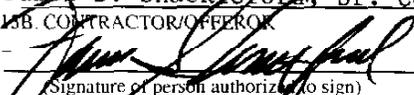


AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	PAGE OF PAGES
2. AMENDMENT/MODIFICATION NO. P00113		3. EFFECTIVE DATE 19-Mar-2003	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)	
6. ISSUED BY 45 CONS/LGCZR 1201 EDWARD H WHITE II ST PATRICK AFB FL 32925-3237		CODE FA2521	7. ADMINISTERED BY (If other than item 6) 45 CONS/LGCZR 1201 EDWARD H. WHITE II ST. PATRICK AFB FL 32925-3237		CODE FA2521
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code) COMPUTER SCIENCES RAYTHEON 1201 EDWARD H. WHITE II ST PATRICK AFB FL 32925-0127				9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
				X 10A. MOD. OF CONTRACT/ORDER NO. FO8650-00-C-0005	
				X 10B. DATED (SEE ITEM 13) 06-Mar-2001	
CODE ODN90		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended.					
Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).					
X C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Bilateral -- Mutual Agreement of the Parties					
D OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) POC: Celso Carbonell Phone: 321-494-3934 E-mail: celso.carbonell@patrick.af.mil CO Phone: 321-494-7094 CO e-mail: don.graham@patrick.af.mil					
SEE PAGE TWO					

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) James D. Shackelford, Sr. Contracts Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) BY Donald E. Graham	
15B. CONTRACTOR/OFFEROR 		16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	
15C. DATE SIGNED 5/9/03		16C. DATE SIGNED 5/12/03	

EXCEPTION TO SF 30
APPROVED BY OIRM 11-84

30-105-04

STANDARD FORM 30 (Rev. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

STANDARD FORM 30(continued)

A. The purpose of this bilateral, no cost modification is to incorporate Contract Change Proposal (CCP) 02-119, Rewording of Communications Systems Requirements.

All changes are denoted by a vertical line in the right margin.

B. Section J: Attachment 1, Statement of Work, Pages 19, 20, 25 and 26 are superseded and hereby replaced with Pages 19, 20, 25 and 26 marked "Modification P00113".

C. Section J: Attachment 1, Service Delivery Summary, the Performance Metric 2.7-0.30 is deleted. The Service Delivery Summary pages 68, 69, 70, 71, 72, and 73 are superseded and replaced by the attached Service Delivery Summary pages 68, 69, 70, 71, 72 and 73 marked modification P00113.

D. All other contract terms and conditions remain unchanged.

E. Release of Claims: In consideration of the modification agreed herein as complete and equitable adjustment for CCP 02-119. The contractor releases the government from any and all liability under this contract for further equitable adjustment attributable to such facts or circumstances giving rise to the reference proposal.

//////////////////////////////////////LAST ITEM//////////////////////////////////////

assistance to the 45 SW RSA support team, including maintenance of the RSA data repository on the 45 SW LAN and the RSA/SLRS support team action item database. Participate in the RSA/SLRS Program SATAF. Provide and FRD for such product item to be developed by the RSA/SLRS Program. [CDRL A216]

1.7.14.2 RSA/SLRS Installation, Integration, and Operational Acceptance Support. Provide technical assistance to the 45 SW and the RSA/SLRS contractors during ER installation, integration, transition, and operational certification of RSA/SLRS program deliverables. Provide Range planning services in support of RSA/SLRS contractor and AFOTEC activities scheduled on the ER. Arrange facility access and site services for the RSA/SLRS contractor(s), consult on ER interfaces, and assist in coordinating RSA/SLRS contractor activities with 45 SW operations and in resolving schedule and resource conflicts. Review test reports, problem reports, and problem corrective action and support 45 SW operational acceptance of RSA/SLRS-provided systems.

1.7.14.3 RSA/SLRS Operator and Maintainer Support. Provide system operators and maintainers for—

- RSA IIA DT&E in the RSA contractor's integration facility in Santa Maria, CA, and at the ER
- RSA IIA Technical Manual Validation and Verification in Santa Maria, CA, and at the ER
- AFOTEC OUE at the ER
- 45 SW system baseline and operational acceptance testing
- Operation of newly delivered RSA/SLRS systems in parallel with ER legacy systems before 45 SW operational acceptance of the RSA/SLRS system.

