

SECTION II – STATEMENT OF WORK

1.0 BACKGROUND

The Transportation Security Administration (TSA) is charged with the mission of protecting the Nation's transportation systems to ensure freedom of movement for people and commerce. The mission of TSA's Office of Security Capabilities (OSC) is to safeguard our Nation's transportation systems through the qualification and delivery of innovative security capabilities and solutions.

As a part of this solution the Deployment and Logistics Division (DLD) has a mission to ensure the most efficient and effective technology capabilities are deployed and integrated for checked baggage and checkpoint screening operations. DLD uses the Requirements Management Advisory Group (ReMAG) to oversee requirements-gathering, analysis, and coordination the deployment of equipment to TSA sites and federalized airports for the screening of passengers and carry-on baggage, checked baggage and cargo.

The ReMAG is the single point of entry for all checkpoint, checked baggage and cargo screening technologies requests. Working closely with OSC functional areas, the Office of Security Operations (OSO), and local TSA, ReMAG must process security technology requests to determine request feasibility and assess request validity.

2.0 SCOPE

The SOW defines the requirements for ReMAG support to the OSC, DLD Operations Branch. This support includes processing all checkpoint, checked baggage and cargo screening technology and ancillary equipment requests, their validation with all required stakeholders, tracking the requests to appropriate closure and archiving all associated correspondence.

The ReMAG is the single point of entry for all checkpoint, checked baggage and cargo screening technology and ancillary equipment requests. Working closely with OSC functional areas, the Office of Security Operations (OSO), our Systems Integrators (SI) and local TSA, ReMAG must process security technology requests to determine request feasibility and assess request validity.

Checkpoint Security Equipment requests include the federalization of new Airports, de-federalization of Airports, lane expansions/new checkpoints, Airport design reviews/relocations, replacement of security equipment, new security equipment (recapitalization), decommissions, new ancillary equipment, and disposition of ancillary equipment.

Checked Baggage Security Equipment requests include the federalization of new Airports, de-federalization of Airports, new security equipment; relocations, replacement and decommissions of security equipment; and new ancillary equipment and disposition of ancillary equipment.

Cargo requests include new security equipment, relocations and decommissions.

3.0 GENERAL REQUIREMENTS

The Contractor shall provide sufficient personnel, both in number and qualification, to perform the work described in this Statement of Work (SOW). The ReMAG requests are divided into the 7 regions that TSA divides up the

Federalized Airports into. These Regions are divided amongst 6 ReMAG data Analysts (RAs) plus one on-site Project Manager(see Figure 1).

