



U.S. Customs and Border Protection

MVSS STATEMENT OF WORK – INITIAL ORDER

ATTACHMENT J-2 TO RFP HSBP1012R0054

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1 Background

1.1. ***Border Patrol Responsibility and Mission Elements***

The U.S. Border Patrol (USBP) is responsible for securing the Nation's borders against the illegal entry of people and goods between ports of entry (POE). To accomplish this, USBP uses a mix of infrastructure, technology, and personnel to manage the land borders. These three resources are used to execute the mission elements of:

- Predicting and deterring illicit activity;
- Detecting and tracking illegal border crossings
- Identifying and classifying the incursions, and
- Responding to and resolving those incursions.

The Mobile Video Surveillance System (MVSS) Program contributes towards fulfillment of the U.S. Customs and Border Protection (CBP) Fiscal Year (FY) 2009 – 2014 Strategic Plan, Objective 1.1:

Establish and maintain effective control of air, land, and maritime borders through the use of the appropriate mix of infrastructure, technology, and personnel.

In addition, the MVSS Program supports the Department of Homeland Security (DHS) Quadrennial Homeland Security Review of February 2010 Mission: Securing and Managing Our Borders, Goal 2.1:

Effectively control U.S. Air, Land and Sea Borders.

The CBP Office of Technology Innovation and Acquisition (OTIA) enables the execution of the CBP mission elements through acquiring, fielding, testing and sustaining surveillance capabilities, including the MVSS.

The MVSS enables USBP to efficiently monitor selected Areas of Coverage (AoC)¹ within an Area of Interest (AoI) and is the preferred solution in certain urban, rural, and remote areas that are difficult to access and monitor with other systems.

Each MVSS will provide a day/night surveillance capability that can be deployed on USBP 4x4 vehicles wherever they can safely maneuver. The MVSS will be deployed for day or night use to provide surveillance when intelligence indicators signal that Items of Interest (IoIs) are in or approaching an area. They will also be deployed to augment fixed surveillance systems that have line-of-sight (LoS) coverage gaps caused by existing infrastructure, terrain (e.g., ravines or washes), or vegetation. While day use can occur,

¹ Area of Coverage (AoC): The resulting areas, considering MVSS location, view shed and line-of-sight obstructions, etc., within which USBP can successfully conduct surveillance activities using the system. When used in a broader context, AoC can also refer to the coverage provided by a combination of surveillance systems.

most operations will occur at night. Each system will require one agent for operation of the system and one or more agent(s) to respond to any detected traffic.

1.2. Operational and System Objectives

An MVSS enables USBP to continuously monitor targeted AoCs within an AoI. The following MVSS operational and system objectives will enable the detection, tracking, identification, and classification of IoIs:

- MVSS enables the operator to quickly deploy/redeploy the surveillance system according to intelligence, shifts in illegal traffic, and daily operational needs;
- MVSS provides a ruggedized surveillance system that will withstand off-road transport and frequent setup/breakdown cycles;
- MVSS displays video in near real-time² at the operator interface;
- MVSS enables operator detection and tracking of IoIs within an AoC;
- MVSS enables operator identification to determine whether IoIs are human, animal, or conveyance;
- MVSS enables operator classification to determine whether IoIs are engaged in suspect activities, present a potential threat to an investigating Border Patrol Agent (BPA), and the associated level of threat (e.g., number in group, what they are carrying, and whether they are armed);
- MVSS enables near real-time operator control of system payload and surveillance subsystems to track IoIs within the AoC;
- MVSS enables near real-time replay and video analysis to support detection, tracking, identification, and classification;
- MVSS provides the capability for data recording and extraction to support external post-event data analysis and sharing;
- MVSS provides the capability to covertly illuminate IoIs so agents with night vision goggles (NVG) can see them;
- MVSS provides the capability to monitor system health and status;
- MVSS is transferable between different makes and models of 4x4 vehicles in the US Border Patrol (USBP) fleet (Attachment J-20);
- MVSS reliably performs the operational capabilities listed above in urban, rural, and remote environments where access is limited and in all weather conditions (including adverse and extreme) encountered along the U.S. Southwest border.

These high level operational and system objectives are further defined in the Functional Requirements Matrix (FRM) and the Environmental Requirements Matrix (ERM) (Attachments J-3 and J-4).

² Near real-time is defined as an extremely low-latency delay (less than one second). Low latency is essential to successful operation of the system and more importantly agent safety.