1.7.14.4 RSA Training and Documentation Update. Ensure that the appropriate RTS personnel complete training provided by the RSA/SLRS contractor(s) at their facilities and the ER. Provide additional training as needed to ensure qualified operators and maintainers are available for RSA/SLRS-delivered systems upon their operational acceptance. Provide recurring RSA/SLRS Range user training for new ER users. Develop or update UDS, RTS-delivered, and RTS internal documentation as necessitated by RSA/SLRS modifications to ER systems and the ER concept of operations.

1.7.14.5 Provide support to Lockheed Martin (LMMS) on the RSA IIA RDI-2 Network Manager Circuit Inventory Information System (CIIS). The RTSC will be required to interface with LMMS to input circuit layout information into the Network Manager System (NMS) database.

1.8 Communications Systems

Design, engineer, develop, modify, fabricate, install, operate, maintain, and sustain hardware and software and manage configuration for communications systems at all ER sites. Work involving communications engineering and subsequent installation will be performed under a task order. Additionally, operate and maintain the 45 SW LAN/MAN, provide guidance in the area of security planning, resolution of operational problems, network engineering drawings, network device and user database, and LAN expansion and software updates. A separately priced option is required PAW/TOPS installation, cable installation, and HF antenna maintenance on the ER and UHF/VHF antenna maintenance downrange.

1.8.1 Communication Systems Operations and Maintenance

Install, operate, and perform organic maintenance on ER land-based communications systems for operational availability 24 hours a day, 7 days a week, to support technical operations, exercises, and related administrative activities including disaster and hurricane plans when activated. Major systems are identified in Section 5.5.1.

1.8.1.1 Maintain and Update RCEIs. [CDRL A226]

1.8.1.2 Manage the use of commercial communications facilities to augment the Government-owned communications facilities used to support the ER mission. [CDRL A229A]

1.8.1.3 Develop and implement procedures for the protection of sensitive information transmitted over the communications systems.

1.8.2 Information Assurance

Administer an Information and Protection Assurance Program for all information collected and maintained on Government information systems. Correct deficiencies identified by the Government during Information System Security Assessment audits. [CDRL A227]

1.8.2.1 Provide management, keying, and COMSEC custodial services for secure telephones, including those at downrange locations.

1.8.2.2 Provide support for COMSEC equipment, including secure voice terminals (STU-III). Provide operation, management, daily keying, and custodial duty for COMSEC (KG-84 Crypto equipment at Navy DASO HQ). [CDRL A228]

1.8.3 Operational Communications

Operate and maintain selected communications sites 24 hours a day, 7 days a week, to manage operational communication systems configurations; receive, transmit, and distribute operational information; and meet specific Range user requirements. Operate other communications sites as needed to meet mission requirements.

1.8.4 Recurring Communications O&M

Operate and maintain the communication processor and telecommunications centers for loading, receiving, distributing, and relaying electronically transmitted messages.

1.8.4.1 Maintain current central office telephone plant-in-place records, cable assignments, and outside plant records, and maintain a record of all leased circuits (DITCO). [ADPL A229A]

1.8.4.2 Install, add, relocate, and remove administrative telephone instruments and equipment. Maintain accountability of all telephone equipment with location and user. [ADPL A230A]

1.8.4.3 Receive monthly invoices from communications vendors on all circuits and the telephone switch located at CCAS. Prepare and forward payment vouchers to the Program Management Representative for certification. [CDRL A231]

1.8.4.4 Maintain a record of all cable lease-back lines to the local carrier. [ADPL A232A]

1.8.4.5 Operate and maintain the cable and fiber-optic plant-in-place at CCAS, Malabar, JDMTA, Antigua AS, Ascension AAF, and Argentinia except at the LO&SC locations, where the demarcation point will be the MDF.

