

**PERFORMANCE WORK STATEMENT
PEARL HARBOR NAVAL SHIPYARD & IMF MODULE SCREENING AND REPAIR ACTIVITY
(MSRA) TEST EQUIPMENT MAINTENANCE SERVICE**

1.0 BACKGROUND

The Module Screening and Repair Activity (MSRA), Pearl Harbor Naval Shipyard & Intermediate Repair Facility (PHNSY & IMF) provides specialized circuit module, board diagnostics and repair capabilities for submarine combat command and weapon control systems for ship, fleet and transient activities.

2.0 OBJECTIVE AND SCOPE

MSRA seeks a qualified contractor to provide repair parts replacement with failed part exchange options, unlimited telephone support, emergency telephone support, and calibration as part of the service for a government owned NH Research 5600 (S/N 8461) Module Test System located at Building No. 683, Room 207, Naval Submarine Base, Pearl Harbor, Hawaii.

3.0 PERFORMANCE REQUIREMENTS

Period of performance: June 1, 2016 – May 31, 2017.

3.1 REPAIR PART EXCHANGE/REPLACEMENT, UNLIMITED TELEPHONE SUPPORT, EMERGENCY TELEPHONE SUPPORT, AND CALIBRATION

3.1.1 The Contractor shall provide Advance Exchange Repair Part Service, any Original Equipment Manufacturer repair parts, unlimited telephone support, emergency telephone support, and all resources and expertise to restore the following system in the shortest amount of time:

NH Research Model 5600 Module Test System, S/N 8461

3.1.2 Unlimited telephone support access shall be provided to the Government at no additional cost. The Contractor shall respond telephonically within two (2) business hours after receiving trouble call to provide guidance to the Government to restore the system to operational status or replacement of failed OEM part. (providing repair procedures would extend the down time and add additional paperwork and possible cost. The paragraph is similar to calling NMCI helpdesk if your computer is not working. NMCI would not provide repair procedures (which are written instructions on how to complete a repair)

3.1.3 Critical repair part(s) are defined as parts that affect the OEM published equipment specifications. Notwithstanding paragraph 3.2.1, the Contractor shall immediately advise the Technical Point of Contact if critical repair part(s) are required and no commercial part source is available, and/or the affected part(s) cannot be manufactured, rebuilt and/or refurbished AND no alternative engineering solution exists to restore equipment. Such a condition would constitute a material inability of the Contractor to continue to render services under this PWS.

3.1.4 Advance Exchange Repair Part Service is defined as the OEM shipping repair parts in advance of receipt of damaged part. Repair parts that are sent to the Government will be for permanent installation only. Upon receipt of repair parts the Government will install and ship back the damaged part.

3.1.5 The contractor will provide one (1) each equipment calibration per year. Equipment which becomes out-of-calibration, as determined by the Government, shall be re-calibrated and re-certified by the Contractor. The Contractor shall be responsible for any costs associated in returning the re-calibrated equipment to the Government.

3.1.6 Upon the completion of repairs, the Contractor shall provide a report, which shall at minimum include the following information:

- a. Date and time notified.

- b. Date, time and duration of telephone support.
- c. Type and serial numbers of machine(s)/components repaired.
- d. Narrative description of malfunction(s) identified, action taken or parts replaced.
- e. Date and time system functionally restored.
- f. Contractor reference number.

3.2 PARTS

3.2.1 Any replacement parts provided in paragraph 3.1 shall be new, rebuilt and/or refurbished, and commercially available parts that meet OEM specifications. If new parts are not available and rebuilt/refurbished parts are provided, the Government shall be notified within one (1) business day. All rebuilt/refurbished parts shall be warranted by the Contractor as meeting or exceeding OEM specifications.

3.3 PERFORMANCE STANDARD

Performance Requirement	Reference	Notes	Performance
1. Provide unlimited and emergency telephone support	Paragraph 3.1.2	24x7 applies to Parts Ordering and technical assistance. Onsite support available 07:30-16:30 PST only.	100% delivery and compliance.
2. Repair Parts Only Contract with Advance Exchange Option when the part is available from Field Service Stock.	Paragraph 3.1.4	The contract covers NH Research manufactured parts only. Shipping to the system location is the responsibility of the Contractor. Shipping from the system location is the responsibility of the customer.	100% delivery and compliance.
3. Provide one (1) each equipment calibration service per year	Paragraph 3.1.5		100% delivery and compliance.
4. Telephone maintenance and calibration reports	Paragraph 3.1.6		100% delivery and compliance.

4.0 QUALITY ASSURANCE

4.1 The Contractor is responsible for implementing and monitoring Quality Control Plan (QCP) that identifies and results in the correction of potential and actual problems. The QCP shall be implemented on the first day of contract performance and a copy of QCP shall be provided to the TPOC if requested.