1.3. Concept of Operation

Figure 1 below provides a high level operational concept for MVSS. Each MVSS will be responsible for monitoring its AoC that is comprised of the instantaneous field of view (FoV)³ and the total field of regard (FoR).⁴

The MVSS mast will elevate the imaging devices to maximize the AoC and overcome natural obstacles along the Southwest border such as terrain features, cane fields, and cacti. The number of MVSSs deployed within each USBP sector will vary based on geography, availability of equipment and trained operators, and operational need. Where deployed, the system will provide the MVSS operator with video of sufficient quality and resolution to enable the detection, tracking, identification, and classification of an IoI. The MVSS will also provide IoI illumination to support covert vectoring of BPAs to the immediate vicinity of the IoI for interdiction and event resolution.

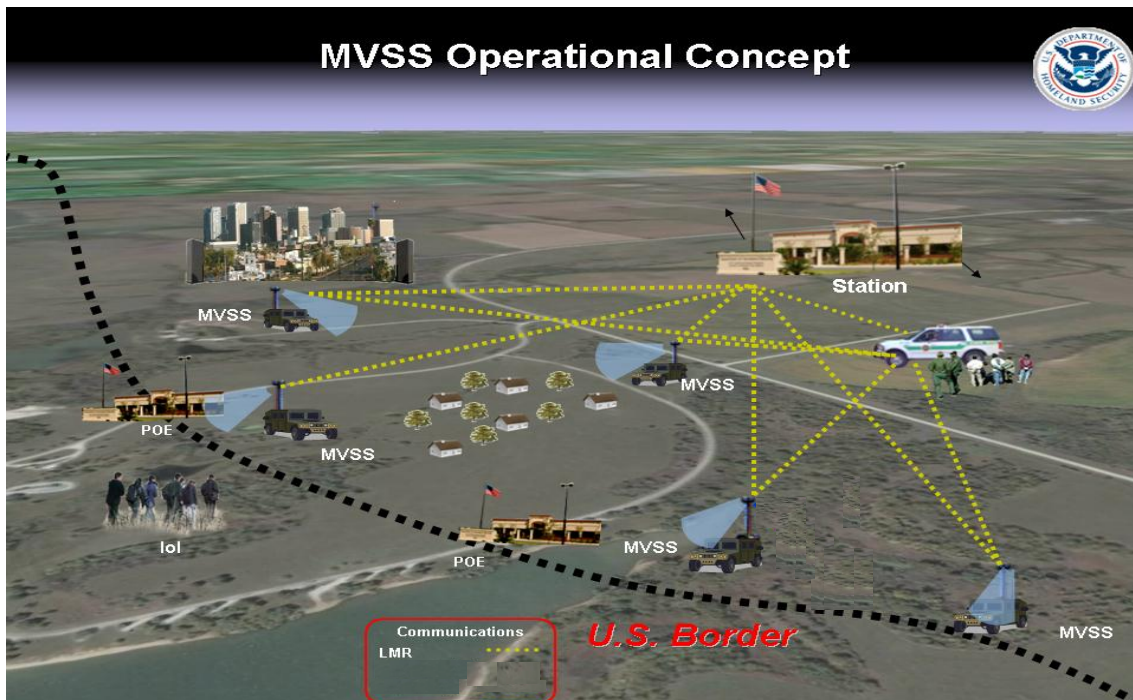


Figure 1: MVSS High Level Operational Concept

1.3.1. Operational Scenario

In order to deploy the MVSS, an agent will drive the system over extremely rugged terrain, sometimes for long distances. The MVSS operator interface must not get in the way or disrupt the driver while in transport. Once the system is deployed, the agent will

³ Field of view (FoV): The horizontal and vertical angles visible by or through a sensor at any specific instant.

⁴ Field of regard (FoR): The total angular area through which the sensor can direct its field of view.

work an 8-10 hour shift. The operator interface shall allow the agent to be seated comfortably and control the system and the Land Mobile Radio (LMR) easily for extended periods of time. The agent shall be able to adjust the screen brightness and monitor position as necessary. The operator interface controls shall be intuitive and placed so that they are easy to reach (i.e., the agent shall not have to shift in his seat or sit up every time he needs to adjust the sensors).

Additionally, the agent will need to rapidly move the system from one deployment location to another. The system shall allow the agent to easily and quickly prepare the MVSS for deployment to a different site. The MVSS operator display shall not impede the agent's ability to rapidly enter and exit the vehicle. Lastly, the vehicle's LMR shall be readily accessible to the agent while driving and while operating the MVSS system.

1.4. *Concept of Support and Sustainment*

The system Contractor will provide initial MVSS support and maintenance. CBP will transition and assume responsibility for MVSS support and maintenance following Contractor support. Night maintenance in the field is unlikely for safety reasons.