1.8.4.6 Perform equipment Power-On-Reset (POR) of the Air Force Satellite Control Network (AFSCN) Communications Segment Service Delivery Node (SDN) equipment located in Room 108 of Building 1641. Perform a POR when requested by a Defense Information Systems Agency (DISA) network controller or technician. It is anticipated that this would occur roughly once a month. RTSC responsibility for O&M of this equipment is limited to performing a POR when requested and is limited to RTSC's existing hours of operation as defined elsewhere in this statement of work.

1.8.5 Network Operations

Provide network support Monday through Friday, 0600 to 1800L, except Federal holidays, to resolve all user and system problems.

1.8.5.1 Provide documentation of all user problems, resolutions, and follow-up actions.

1.8.5.2 Respond to the Government Network Help Desk to receive system work requests. Report compliance for Notice to Airmen (NOTAMs), Time Critical Network Orders (TCNOs), and information Assurance Vulnerability Alerts (IAVAs) to the Network Control Center (NCC) within the timeliness identified in the appropriate tasking. Answer emergency calls immediately.

1.8.5.3 Provide support during critical periods such as launches or system failures that occur outside the regular workday.

1.8.5.4 Notify customers, facility users, NCC and the PMR if work requires scheduled or unscheduled interruption, disconnect, or cut-off of any utility to or within the facility or that a facility be vacated. Provide notice of scheduled interruptions 10 work days prior to the interruption. Report unscheduled outages or system failures to the NCC and PMR.

1.8.5.5 Notify the NCC, PMR and affected parties of any serious problem that affects a critical operation and/or facility within 30 minutes of problem identification.

1.8.6 Launch and Mission Communications O&M

Take active measures to ensure reliable communications. Perform and document pre-operation checks per the UDS.

1.8.6.1 Maintain the Operational Intercommunication and PAW/TOPS, including the Green Phone point-to-point system.

1.8.6.2 Maintain current headsets during phase-in of the TOPS replacement system, DRCS.

1.8.6.3 Repair and maintain patching, testing, switching, and recording facilities. Perform prelaunch operational checks of PAW/TOPS and Green Phones.

1.8.20.2 Establish and maintain a baseline configuration identification for all Range communications systems. [CDRL A208]

1.8.20.3 Validate the baselines established via configuration audits, both physical and functional.

1.8.20.4 Provide services to support configuration changes and ensure no changes are made to the ER without Air Force CCB approval (change control). Support the Range CM office in documentation and coordination of Range CM activities by correlating requirements documents to engineering tasking, ECPs, CCB directives, and certification testing documentation. [CDRL A404A]

1.8.20.4.1 Support operations and maintenance of a GFE automated configuration management system.

1.8.20.4.2 Establish and maintain a repository to control all CM documents and media. Maintain an accounting of the data on the automated CM system.

1.8.20.5 Develop cost estimates for input into the PSP to support the UDS CM activities.

1.8.21 Independent Test Agency Support

Support the Independent Test Agency by providing access to all information necessary for the planning, audit, and baseline activities.

1.8.21.1 Provide access to technical and managerial personnel for information exchange.

1.8.21.2 Coordinate with the user and development community to collect and track system problems and errors in documentation for hardware, software, and firmware.

1.8.22 Communications—Computer Systems

Operate and maintain the 45 SW LAN/MAN.

1.8.22.1 Computer Systems Operations. Analyze needs, develop technical solutions, and promote improved methods for information processing and ADPE use.

1.8.22.1.1 Perform site activation. [CDRL A301]

1.8.22.1.2 Design, install, and maintain computer systems LANs.

1.8.22.1.3 Provide on-site systems engineering in the field of communications computer related activities.

1.8.22.1.4 Perform information protection and implement information protection taskings.

1.8.23 Communications—General Computer Support

Implement and operate LAN/MAN systems, and provide guidance in the area of security planning.

1.8.23.1 Maintain LAN-connected hardware and software.

1.8.23.2 Resolve operational problems.

1.8.23.3 Perform scheduled systems maintenance outside of normal duty hours.

1.8.23.4 Develop utilities, design interfaces, and implement standard configurations.

1.8.23.5 Maintain engineering drawings, network devices, and user database.

1.8.23.6 Maintain and certify equipment inventories.

1.8.23.7 Develop and maintain security plans.

1.8.23.8 Provide project support for site activation.

1.8.23.9 Provide implementation support for new communications computer systems.

1.8.23.10 Design, install, and maintain all computer systems, LAN, and associated hardware, software, and cable plants.

1.8.24 PC-Information Processing Management System (PC-IPMS)

Configure, operate, and maintain the PC-IPMS.

