commercial practices. Inspection results will be documented and become a part of the contractor's performance record.

C.4.4.6.4 Standard Practices: The contractor shall apply standard Army practices and procedures applicable to the depot and arsenal work requirements and effective Program Management, Quality, Safety, ISO Compliance and Control processes and procedures to be observed and reported to the Contracting Officer for acceptance IAW the QASP at the TO level, when specified in the individual TO.

C.4.4.6.5 Voluntary Protection Program (VPP): The contractor shall operate, improve and optimize the DoD VPP Center of Excellence capabilities in order to formulate and execute innovative processes and tools, training and technologies to put into practice Occupational Safety and Health Administrations (OSHA) VPP.

C.4.5 Program Management:

C.4.5.1 Program Management Support: The contractor shall perform program management support activities, to include technical and administrative support for program reviews, milestone decision events, cost/benefits

analysis, cost estimating, scheduling, industrial capability and competition analysis, and development and update of the acquisition planning and accomplishment documentation.

C.4.5.2 Acquisition Management Support:

C.4.5.2.1 Better Buying Power: The contractor shall perform the following better buying power initiative related support tasks IAW the following:

a) Make assessments, perform reviews, and develop recommendations regarding the impacts to specified DoD programs resulting from current or pending Acquisition Streamlining Laws, resulting regulations, policy, and implementing guidance. This work may require the contractor to develop methodology, assess and document potential savings or cost avoidance associated with Federal Acquisition Streamlining initiatives; and

b) Services may include modernization through spares, O&S cost reductions, tradeoff analyses, and cost benefit analysis or life cycle cost projections.

C.4.5.2.2 Market Surveillance (MS) and Market Investigation (MI): The contractor shall conduct Market Surveillance (MS) and Market Investigations (MI) activities including surveillance of the market for those areas that are identified in the individual TO. Surveillance shall include searches on the internet, review of trade magazines, attendance at trade shows, and contractor site visits. Investigation shall include the preparation and conduct of surveys for formal MI's as well as analysis of any User and contractor Questionnaire survey responses in accordance with DoD regulations and policy, as specified in individual TOs.

C.4.5.3 Program Management Integration and Support: The contractor shall provide Program Management and other services to enable the full program execution. The contractor shall integrate appropriate technical, analytical, logistics, business management, and program support for the engineering, design, prototyping, production, fabrication and manufacturing, assembly, integration, technical data and configuration management, test and qualification, training support, production, and sustainment of specified systems, subsystems and components throughout the product life cycle. These efforts shall include development of Work Breakdown Structures (WBS), IMS, and Integrated Program Summaries, Probability of Program Success (PoPS) and related program risk management activities.

C.4.5.4 Production Planning and Analyses: IAW Production Planning and Analyses, the contractor shall provide the following:

a) Provide production planning and analysis services that shall include identifying alternative and multi-facility production schedules, review of Government contractor progress and reporting against production efforts, reviewing production rates of Government contractors, reporting and tracking of Defective Government-Furnished Material (DGFM), and monitoring production baseline delivery schedules and industrial base and mobilization studies. The contractor shall assess industrial base production capabilities and surge capabilities, identifying any potential problems in that area, when specified in the individual TO;

b) Plan, manage and conduct production readiness reviews to properly evaluate the risks associated with the entry or re-entry into production, manufacturing and overhaul program; and

c) Provide review and evaluation support in the form of service surveillance, performance audits, and financial statement audits to compare results achieved with previously established goals to determine overall program efficacy. Services shall include: Provide performance and financial audit, management consulting services, oversight responsibilities for management related reviews, quality assurance and performance review, quality assurance and quality auditing, planning performance review, logistics verification and validation and quality assurance and compliance and maintenance of QA and inspection.

C.4.5.5 Materiel Release Services: The contractor shall prepare release packages IAW Army regulations, coordinate timely receipt of documentation, and present status briefings.