USBP agents may be expected to conduct limited troubleshooting activities, such as subsystem reboots. USBP operators may be expected to perform minor maintenance in the field, provided it does not require any special tools or skills outside of standard operator training.

2 Scope

The Contractor shall provide two MVSSs, two MVSS Installation Kits, and twelve (12) months of Contractor Logistics and Maintenance Support (CMLS), as well as any associated data deliverables, in accordance with this Statement of Work (SOW).

3 Applicable Documents

- Mobile Video Surveillance System -- Functional Requirements Matrix (MVSS FRM) (Attachment J-3) (Note: the Contractor delivered FRM will replace the FRM from the RFP)
- Mobile Video Surveillance System -- Environmental Requirements Matrix (MVSS ERM) (Attachment J-4) (Note: the Contractor delivered ERM will replace the ERM from the RFP)
- Department of Homeland Security Training Glossary, Version 1.2, December 2007 (Attachment J-11)
- CBP Training Development Standards, Office of Training and Development, October 2008 (Attachment J-12)
- CBP Instructor-Led Training (ILT) Style Guide, Office of Training and Development, November 2008 (Attachment J-23)
- IT Security: Federal Information Processing Standards Publication (FIPS PUB) 200, Department of Homeland Security

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- DHS Management Directive (MD) Number: 11042.1, Safeguarding Sensitive But Unclassified (For Official Use Only (FOUO)) Information
- DHS Sensitive Systems Policy Directive 4300A (Information Technology Systems Security Program Implementation) and the DHS 4300A Sensitive Systems Handbook,
- CBP 1400-02B Security Policy and Procedures (FOUO),
- CBP1400-05D Information Systems Security Policies and Procedures, and DHS hardening guides for Windows XP, Windows 7, and Linux
- DHS personal identity verification procedures identified in FIPS PUB Number 201, Personal Identity Verification (PIV) of Federal Employees and Contractors.
- FIPS PUB Number 140-2, Security Requirements for Cryptographic Modules.
- CBP Property and Asset Identification and Tagging Standard (PAITS)CBP Personal Property and Asset Management Handbook (HB 5200-13C), July 2012, Chapter 3-Personal Property Classifications, Chapter 5-Receiving and Identification of Goods

NOTE: Access to documents not in the possession of or otherwise available to offerors may be obtained by contacting:

Nicole.Hubby@dhs.gov or Kimberly.L.Cooper@dhs.gov

(Please see L.15, NOTICES TO OFFERORS: SENSITIVE BUT UNCLASSIFIED (SBU) FOR OFFICIAL USE ONLY (FOUO) MATERIAL.)

4 MVSS Statement of Work (SOW) Overview

4.1. MVSS Description

The delivered capability shall consist of a MVSS installed on a GFE vehicle that is outfitted with a GFE LMR.

The MVSS is composed of two major components:

- Prime Mission Equipment
- Vehicle Installation Kit (suitable for specified vehicle make and model)

The Prime Mission Equipment is defined as the operator interface and system payload.

The vehicle installation kit is defined as the mounting hardware, electrical components and instructions that allow a GFE vehicle to be prepared for installation of an operator interface and system payload.

4.2. MVSS Delivery

The Contractor shall deliver MVSSs installed in a GFE vehicle with its GFE LMR, depicted in Attachment J-8 that meets the requirements of the MVSS FRM (Attachment

J-3), MVSS Environmental Requirements Matrix (ERM) (Attachment J-4), and other parts of the contract.

Any MVSSs delivered after acceptance of the first two in CLIN 0010 shall conform to the latest MVSS product baseline. The Contractor shall submit a Material Inspection Acceptance and Receiving Report as described in CDRL C-16 for each MVSS ordered by the Government.

The Contractor shall deliver Vehicle Installation Kit(s) that will allow the Prime Mission Equipment to be installed in the vehicle supplied as GFE. In support of this effort, the Contractor shall deliver Vehicle Installation Kit Instructions (CDRL C-04). The Contractor shall submit a Material Inspection Acceptance and Receiving Report as described in CDRL C-16 for each Vehicle Installation Kit ordered by the Government.

4.3 Contractor Maintenance and Logistics Support (CMLS)

The Contractor shall provide CMLS in accordance with this Statement of Work (SOW).

5 Engineering

5.1. Technical Data

5.1.1. System Version Description Document

The Contractor shall provide a System Version Description Document (SVDD) and updates covering the Prime Mission Equipment and Vehicle Installation Kits in accordance with the SVDD CDRL (C-01).

5.1.2. Technical Data Package

The Contractor shall provide a Technical Data Package (TDP) for the Prime Mission Equipment and Vehicle Installation Kit in accordance with the Technical Data Package CDRL (C-02).