4.1.1 The QCP shall outline the Contractor's plan to ensure the quality of deliverables as outlined in this PWS. The QCP shall address what will be reviewed and shall outline actions to be taken by the Contractor, should the review(s) identify areas requiring remedial action

4.1.2 The Contractor shall keep records of any inspections and corrective actions taken, as outlined in the QCP and shall make such records available to the TPOC upon request.

5.0 GOVERNMENT FURNISHED UTILITIES AND SERVICE

5.1 GENERAL None provided. The Government will not provide any additional services, material, or government furnished equipment as part of this PWS.

5.2 UTILITIES The Contractor may utilize existing facility electrical outlets to perform the work. However, the Contractor shall be responsible for any damages that may result from the operation of Contractor's equipment.

5.3 RECORDS, FILES, DOCUMENTS, AND WORK PAPERS The Government will not provide technical information, technical reference manual and/or drawings of the 5600 Module Test System

6.0 CONTRACTOR QUALIFICATIONS

6.1 The Contractor shall be a trained and authorized technical NH Research service provider .

6.2 In accordance with current Department of Defense (DOD) and Department of Homeland Security (DHS) requirements, performance of all work under this contract is restricted to US citizens and US nationals only. The Contractor shall provide proof of this requirement upon request of the TPOC.

6.3 Conclusions: This project, all materials provided to the Contractor by the Government, test results, conclusions and recommendations obtained thereof from the Contractor shall be considered Government property. The information shall not be disclosed, copied, modified, used (except to fulfill contract requirements) or otherwise disseminated to any other person or entity at any time to include, but not limited to, inclusion with any database external to the Government without the governments express consent.

7.0 PERSONNEL

7.1 The Contractor shall furnish sufficient personnel to perform all work specified within this PWS.

7.2 The Contractor is required to comply with Public law 105-270, Section 5 (2)(A). This law states that contractors will not perform inherently governmental functions. Section 5(2)(A) of this Public law defines the term will not perform inherently governmental functions. Section 5(2)(A) of this Public law defines the term "inherently governmental function" as "a function that is so intimately related to the public interest as to require performance by Federal Government employees." Per Section 5(2)(B), inherently governmental functions include management of Government programs requiring value judgments, conduct of foreign relations, selection of program priorities, and the direction of intelligence and counter-intelligence operations. Per Section 5(2)(C), inherent governmental functions DO NOT include, (i) gathering information for or providing advice, opinions, recommendations, or ideas to Federal Government officials or (ii) any function that is primarily ministerial and internal in nature."

7.3 During all hours of operation, all Contractor personnel shall wear pictured identification cards that identify the employee's name and the Contractor's business name, plainly visible in the upper chest area. Any special Government badges provided shall be worn and visible. All Contractor employees shall present a neat and clean appearance in accordance with generally accepted standards. The work leader shall be able to proficiently speak, read, write and understand English.

7.4 Security Requirements: This contract does not require a security clearance level and clearance granted by the Defense Security Service (DSS). However Contractor personnel shall recognize that PHNSY & IMF deals with sensitive information and other proprietary information, which are valuable, special and unique assets. Contractor personnel shall not divulge, disclose, or communicate in any manner, any information in to any third party will without prior written consent. Contractor personnel shall protect information and treat it as strictly confidential and abide by the security Requirements of SECNAVINST 5510.36A. A violation of this paragraph shall be a material violation of this agreement. Should contractor personnel receive or suspect they have learned of sensitive or classified information, the Contractor shall identify and report suspicions to the TPOC. Security requirements in accordance with the attachment 1.

8.0 ENTERPRISE-WIDE CONTRACTOR MANPOWER REPORTING APPLICATION

8.1 The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the PHNSY & IMF via a secure data collection site. Contracted services excluded from reporting are based on Product Services Codes (PSCs). The Excluded

PSCs are:

- (1) W, Lease of Equipment;
- (2) X, Lease/Rental of Facilities;
- (3) Y, Construction of Structures and Facilities;
- (4) S, Utilities ONLY;
- (5) V, Freight and Shipping ONLY.

8.2 The contractor is required to completely fill in all required data fields using the following web address <https://doncmra.nmci.navy.mil> . Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk, linked at <https://doncmra.nmci.navy.mil>."

9.0 HOURS OF OPERATIONS:

Unlimited telephone support for technical assistance is 24 hours/7 days each week. Onsite repair and calibration support is limited to 0730 to 1630, Pacific Standard Time (PST), daily, Monday through Friday, excluding Federal Holidays.

10.0 POINT OF CONTACT:

The Contracting Officer's Technical Point of Contact is the person responsible for performing inspection and acceptance of the contractor's performance at the destination is the:

Technical Point of Contact (TPOC)

11.0 ATTACHMENTS:

Attachment -1 Security Requirements Applicable For Pearl Harbor Naval Shipyard & IMF's Controlled Industrial Area, Other Sensitive Areas, Controlled Nuclear Information Areas, and/or Nuclear Work Areas (REVISED AUG 2013)