

L³ SafeView SCOUT 100 MAINTENANCE SUPPORT

STATEMENT OF WORK

December 1, 2008

I. Title Data.

- A. Scout 100 Maintenance Support
- B. Statement of Work
- C. Performance Period: Base Period: 1 Jan 09 – 30 Sep 09
- D. Contract number:
- E. Prepared by JASG-C
- F. UNCLASSIFIED - For Official Use Only (FOUO)
- G. Distribution Limited to support Contractor, JASG-C, and RCLO/USMS Personnel

II. Work Description. The requirement is for maintenance support of the five Scout 100 systems located at Entry Control Points (ECPs) within the International Zone, Baghdad, Iraq. These support services included the following:

- A. **Provide Level I Maintenance, Repair, and Support Services for Scout 100 Systems**
 - Level I Preventative Maintenance:
 - i. Monthly Cleaning: At least monthly, the Contractor shall check to make sure that the users have maintained an acceptable degree of cleanliness. If an acceptable degree of cleanliness has not been maintained, the technician will conduct normal "user" maintenance. The technician will perform prescribed monthly cleaning according to the manufacturer's specifications.
 - ii. Monthly Mechanical Check: The Contractor shall perform a monthly operational check of the system and listen to/observe movement for any unusual sounds or activities connected with scanner operation. The Contractor shall remove and replace any suspect items to prevent failure and maintain an acceptable level of operational readiness for the system.
 - iii. Monthly Calibration Check: The Contractor shall conduct a complete clutter calibration of the system at least monthly. The Contractor shall observe a scan of a person to ensure adequate image quality. In the event the system does not calibrate, the Contractor shall

troubleshoot the system and repair all items required to maintain an acceptable level of operational readiness.

iv. **Software Upgrades.** The Contractor shall install software upgrades as they are received from the system manufacturer.

v. **Troubleshooting:** The Contractor Technicians shall be certified by the manufacturer in the operation, calibration, maintenance, and repair of the system. They must also be capable of completing the following Level I tasks in the field:

1. Remove and Replace the following Major Components:

- a. Operator station
- b. SCU computer on top deck of system
- c. ISU computer(s) at top of inner portal
- d. Motor
- e. Major communication wiring between portal and operator stations
- f. UPS (uninterruptible power supply) and wiring strips
- g. Cameras
- h. Camera monitor
- i. Intercom and speakers

B. Provide Level II Maintenance, Troubleshooting, and Repair Support Services for Scout 100 Systems

- **Computer-based Troubleshooting:** The Contractor shall conduct various directed tests of the system and its major components to help determine the most likely cause of failure or incorrect system operation.
- **Array Troubleshooting and Maintenance:** The Contractor shall be able to remove and replace defective array radome panels according to manufacturer's guidelines. The Contractor shall be capable of troubleshooting down to line repairable units (circuit boards), if required. These activities include troubleshooting, removal and replacement of the following; array, transmit/receive boards, manifold switch, and RF cables.

- **Power Circuit Troubleshooting and Maintenance:** The Contractor technician shall be able to troubleshoot and repair power circuits involving high voltage and electrical current. The technician must be capable of the safe troubleshooting, removal, and replacement of power supply modules using appropriate test equipment to include digital voltmeters and other test equipment suited to the particular task.

C. Availability - Provision of Services

- **Routine Preventative Maintenance:** The Contractor shall perform routine/preventative maintenance at a schedule to be approved by the Government's Contracting Officer's Representative (COR).
- **On-call Maintenance and Repair:** The Contractor shall be available at the designated Scout 100 location within two hours of notification of a failure of the system on a 24/7/365 basis.

D. Availability - Provision of Spares

- **Spares:** The Contractor shall maintain an appropriate level of spares recommended by the Manufacturer to support the system and prevent unnecessary downtime while awaiting parts.

II. Reports and Logs. The Contractor shall maintain a log for each system describing the routine preventative maintenance and non-routine troubleshooting and repair activities for each Scout 100 system. Copies of troubleshooting and repair reports will be provided to the JASG COR within 24 hours of completion of the maintenance activity. Weekly reports will be submitted to the JASG COR summarizing the weekly troubleshooting and repair activities.