5.2. Physical Inspection and Functional Checkout

The Contractor shall conduct a Physical Inspection and Functional Check-out (PIFCO) of each MVSS to ensure the systems are free from defects and are functional. In support of this effort, the Contractor shall deliver a PIFCO procedure in accordance with CDRL C-03. The PIFCO is a Contractor conducted event that will be witnessed by the Government and will occur at three separate occasions immediately prior to the following events:

- System Qualification Test Phase 1 (SQT-1)

- System Qualification Test Phase 2 (SQT-2)
- Government Acceptance

The PIFCO shall not exceed one (1) day.

5.3. Vehicle Installation Kit Verification

Prior to the start of the SQT Pre-test and after GFE Delivery, the Contractor shall conduct a verification of the installation of the Vehicle Installation Kit onto the GFE trucks. The purpose of this event is to demonstrate the contract requirement in the FRM on the time it takes to install the Vehicle Installation Kit and verify the accuracy of the Vehicle Installation Kit Procedure, CDRL C-04. This verification shall be witnessed by the Government, conducted in accordance with the Vehicle Installation Kit Instructions, CDRL C-04 and verified in accordance with the Contractor FRM. The Vehicle Installation Kit Verification shall not exceed one (1) day.

5.4. System Qualification Test

The Contractor shall provide two MVSSs for the System Qualification Test (SQT). The SQT MVSSs provided shall be the same two CLIN 0001 systems intended for Government acceptance. The Contractor shall perform any necessary post-test repairs or Government approved modifications prior to presenting the CLIN 0001 systems for Government acceptance.

The SQT shall be conducted in two phases, SQT Phase 1 (SQT-1) and SQT Phase 2 (SQT-2). The Contractor shall deliver, in coordination with the Test Planning Working Group, a SQT-1 Plan (CDRL C-05) and SQT-1 Procedures (CDRL C-06).

Prior to the conduct of SQT-1, the Contractor shall conduct a pre-test of the MVSSs. The purpose of the pre-test is to confirm that the MVSSs are ready and the test plan and procedures are ready for SQT-1. The Contractor shall use the delivered SQT-1 Test Plan (CDRL C-05) and SQT-1 Procedure (CDRL C-06) to conduct the pre-test. Within five (5) calendar days of successful completion of the pre-test, the Contractor shall conduct the SQT-1 Test Readiness Review (TRR) brief (CDRL C-07).

The Contractor shall conduct SQT-1 to verify that the MVSS complies with the requirements in the FRM. The Government will use the Contractor's certification of meeting ERM requirements during SQT-1 verification. SQT-1 shall be conducted at the Contractor's facility or location and witnessed by the Government. SQT-1 shall be conducted in accordance with the Government approved SQT-1 Plan and Procedures. SQT-1 shall not exceed five (5) calendar days.

The Contractor shall conduct SQT-1 training for eight (8) personnel at a facility provided by the Contractor prior to the commencement of SQT-1. The purpose of SQT-1 training is to provide the Government witnesses a level of familiarity with the system that will ensure the test team accurately interprets results of the systems under test in accordance

with the SQT-1 Test Plan and Procedures. The SQT-1 Training shall not exceed one (1) day.

The Government will perform SQT-2 as a partial verification that the MVSS performance and functionality is not degraded during normal usage in a rugged operational environment as specified in the FRM and ERM. SQT-2 will be conducted by the Government at various locations in the Rio Grande Valley (RGV) Sector and supported by the Contractor. Duration for SQT-2 will be fifteen (15) calendar days. This includes five calendar (5) days for preparation (which includes conducting Operator Training, PIFCO, and SQT-2 TRR) and ten (10) days for Runs and Record. The Contractor shall provide 24/7 maintenance support for the SQT-2 and provide a contact number for Government use if maintenance is required.

The entrance and exit criteria for the pre-test, SQT-1, and SQT-2 are:

5.4.1. System Qualification Pre-Test Entrance/Exit Criteria

The Contractor shall satisfy the following criteria prior to the start of System Qualification Pre-Test execution:

- The Contractor shall deliver the SVDD (CDRL C-01)
- The Contractor shall deliver the TDP (CDRL C-02)
- The Contractor shall deliver the PIFCO Procedure (CDRL C-03)
- The Contractor shall deliver the Vehicle Installation Kit Instructions (CDRL C-04)
- The Contractor shall deliver the SQT-1 Plan (CDRL C-05)
- The Contractor shall deliver the SQT-1 Procedures (CDRL C-06)
- The Contractor shall successfully demonstrate the installation of the Vehicle Installation Kit.