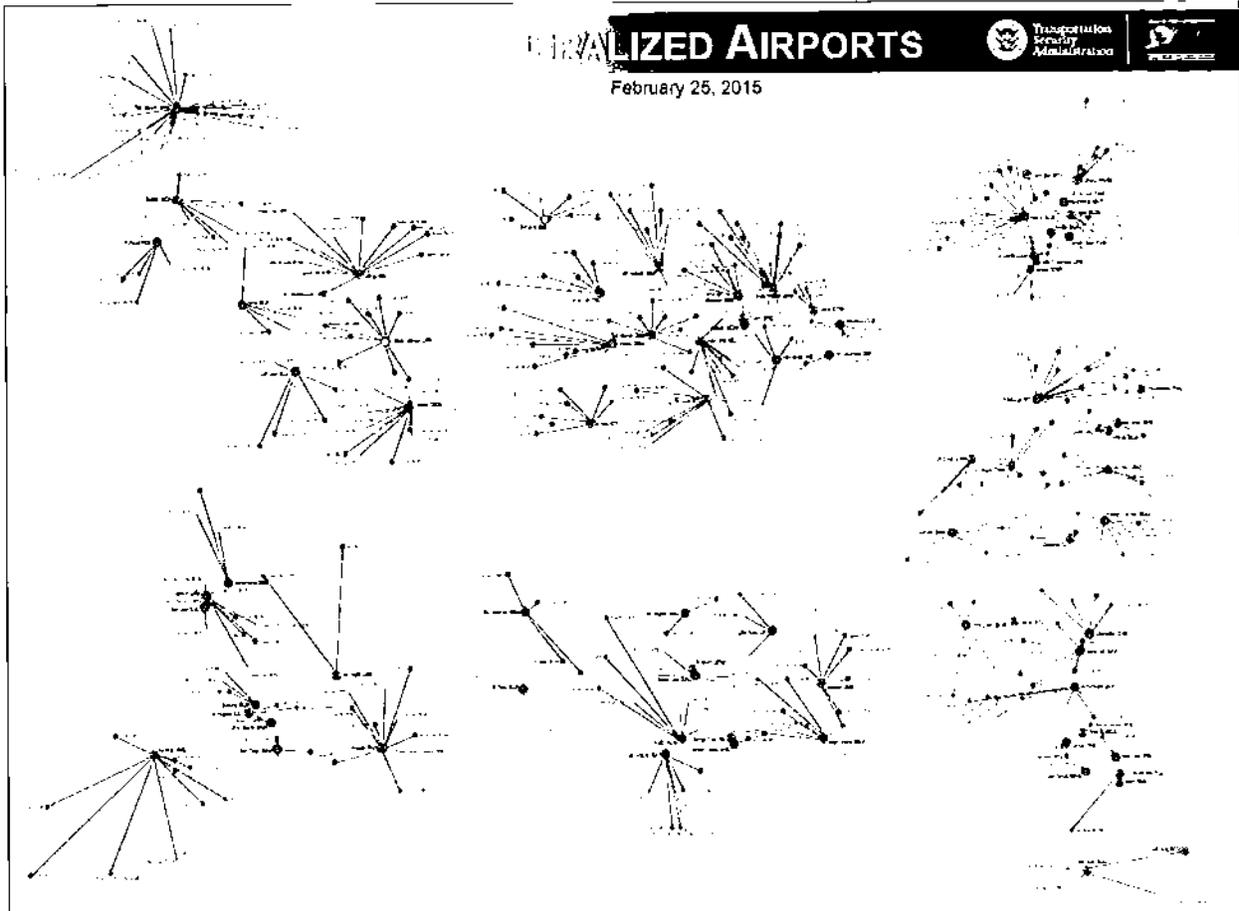


Figure 1 Federalized Airports *Note Airport alignment changes frequently. An updated map will be provided at time of award.

All data deliverables shall be prepared or updated and delivered in accordance with the corresponding Contract Data Requirements List (CDRL) items (*see 19.0 CDRLs*). All CDRL submissions are reviewed and approved by the Contracting Officer Representative (COR).

The Contractor shall perform in accordance with the plans developed in response to this SOW and as approved by the Government. The plans shall be updated as required and submitted for approval prior to implementation of any changes. All reference to the "Government" in this SOW shall mean by authority of the Contracting Officer (CO) or designee.

All digital media submitted to the Government in response to the SOW requirements shall be compatible with the Microsoft Office suite of products or Adobe format. Acceptable digital media are Compact Disc—Read Only Memory (CD-ROM) or Digital Versatile Disc (DVD).

4.0 PROJECT MANAGEMENT

4.1 General Project Management Requirements

The contractor shall establish and maintain an organization to manage the contract and any associated subcontracts. A clear line of project authority shall exist among organizational elements.

4.2 Key Personnel and Minimum Qualifications

The contractor shall provide a Task Order (TO) Project Manager who is responsible for accomplishment of all tasks required by this SOW, and who is authorized to commit the contractor's resources to perform the work.

The TO Project Manager shall organize, plan, schedule, implement, control, analyze, and report on all elements of the contract.

The TO Project Manager shall have resources and authority to ensure efficient and timely program execution.

The TO Project Manager will be considered a part of the ReMAG team and will work on-site with the rest of the project team. They shall be prepared at all times to present and discuss the status of contract activities, requirements, and issues.

- The Contractor shall ensure that the TO Project Manager shall meet the following qualifications: Minimum of 3 years of experience with the process and activities associated with the deployment, re-location, transportation, and decommissioning of Technology Security Equipment and associated ancillary equipment
- Familiarity with the Planning Guide and Design Standards (PGDS) and the CheckPoint Design Guide (CDG)
- Excellent written and oral communication skills. To include familiarity with the Microsoft Suite of products.

5.0 RISK MANAGEMENT/ASSESSMENT

The Contractor shall identify cost, schedule and technical risks and describe how it will effectively manage these risks throughout the performance of this contract. Risks shall be identified and discussed in the monthly Program Management Review (PMR).