C.4.6 Internal Operations Support and Administrative Services:

C.4.6.1 Administrative Services: The contractor shall provide the following administrative services: prepare briefing charts; recommend and coordinate the planning of Government activities, to include meetings and trips; recommend and implement database programs to track and report on activities and projects; track actions to include due dates and deadlines using an automated tracking database; and update and maintain customer web pages, when specified in the individual TO. These tasks will include use of current business software programs, such as, Microsoft Windows, Microsoft Office, Lotus Smartsuite, or equivalent program(s).

C.4.6.1.1 Office Automation and Network Services: The contractor shall provide services in the areas of web-site services, office automation, network administration, and computer systems administration. Tasks shall include troubleshoot network access problems, develop, implement, update, and maintain web-sites, web content, or network features and software programs, set up new computers, modify existing computers, to include boards, cards, mice, printers, and install software, provide expert advice to Government users software programs, perform administrative duties related to computers, digital personal devices and aids, printers, network and systems management, to include attendance at meetings or conferences, and maintain a database of hardware and software products.

C.4.6.2 Training: As specified in the individual TO, the contractor shall provide the following:

a) Coordinate training classes for the Government that shall include the following: administrative services, to include, registering students for training, scheduling training sessions and reserving space and facilities for training at sites identified in the individual TO, develop class rosters, maintain attendance records, and generate training completion certificates. The contractor shall provide technical and administrative services for conducting market surveys to identify available training courses, and sources for training, relevant to a particular training need identified in the individual TO; and

b) Develop and deliver training. This task shall involve services, to include the following: technical support for developing or delivering training courses or modules, either in-person or by electronic delivery means, to include video training modules or computer-based training; development of training plans and course plans; development of specific training content; development of training aids, to include student guides or handbooks; and the delivery of training at sites, as specified in the individual TO. The contractor shall provide technical support for developing and delivering training to orient users on how to operate within a new or updated IBE and IDE.

C.4.6.3 Enterprise Quality Management: The contractor shall provide support to develop, implement, and manage the Enterprise Quality Management plan, establish and maintain a Quality Management System, and track and measure progress and provide reports, as specified in the individual TO.

C.4.6.3.1 Quality Management Strategy: The contractor shall provide technical support for the development and establishment of a quality management system.

C.4.6.4 Lean Six Sigma and Continuous Improvement Strategy: The contractor shall provide technical support for the development and execution of continuous improvement concepts and strategies. This work shall involve tasks to include providing certified Lean Six Sigma (LSS); Design for Lean Six Sigma (DFLSS); and Design for Six Sigma (DFSS) expertise (Black Belt and Master Black Belt) in business and manufacturing processes. This will also include providing personnel experienced in continuous business improvement methodologies in order to provide personnel, training, and coaching or advisory assistance needed to support LSS, DFLSS, and DFSS activities to include the ad hoc use of specific tools; improvement methods; or statistical methods; and Design of Experiments, as specified in the individual TO. The contractor shall provide support to recommend, maintain, and synchronize core business processes and support the enterprise level annual business cycle to include the following: strategic planning process; identification and prioritization of critical enterprise needs; program analysis and evaluation (portfolio management); program development; technical program planning and execution; technology transition; human capital management; strategic transformation; laboratory management; and shall provide systems engineering service support to TACOM LCMC, as specified in the individual TO.

C.4.6.4.1 Process Improvements: The contractor shall provide services for the successful execution of customers process improvement efforts. The contractor shall support defining process improvement implementation strategy and tactics, and identifying specific, achievable benefits, and associated metrics. This work shall involve tasks, to include developing and providing instruction, performing consultation planning, leading projects, facilitating process improvement events, advising on the effectiveness of implementation, and validating benefits. The contractor shall provide statistical analyses of data sets and graphical presentations of findings.

C.5 ADDITION OF CLAUSES AT THE TASK ORDER LEVEL

The Contracting Officer, at his/her discretion, may add additional clauses/provisions at the task order level. The Contracting Officer will include any such clauses/provisions in the task order request.