The Contractor shall satisfy the following criteria prior to exiting the System Qualification Pre-Test:

- The Contractor shall conduct and brief results of the System Qualification Pre-test at the SQT-1 TRR (CDRL C-07).

5.4.2. System Qualification Test Phase 1 Entrance/Exit Criteria

The Contractor shall satisfy the following criteria prior to the start of SQT-1 execution:

- Government concurrence on test readiness
- Government approval of SVDD (CDRL C-01)
- Government approval of TDP (CDRL C-02)
- Government approval of the PIFCO Procedure (CDRL C-03)
- Government approval of Vehicle Installation Kit Instructions (CDRL C-04)
- Government approval of SQT-1 Plan (CDRL C-05)

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- Government approval of SQT-1 Procedures (CDRL C-06)
- Government approval of Integrated Contractor Support Plan (CDRL C-10)
- The Contractor shall complete SQT-1 Training for Government test personnel
- The Contractor shall conduct a SQT-1 TRR brief (CDRL C-07)
- Completion of the PIFCO
- The SQT-1 MVSS configuration matches the SVDD (CDRL C-01).

The Contractor shall satisfy the following criteria prior to exiting SQT-1:

- The Contractor shall successfully complete SQT-1.
- The Contractor shall deliver a SQT-1 Quick Look Briefing (QLB) (CDRL C-08) that presents the results of SQT-1 five (5) calendar days after conducting SQT-1.
- The Contractor shall deliver a SQT-1 Verification Report (CDRL C-09) which includes the results from SQT-1 fifteen (15) calendar days after conducting SQT-1.

5.4.3. System Qualification Test Phase 2 Entrance/Exit Criteria

The Contractor shall satisfy the following criteria prior to the start of SQT-2 execution:

- Government approval that SQT-1 has been successfully completed based on the Government's review and approval of the SQT-1 QLB
- Two MVSSs delivered to the test location in McAllen, TX
- Government approval of the Operator Training Material (CDRL C-11)
- Government approval of the Train-the-Trainer (T3) Material (CDRL C-12)
- Government approval of User Manual (CDRL C-13)
- Completion of Operator Training
- Completion of PIFCO after delivery of two MVSSs to SQT-2 test location
- The Contractor shall brief readiness to provide on-call maintenance during SQT-2 at Government SQT-2 TRR.

The Government will satisfy the following criteria prior to exiting SQT-2:

- The Government will successfully complete SQT-2
- The Government test activity will deliver a SQT-2 QLB to the PMO five (5) days after the end of SQT-2 execution
- The Government test activity will deliver a SQT-2 Verification Report to the PMO fifteen (15) days after the end of SQT-2 execution.

5.5. Certification and Accreditation Support

The Contractor shall provide system information included in the SVDD (CDRL C-01) and TDP (C-02) to support obtaining MVSS Certification and Accreditation (C&A) to operate. The system security requirements are identified in the FRM (Attachment J-3).

The Contractor shall insert the Government supplied Warning Banner (Attachment J-19) as the login banner of the Contractor's operator interface system.

The Government will conduct a Security Test and Evaluation (ST&E) event for two (2) days after SQT-1 at the Contractor's facility prior to the Contractor shipping the two MVSSs to McAllen, TX for SQT-2. The Contractor shall provide system operation and technical support to the Government during the ST&E event.

5.6. *Production Plan*

The Contractor shall develop and deliver a Production Plan as described in CDRL C-17. The Production Plan shall describe the Contractor's plan to produce the MVSSs and meet the required delivery schedule while minimizing risk of schedule delays.

6 Training

6.1. *Operator Training*

The Contractor shall deliver Operator Training in accordance with CDRL C-11 at a location provided the Contractor within 25 miles of Rio Grande Valley Sector Headquarters address specified in Attachment J-21 to a total of ten (10) personnel prior to commencement of SQT-2. Operator Training shall occur prior to the start of PIFCO and after delivery of two MVSSs to the SQT-2 test location. The duration of the Operator Training shall not exceed two days. The purpose of the Operator Training is to train Government personnel on how to effectively and safely operate the MVSS. The course shall be instructor-led training provided in a classroom setting with hands-on portions taking place at field locations within the RGV Sector AOR. Classroom training shall focus on both day and night operational conditions. Operator training shall emphasize different operational scenarios. Training is expected to include the overview and critical tasks related to:

- the MVSS and components
- the functionality and capability of the MVSS
- the system data storage and retrieval capability
- the setup and close down procedures and related safety check of the MVSS
- troubleshooting and Preventive Maintenance Checks and Services (PMCS)

Upon completion of Operator Training, trainees shall be able to effectively and safely operate the MVSS and demonstrate the MVSS capabilities.