1.8.24.1 Perform all systems administration.

1.8.24.2 Resolve operational problems within 48 hours or notify the PMR of required or scheduled actions.

1.8.24.3 Maintain files, control storage of all data and program libraries, and control user access to information.

1.8.24.4 Perform all maintenance requiring scheduled downtime only during after duty hours.

1.8.25 Electronic Office Automation System (EOAS)

Maintain operational availability of the EOAS 5 work days a week from 0600L to 1800L. Perform all scheduled maintenance after duty hours.

1.8.25.1 Perform operating systems and application validation testing and accept modifications including security and file maintenance.

1.8.25.2 Control storage of all data files and program libraries and user access to information.

1.8.25.3 Respond to and resolve all trouble calls and service requests within 48 hours or notify the NCC or Base C4 Helpdesk of the reason for the delay and provide an estimated time of completion.

1.8.25.4 Provide support during changes to the preferred software for the Wing or Command.

1.8.25.5 Design and develop plans for overall migration from current to new software and hardware applications and environments.

1.8.25.6 Convert from the existing software application to the new and upgrade hardware or software as applicable.

1.8.25.7 Operate and maintain the new software applications and environment.

1.8.25.8 Develop an electronic bulletin board, mail routing routines, Windows configuration program, domain-level print services, automatic updates of host identification and user log-in, and the node database program.

1.8.25.9 Establish and maintain a development baseline of existing applications unique to the site and install and maintain the requisite gateways, post offices, and Domain Name Services.

1.8.25.10 Report to the NCC and PMR within 2 hours of detecting any unauthorized actions that result in system access, denial of service, loss of data, loss of system or data integrity, or disclosure of sensitive information.

1.8.25.11 Operate and maintain a server to support wireless devices accessing the e-mail system. Configure and maintain the software on wireless devices accessing the server.

1.8.26 Circuit Layout Systems

Operate and maintain the circuit layout system data development and information processing facilities.

1.8.26.1 Perform operating systems and application validation testing and acceptance of modifications including security and file maintenance.

1.8.26.2 Control storage of all data files and program libraries and user access to information.

1.8.26.3 Resolve operational problems within 48 hours or notify the PMR of required or scheduled action.

1.8.26.4 Perform maintenance requiring downtime after normal duty hours.

1.8.27 Networked Computer System Support

Implement, operate, and maintain the LAN/MAN and its components, including providing guidance in the area of security planning, resolution of operational problems, network engineering drawings, network device, and user database.

1.8.27.1 Local/Metropolitan Area Network (LAN/MAN) Systems Operations. Ensure LAN/MAN operational availability 24 hours a day, 7 days a week. Notify NCC and the PMR of all incidents and vulnerability areas. Provide LAN/MAN "blueprint," with any upgrades and changes to the STEM as they occur. [CDRL A302]

1.8.27.2 Evaluate and, if appropriate, implement a BCR articulated with customer requirements.

1.8.27.3 Perform account management for 45 SW users and have appropriate resources available to accept additional users and installations as needed.

1.8.27.3.1 Create, update and delete network administrative passwords through the normal O&M process using the REMEDY or other job/task control system. Provide the passwords or result of the action to the NCC. (The responsibility for the control network administrative passwords is removed from the contractor). The NCC will control distribution of the administrative passwords to outside agencies as required, therefore the contractor shall not be held accountable for network performance degradation and computer security program for the 45th LAN/MAN, wherein, the use of said passwords is the cause of such degradation or breach of security.

1.8.27.4 Maintain the LAN/MAN ADPE inventory. Install the appropriate communications software and hardware equipment on each user's PC and configure the PC and network to allow proper user access to the system.

1.8.27.5 Report to the NCC upon detecting any, unauthorized actions that result in system access, denial of service, loss of data, loss of system or data integrity, or disclosure of sensitive information.