6.2. *User Manual*

The Contractor shall deliver User Manuals in accordance with the CDRL C-13.

6.3. *Train-the-Trainer (T3) Training*

The Contractor shall deliver Train-the-Trainer (T3) training in accordance with CDRL C-12 at a location provided the Contractor within 25 miles of Rio Grande Valley Sector Headquarters address specified in Attachment J-21 to a total of ten (10) personnel prior to Government acceptance. The duration of the training shall not exceed five (5) days. The T3 training shall occur within 15 days of Government notification of SQT-2 pass or fail.

The purpose of the T3 training course is to instruct BP agents on how to effectively train and provide new BP operators with the knowledge and skills necessary to effectively and safely operate the MVSS. The T3 training shall consist of an operator training portion, required in SOW section 6.1, and an instructional portion, focusing on instructional tips for the trainers to replicate the course conduct for attrition training. It shall encompass at least 8 hours of classroom instruction providing designated CBP instructors with every opportunity to ask detailed and specific equipment questions, to participate in hands-on training on the equipment, and conduct teach backs.

The T3 training course shall include instructor-led training, and training aids the trainees can use when they start training BP operators. T3 training shall also include all items contained in the User Manual (CDRL C-13).

Upon completion of T3 training, BP agents shall be able to effectively train other BP agents to effectively and safely operate the MVSS and demonstrate the MVSS capabilities.

7 Maintenance and Logistics Support

7.1. *Integrated Contractor Support Plan (ICSP)*

The Contractor shall deliver an Integrated Contractor Support Plan (ICSP) per CDRL C-10. The ICSP shall describe the Contractor's plan to conduct CMLS to sustain the MVSSs at a support facility within 25 miles of the Rio Grande Valley Sector Headquarters location, specified in Attachment J-21, and to meet the required system availability requirements in the FRM. MVSSs incurring failures in the field will be transported by the Government to the Contractor's support facility within the RGV Sector AOR.

Prior to Government acceptance of CLIN 0001, the Contractor shall conduct an overview briefing of the CMLS approach described in the ICSP (CDRL C-10) to the Border Patrol operators at the Rio Grande Valley Sector Headquarters location.

7.2. *Maintenance*

7.2.1. General Repair and Service of the System

The Contractor shall provide all maintenance for all MVSS' components/parts, hardware and software including preventive and corrective maintenance, removal and replacement

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of faulty line replaceable units (LRUs) required for sustaining the MVSS in accordance with the Government approved ICSP (CDRL C-10), and obsolescence resolution. The Contractor shall document all preventive and corrective maintenance actions and enter the data into the Government Integrated Logistics Support System (ILSS). Services provided by the Contractor shall include installing vehicle installation kits, as well as transferring payloads and operator interfaces from one vehicle to another vehicle.

Upon receiving notification of a critical failure from the Border Patrol, the technician shall open a record (trouble ticket) and record the time provided by the BPA that the critical failure occurred. Records shall be maintained and reported in ILSS database.

The Contractor shall ensure and record in ILSS that the MVSS is fully mission capable following preventive and corrective maintenance actions prior to releasing the MVSS to OBP.

The Contractor shall provide the Government with names and telephone numbers so the Border Patrol can contact them during normal support facility hours and after hours to address emergency support.

The Government will provide the Contractor with names and telephone numbers of Border Patrol representatives for coordination of maintenance actions. The Border Patrol representative will coordinate with the Contractor to schedule any needed MVSS repairs,

The Contractor shall contact the Border Patrol representative at least two weeks in advance to schedule any MVSS scheduled maintenance to minimize CMLS interference with operations.

7.2.2. Vehicle Installation Kit and Prime Mission Equipment Transfers

The Contractor shall install all vehicle installation kits procured by the Government at the Contractor's support facility in vehicles furnished by the Government. The Contractor shall transfer Prime Mission Equipment from one MVSS to a Government vehicle that already has a Vehicle Installation Kit installed.

7.3. Support Facility

The Contractor shall have a support facility within 25 miles of the RGV Sector Headquarters location specified in attachment J-21 for maintenance of MVSSs, installation of vehicle installation kits, and transfer of MVSS prime mission equipment from one vehicle to another and storage of Vehicle Installation Kits procured by the Government.

The Contractor shall provide MVSS maintenance support, vehicle installation kit install support and MVSS transfer from one vehicle to another during the hours of 08:00 A.M to 05:00 P.M., Monday through Friday. MVSS emergency support for weekends and holidays shall be provided to address MVSS critical failures and transfer of MVSS' from an inoperable vehicle to an operable vehicle that is ready to receive an MVSS.

Emergency “On-Call” support for the weekend and holidays shall be performed using the same 8:00 A.M. to 5:00 P.M. timeframe used for the weekdays. The Contractor shall provide a secure environment for Government property in accordance with CBP Handbook 1400-02B Security Policy and Procedures (FOUO).

7.4. Maintenance Data Collection and Analysis

The Contractor shall use the following ground rules for purposes of meeting the FRM requirements of Achieved Availability (Aa), Maximum Time To Repair (MAXTTR) and Critical Failure Rate (λ'), Preventative Maintenance (PM) Rate, and Time to Conduct Preventive Maintenance.

- Aa applies to MVSS failures (critical failure occurs when, in the opinion of the BP, the IR camera, lift subsystem, power subsystem, operator interface or any other component keeps the MVSS from effectively performing detection, tracking, identification, or classification) and MVSS Preventive Maintenance events.
 - The formula for Aa uses Mean Time Between Maintenance (MTBM) events and Mean Maintenance Time (MMT) and is expressed as $MTBM / (MTBM + MMT)$.
 - MTBM is calculated based on the average time between maintenance events. Maintenance events occur when the system needs to be repaired due to a critical failure or when scheduled preventative maintenance occurs. The time between events is determined similarly to Mean Time Between Failures, described below. MTBM is based on the time the system is provided to Border Patrol until the time a critical failure occurs or a PM event is required.
 - MMT is calculated based on the average time the system stays at the Contractor support facility for any maintenance event and is similar to MaxTTR and time to conduct PM described below.
 - Aa does not take into account Logistics Delay Times (LDT) or Administrative Delay Times (ADT).
 - Aa is tracked and reported for each MVSS.
 - Aa metric will be tracked monthly for contract compliance.
- Mean Time Between Failure (MTBF) is calculated from the time the system is provided to the Border Patrol until the time a critical failure occurs. Border Patrol will notify the Contractor support facility during normal operating hours when a critical failure occurs and the time it occurred. MTBF is not affected by Preventative Maintenance events.

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- MaxTTR is calculated from the time the MVSS is delivered to the Contractor support facility until it is restored to a Fully Mission Capable status and OBP is notified it is ready for issue. MaxTTR is accrued during the hours the support facility is open, however, if a MVSS is delivered for weekend or holiday repair the MaxTTR will continue until the MVSS is ready for issue.
- Critical Failure Rate is calculated over a rolling 90 day period.
- A PM event is described as anytime the MVSS is taken to the Contractor support facility to have PM actions conducted.
- Similar to MaxTTR described above, the maximum time to conduct a preventative maintenance event is calculated from the time the MVSS is delivered to the Contractor support facility until it is restored to Fully Mission Capable status and CBP is notified it is ready for issue.

The Contractor will be given access to the Government provided Integrated Logistics Support System (ILSS) tool and shall use it for recording all MVSS maintenance data, tracking assets, inventory, procurements, metrics and related information to the Line Replaceable Unit (LRU) level. The Government will make ILSS training available to the Contractor online at no charge.

All Contractor personnel must obtain a final suitability clearance in accordance with DHS and CBP policies, procedures, and regulations before access to the ILSS can be granted.

The Contractor shall provide the results of any maintenance related analysis to the Government in the Monthly Activity Report (CDRL C-15).

7.5. Asset Management

The Contractor shall maintain a list of all MVSSs and Vehicle Installation Kits with all part numbers, serial numbers, and bar codes for each asset assigned to the MVSS/Vehicle Installation Kit with its implementation date and removal date.

Prior to Government Acceptance and during the Government full physical inventory, the Contractor shall affix Government furnished barcodes to LRUs (replacement parts) in accordance with the CBP Personal Property and Asset Management Handbook (HB 5200-13C) and the CBP Property and Asset Identification and Tagging Standard (PAITS). This direction supports compliance with Office of Administration (OA) directed Asset Management (AM) procedures and materials and list of parts barcoded shall be reported along with other asset data in the Monthly Activity Report (CDRL C-15).

After the barcodes have been affixed, the Government will input the following information about the asset in ILSS:

- Barcode number,

- Serial number,
- Manufacturer name,
- Model and part number,
- Category (asset type), and
- Location.

7.6. Configuration Management

The Contractor shall track and document the configuration of all hardware, software and firmware for each MVSS (including each type of Vehicle Installation Kit) throughout the contract. The configuration of each MVSS shall be documented in the SVDD CDRL (C-01) and the TDP (C-02). The Contractor shall notify and permit the Government to participate in Contractor MVSS Configuration Control Board (CCB) meetings.