2. Service Delivery Summary

This section of the Statement of Work describes performance objectives and thresholds of performance for each measure within each functional service area of the contract. The Performance Thresholds contain absolute measures, e.g. “90% of design costs” that indicate the minimum threshold of satisfactory performance. The Contractor shall report performance against the minimum thresholds on a monthly basis. The Contractor’s performance report can be modified when certain aspects of performance are not under the Contractor’s control, or when the Contractor obtains a negotiated variance from the RTSC Program Office. The Government will validate the Contractor’s performance on a monthly basis and will evaluate the Contractor’s performance against the SDS at the end of each performance period as part of the Award Fee determination process.

2.1 Program Management

MetricID	Performance Objective	SOW Para.	Minimum Performance Threshold
2.1-010	Utilize small disadvantaged, women-owned, and HUBZone small business in sophisticated work areas	1.2.1	Small business subcontracting is equal to or greater than 10% of total annual contract cost
2.1-020	Develop estimates for fixed-price launch commitments	1.3.2.3	80% of the submitted estimates are within + or - 15% of the actual cost.
2.1-030	Document/respond to nonconformances	1.2.10.1	Document/respond to 85% of nonconformances by established due date
2.1-040	Schedule and perform internal quality audits	1.2.10.1	Complete 85% of quality audits as scheduled and complete 100% of audits in accordance with negotiated due date
2.1-050	Prepare data products and deliver or make available in accordance with dates specified on CDRL/ADPL	1.5.1.3/ 1.2.9.3	Accurate data products delivered on time 95% of the time

2.2 Financial Management

MetricID	Performance Objective	SOW Para.	Minimum Performance Threshold
2.2-010	Update the JOCAS or its replacement with prior week's data	1.3.1.1	Update the JOCAS no later than 0700L on the first business day of each week at least 90% of the time each month
2.2-020	Respond on short suspenses from the Government Program Office and F/M regarding budgeting, analysis and historical data.	1.3.1.2	Respond satisfactorily 80% of the time.
2.2-030	Respond accurately on short suspenses from the Government Program Office and F/M regarding estimating, analysis and historical data.	1.3.1.2.1	Accurate response 90% of the time.
2.2-040	Prepare and submit JOCAS reports	1.3.1.2	Reported costs at least 90% accurate
2.2-050	Financial information system updating	1.5.1.2	Comptroller systems shall be updated 90% of the time no later than 0700 each business day.
2.2-060	Financial System Availability	1.5.1.2	Comptroller systems will be available from 0700 to 1700 each business day except for the last 2 weeks of September when the availability shall be 24 hours/day. The availability shall be 80% of the time.

MetricID	Performance Objective	SOW Para.	Minimum Performance Threshold
2.2-070	Training on Financial Systems	1.5.1.2	Individual training on Comptroller systems shall be provided as needed within 5 workdays of request. Training classes for the financial systems shall be provided within 30 days of request. Both requests shall be met 80% of the time.

2.3 Customer Relations

MetricID	Performance Objective	SOW Para.	Minimum Performance Threshold
2.3-010	Achieve customer satisfaction	1.4.3	No more than 4 valid complaints per 6 month performance period