The “Government Product Baseline” will be defined as the configuration of the first MVSS (including first Vehicle Installation Kit of each type) accepted by the Government. Prior to Government acceptance of the first MVSS or first Vehicle Installation Kit delivery of each type, the Contractor shall support a Physical Configuration Audit (PCA) of the item(s) against the Contractor MVSS product baseline. After acceptance of the MVSS, the Government will establish a CCB.

The PCA Plan will be developed by the Government and coordinated with the Contractor. The PCA Plan will be completed within 30-days prior to conducting the PCA. The PCA will be conducted at the time of Government acceptance in conjunction with the full physical inventory. The PCA will be conducted utilizing the SVDD and TDP. The Contractor shall provide technical support during the PCA event. It is anticipated that the Government conducted PCA will last two days.

Following establishment of the Government product baseline, the Contractor shall submit all Class I changes (criteria identified in MIL-HDBK-61A (Table 6-2)) to the Government for change approval. Class I changes shall be submitted using the OTIA07-ORG-99-001693 (Short Form) identified in the Engineering Change Proposals (ECPs) CDRL (C-14).

Following establishment of the Government Product Baseline, the Contractor shall submit all Class II changes (criteria identified in MIL-HDBK-61A (Table 6-2)) to the Government for review and concurrence with the Class II designation. Class II change notifications shall be submitted using the OTIA07-ORG-99-001693 (Short Form) identified in the Engineering Change Proposals (ECPs) CDRL (C-14).

The Contractor shall perform all engineering, cost and schedule analysis required to support development of Class I and II changes. The Contractor shall provide the analysis as part of ECP submittals to the Government.

8 Program Management

The Contractor shall identify a Program Manager (PM) to interface with the Government PM for purposes of assessing MVSS program progress and addressing program issues.

8.1. *Schedule Management*

The Contractor shall provide an Integrated Master Schedule (IMS) in the Monthly Activity Report (CDRL C-15) that is traceable to the Contract Work Breakdown Structure (CWBS) and Statement of Work (SOW). The IMS shall be defined to the level of detail necessary for day-to-day management and execution of the entire program under contract.

8.2. *Risk Management*

The Contractor shall identify, mitigate, manage, and resolve problems and issues associated with programmatic and technical risk. The Contractor shall report risk status in the Monthly Activity Report (CDRL C-15).

8.3. *Quality Assurance*

The Contractor shall establish, execute and maintain the necessary process and quality controls to deliver products to the Government that meet contract requirements. The Contractor shall prepare and deliver a Quality Control and Inspection Plan (QCP) as described in the CDRL C-18. The Contractor shall support quality inspections by the Government. The Contractor shall notify the Government PM (via e-mail) of any activities that require Government witness 30 days prior to the event.

8.4. *Safety Reporting*

The Contractor shall continually monitor the MVSS for safety hazards, including hazards while installed on the vehicle, and report them in the Monthly Activity Report (CDRL C-15).

8.5. *Reports and Meeting Participation*

8.5.1. *Monthly Activity Report*

The Contractor shall provide a Monthly Activity Report (CDRL C-15). The Contractor shall brief the Monthly Activity Report once a month to the Government. The Contractor shall report any program metrics beyond those identified in CDRL C-15 as agreed upon by the Government Program Manager and the Contractor.

8.5.2. Program Meetings and Working Group Participation

The Contractor shall lead a contract kick-off meeting at their facility following award of the contract at a time to be determined by the Government and Contractor. The purpose of the meeting is to review and ensure an understanding of the contract requirements between both parties.

Program management meetings shall be scheduled monthly at a mutually agreed time and location until first MVSS acceptance. Thereafter, such meetings shall be scheduled as needed as requested by the Government Program Manager, at a mutually agreed time and location. Virtual meetings (telephone or video conference) may be used when approved by the Government PM.

The Contractor shall support Government led Test Plan Working Groups (TPWG) for discussing preparation, test planning and verification reporting of MVSS requirements. The purpose of the TPWG is to develop and refine the test strategy, approach, and execution planning as well as to ensure that T&E best practices are considered in the encompassing aspects of the Program. The Contractor shall attend these meetings via teleconference.

Working Group	Working Group Responsibilities	Frequency and Duration of Meeting
Test Planning Working Group (TPWG)	<ul style="list-style-type: none"> - Coordinated the Government / Contractor Test & Evaluation Program - Ensures the Contractor has a method for component and system level testing to verify MVSS requirements 	<ul style="list-style-type: none"> - Bi-weekly meetings starting after contract award - 60 minutes