2.4 Information Management (Included as part of 2.7, Communication Systems)

2.5 Range Support Management and Control

MetricID	Performance Objective	SOW Para.	Minimum Performance Threshold
2.5-010	Prepare and deliver mission support documentation	1.6.3 e	Deliver PSPs with a satisfactory score of 90%.
2.5-020	Prepare launch/support estimates when requested	1.6.3 f	At least 90% of estimates within +/- 10% of actual cost
2.5-030	Prepare and deliver Launch Books	1.6.3 h	Deliver Launch Books with a combined satisfactory score of at least 90%.
2.5-040	Prepare and transmit Operations Control Instructions	1.6.4 b	85% of instructions transmitted in a timely manner and without causing delay in operation schedules or increased operation cost
2.5-050	Prepare, publish, and disseminate Operations Directives, Operations Directive Annexes, and Operations Requirement Extracts	1.6.4 a	Deliver OD/ODA/ORE with a satisfactory score of at least 90%.
2.5-060	Maintain Eastern Range schedule	1.6.5	Schedule entries 98% accurate
2.5-070	Maintain Eastern Range schedule	1.6.5	Schedule Major Support Operations accurately on the Range Schedule not resulting in a launch delay or increase in launch cost 95% of the time.
2.5-080		1.6.5	Schedule database updated within 8 hours of routine information changes 98% of the time
2.5-090	Transmit an updated Range Schedule prior to 1500L daily (preferably twice daily) Mon.- Fri. excluding Federal Holidays by Teletype.	1.6.5	Transmit Range Schedule without delay of launch or significant increase in launch cost 99% of the time.
2.5-100	Assign support facilitators for specified programs to perform as RTSC single points of contact	1.6.3	Achieve a satisfactory score of at least 90% in the performance of Support Facilitator duties as described in approved score sheet.
2.5-110	Provide Operations Control Engineers as Instrumentation Superintendent of Range Operations (ISRO) and Lead Range Controller (LRC) as required for launch operations.	1.6.6	95% of launch operations will be conducted without serious personnel error by the ISRO/LRC causing a delay or scrub of the supported launch operation.
2.5-120		1.6.6	95% of major operations and tests will be conducted without serious personnel error by the ISRO/LRC causing a delay or scrub of the supported operation/test.
2.5-130	Provide qualified Technical Advisor (TA) to advise and assist the Range Control Officer (RCO) in conducting Range Operations. Participate in RCO training as requested by the 45RANS Training Office.	1.6.6	Provide a TA for 90% of operations requiring RCO support.

2.6 Instrumentation Systems

MetricID	Performance Objective	SOW Para.	Minimum Performance Threshold
2.6-030	Maintain operational availability of assigned Range System assets to meet scheduled activities	1.7.9	Operational availability of RTSC operated and maintained non-flight safety critical instrumentation including amber time is satisfactory when at least 90% over a six-month period.
2.6-060		1.7.9	Operational availability of RTSC operated and maintained flight safety critical instrumentation including amber time is satisfactory when at least 95% over a six-month period.
2.6-080		1.7.9	Countdowns without delays due to problems with RTSC operated and maintained instrumentation are satisfactory when at least 95% over a six-month period.
2.6-090		1.7.9	Range instrumentation availability for daily operations is satisfactory when at least 90% over a six-month period.
2.6-100	Establish and maintain a logistics system responsive to maintaining operational availability	1.7.10.1	Logistics readiness is satisfactory when at least 98% over a six-month period.
2.6-110	Maintain operator training and readiness to ensure no personnel events impact mission countdown schedules	1.2.2.3.1	The amount of launch window completed without a serious personnel error is satisfactory when at least 98% over a six-month period.
2.6-120	Deliver required data products	1.7.9	Range Safety Data product delivered at least 95% over a six-month period.
2.6-130	Ensure the Range Engineer is apprised of system status changes in a timely manner	1.7.5.7	Timely reporting of anomalies during countdown is satisfactory when at least 90% during a six month period
2.6-140	Identify, record, report, and resolve instrumentation system anomalies	1.7.5.7	Timely and complete reporting of anomaly details is satisfactory when at least 96% during a six month period.
2.6-150		1.7.5.7	Anomaly actions dispositioned in a timely manner are satisfactory when not less than 90% over a six month period
2.6-160		1.7.3	At least 95% of ER mission critical failures that cause the ER to go red will be reported within 30 minutes during normal working hours.
2.6-170		1.7.4	At least 95% of all Single Event Site Status Reports, for maintenance activity, will be entered into CAMS within 24 hours of receipt
2.6-180	Accept instrumentation systems for operational use.	1.7.7	System acceptance or reacceptance decision accuracy is satisfactory when at least 95% over a six-month period.
2.6-190	Process requirement statements in complete and timely manner.	1.7.6	Requirements processing efficiency is satisfactory when not less than 90% over a six month period.
2.6-200	Complete assigned technical studies and investigations in a timely manner.	1.7.5	Task completion efficiency is satisfactory when at least 90% over a six-month period.
2.6-210	Ensure systems used during launch operations have been properly evaluated and accepted prior to use.	1.7.7	Operational use of accepted systems is satisfactory when at least 99% of all systems used operationally had a valid acceptance action
2.6-220	Maintain, repair, verify, and calibrate assigned Electro-Chemical equipment items at Electro-Chemical Laboratory and on site.	1.9.2	Number of Electro-Chemical equipment items awaiting maintenance and in work no more than 4 times the daily average production (includes items within the Laboratory and those installed at operating sites)

2.6-230		1.9.2	No more than 5% of total inventory of Electro-Chemical equipment items awaiting maintenance, in work, awaiting parts, on hold, or shipped off base
2.6-240	Maintain operational availability of critical static (battery) UPS	1.10.1	UPS operational availability 95% for all critical launch operations

2.7 Communications Systems

MetricID	Performance Objective	SOW Para.	Minimum Performance Threshold
2.7-010	Maintain operational availability of mission communications systems	1.8.3	Mission communications systems and circuits available at least 95% of the time during launch interval
2.7-020	Ability to detect and neutralize system intrusions within specified time limits. Report time start and time completed for each occurrence	1.8	All suspected system intrusions will be reported and at least 60% will be reported within 2 hours of detection.
2.7-030	RESERVED	1.8.1	RESERVED
2.7-040	Measure DHCP availability. Report average monthly availability.	1.8.25	EOAS DHCP Services will be available at least 60% of the time.
2.7-050	Ensure compliance with Information Assurance Program	1.8.2	Submit 95% of System Security Authorization Agreements (SSAA) for recertification and accreditation or request for extension of system certification NLT 30 days of expiration date.
2.7-060	Maintain operational availability of assigned Communication System assets to meet scheduled activities	1.8.3	Communication Systems availability for daily operations is satisfactory when at least 90% over a six month period.
2.7-070	Maintain operational availability of mission support communication systems	1.8.3	Administrative communications systems available at least 60% of the time
2.7-080	Install, add, relocate, and maintain accountability for telephone equipment.	1.8.4.2	At least 60% of all work orders must be completed within 20 workdays of receipt.
2.7-090	Design, engineer, install, and test PAW/TOPS and Green-phone installations.	1.8.7.2	At least 60% of the validated requirements must be completed by the contractor/customer negotiated completion date
2.7-100	Furnish material cost analysis to customer for PAW/TOPS and Green-phone installations.	1.8.7.2	At least 60% of the actual material cost must not exceed the forecast by more than 20%.
2.7-110	Complete PAW/TOPS and Green-phone configuration management documentation following installation.	1.8.7.2	At least 60% of the requirements must have their CM documentation completed within 10 workdays following installation.
2.7-120	Depot-level maintenance is accomplished on PAW/TOPS and Green-phone systems.	1.8.7.3	At least 60% of the PAW/TOPS and Green-phone repair items will be properly dispositioned within 30 days.
2.7-130	Maintain EOAS Server availability.	1.8.25	EOAS Application Servers will be up at least 60% of the time.
2.7-140	Maintain Network Time Protocol System availability.	1.8.23	Network Time Server will be up at least 60% of the time.
2.7-150	Maintain Domain Name Service System availability.	1.8.25	DNS Service will be up at least 60% of the time.
2.7-160	Maintain E-mail server availability.	1.8.25	EOAS E-Mail Servers will be up at least 60% of the time.
2.7-170	Use ARS Trouble Ticketing System to measure time elapsed from initial outage notification until the technician actually initiates customer contact.	1.8.25	At least 60% of all trouble calls will have initial customer contact within 8 work hours.
2.7-180		1.8.25	At least 60% of all trouble calls will be closed within 48 work hours.

2.8 Technical Support

(Included as part of 2.6, Instrumentation Systems)

2.9 Facilities Support Service

MetricID	Performance Objective	SOW Para.	Minimum Performance Threshold
2.9-010	Prepare engineering designs, perform analysis, design plans and specifications, and estimate costs and schedules for downrange facilities	1.10.2.23	85% of Design Program completed by a date set forth by PMR in writing.
2.9-020		1.10.2.23	Acquisition Cost shall not exceed Design Program Cost by more than 15% when using nominal competitive bid processes.
2.9-030		1.10.2.23	Final Construction Cost shall not exceed the Acquisition Cost by more than 10% due to Design Errors.
2.9-040	Manage downrange construction projects	1.10.2.24	Final Construction Performance Period shall not exceed the Contracted Performance Period by more than 10% for circumstances within the Contractor's control.
2.9-050		1.10.2.24	Final Construction Cost shall not exceed Design Cost Estimate by more than 10% for circumstances within the Contractor's control.
2.9-060	Manage and administer a comprehensive facilities and infrastructure management process for downrange stations	1.10.2.2	100% of Real Property Activity shall be completed within 45 Days of receipt.
2.9-070		1.10.2.5	90% of DD Forms 1391 prepared completely and accurately, with no more than one minor re-work. Data collected monthly, and averaged over a six-month period.
2.9-080		1.10.2	90% of Project Information within PCMS shall be updated weekly NLT 1600 hrs Friday.
2.9-090		1.10.2.9	90% of Scheduled Recurring Maintenance Work completed Monthly without deferral.
2.9-100		1.10.2.9	90% of Scheduled Recurring Maintenance Work completed Weekly without deferral.
2.9-110	Operate, maintain, and repair downrange facilities and infrastructure in response to unscheduled user/tenant calls	1.10.3/ 1.10.4	90% of all service orders completed within 30 calendar days
2.9-120	Process Service Orders	1.10.3/ 1.10.4	No more than 30 open Service Orders can be in "Material Control" for more than 120 Days.
2.9-130	Maximize annual reduction in hazardous waste production	1.10.1.7.15	Meet 45 SW goal of 5% annual reduction in hazardous waste production.
2.9-140	Identify, collect, and properly manage all hazardous and controlled wastes IAW OPlan 19-14, FGS, Air Force Instructions and International Maritime Dangerous Goods regulations.	1.10.1.7.6; 1.10.1.7.9	Not more than five errors in waste stream DD 1348 documentation; not more than 5 packaging errors that result in contained leaks less than the reportable quantity for the particular hazardous waste being accumulated or shipped per shipment; not more than one waste characterization error; no incompatible items.

2.9-150	Minimization of spills.	1.10.1.5 1.10.1.8	Not more than 24 total CSR-accountable spills per rating period; no spill within the six-month performance period that exceeds 100 gallons of JP-8, diesel fuel, or MOGAS, or any other material that exceeds the reportable quantity specified in 40 CFR Table 302.4 List of Hazardous Substances and Reportable Quantities or 40 CFR Table 355 Extremely Hazardous Substance list.
2.9-160	Protect downrange facilities and infrastructure from fire and perform rescue services when needed	1.10.8.2/ 1.10.8.3	Respond and provide initial assessment of fire alarms and emergency incidents within the required time frames 90% of the time over a six month period; Required Time Frames: Dormitory Facilities 5 Minutes. Main Base Facilities 7 Minutes. Isolated/Scattered Facilities 15 Minutes.
2.9-170		1.10.8.1	90% of scheduled fire inspections completed each month averaged over a six month period
2.9-180	Provide physical security checks of unattended U.S. aircraft at least every four hours.	1.10.10	Provide checks at least 80% of the time averaged over a six month period
2.9-190	Notification of security incidents to 45 SFS/SFR within the next duty day	1.10.9	Report within the next duty day 90% of the time averaged over a six-month period.
2.9-200	Record security activities and incidents. Maintain records for one year from date of entry.	1.10.9	Complete objective 90% of the time averaged over a six-month period.
2.9-210	Maintain Government-owned special purpose vehicles and equipment at downrange stations	1.10.11	Monthly vehicle in-commission rates-Base maintenance equipment, 70%
2.9-220		1.10.11	Monthly vehicle in-commission rates-Material handling equipment, 70%
2.9-230		1.10.11	Monthly vehicle in-commission rates-Firefighting vehicles, 75%
2.9-240		1.10.11	Monthly vehicle in-commission rates-Other special purpose vehicles, 70%