6.0 PROGRAM DOCUMENT LIBRARY

The Contractor shall maintain an electronic Program Document Library (PDL) that contains all documents and data generated by the Contractor or provided to the Contractor by the Government during the performance of this Contract. The Contractor shall provide authorized Government personnel and the authorized Government contractor access to the PDL via OSC, DD iShare and shall include, but not be limited to, airport requirements documents, reports, SOWs and inventory of ancillary equipment. The list of documents included in the PDL shall be listed in the Document Library Index (DLI).

7.0 PERIODIC REPORTING

The contractor shall provide data, information, and appropriate reports per the provisions of the basic contract. The Contractor shall also provide at the request of the Government any additional reports not specified in the provisions of the basic contract at the discretion of the Government. These reports may be required at regular intervals or on an ad-hoc basis.

8.0 RECURRING REPORTS

- 8.1 Bi-weekly Dashboard

ReMAG shall submit a dashboard every other week to DLD Leadership to provide the current status of work being performed by the ReMAG Team. This report is due in the afternoon every other Monday, with data as of the previous Friday. This one page document includes graphs for Checkpoint and Checked baggage showing the number of requests received, processed and transferred over a 4 week period. A table displays the number of requests that were received, processed and are currently being worked on as of the previous week (Friday), which is broken down by Region. This table also indicates the number of safety related requests received by the ReMAG Team in the past week. Other Tables display the status of all current and future ReMAG projects. There is an area to indicate the current risks affecting the ReMAG Team and the mitigation of those risks. Current fiscal year totals are also included on this dashboard.

- 8.2 TSA Warehouse Inventory Report (Daily)

ReMAG shall distribute the TSA Warehouse Inventory report daily to DLD and OSC Program Office staff. The TSA Warehouse Inventory Report currently tracks the real time quantity of security equipment, peripherals and ancillary equipment stored in the warehouse for Checkpoint, Checked baggage and Cargo. This data is housed on the TSA Warehouse database and is either emailed to ReMAG daily or should be downloaded from the TSA Warehouse website.

- 8.3 ReMAG Tracker

ReMAG shall post the updated ReMAG Tracker report to the shared drive daily. The Tracker is a dashboard of request information for all requests received in the current Fiscal Year (FY). There are separate Trackers for Checkpoint and Checked baggage. The information captured includes: the ReMAG number, airport code, airport information, date received, POC information, equipment ordered, request type, whether the request calls for TSE and/or ancillary equipment. The Tracker also provides current request status, requested need dates, and the dates when confirmation emails are sent.

- 8.4 Adhoc Reports/Data Calls

The ReMAG COR or DLD Staff require ad-hoc reports be created by ReMAG that are not listed as scheduled reports on the contract. These reports are often the result of data calls regarding the deployment of TSE and Ancillary items. The ReMAG Trackers are the main source of data for these reports; however, they may vary. The requestor will indicate the type of report that is needed and when it is due. The ReMAG COR should be copied on these reports as required. This is the role of the ReMAG Contractor assigned to the task to ensure that accurate information is provided in the report.

- 8.5 Standard Operating Procedures (SOP)

SOPs shall be created, updated and maintained to document all ReMAG Tasks and Processes. These include the steps to process the various ReMAG requests as well as execute ReMAG Tasks. The SOPs must be formatted per the requirements of the ReMAG Lead and the ReMAG Lead must review and approve the final version of all SOPs. The ReMAG Contractor PM is responsible for creating the SOPs, unless a ReMAG Team member is assigned the task. The final version of each SOP is stored on the shared drive. These SOPs will often require revisions as ReMAG Tasks or Processes are modified or changed.

- **8.6 ReMAG Training Manual**

ReMAG Training Manual folder is stored on the shared drive and it includes the processes and requirements of the ReMAG Team. It includes ReMAG related information and it consists of files used as learning tools to assist new ReMAG Team members and educate others about ReMAG. Examples of files stored in the ReMAG Training Manual are as follows: the DLD Org Chart, OSC or DLD contact information, the Checked baggage, Checked baggage and Cargo SOPs and Process Maps, the List of CORs/contact information, the Catalog of Checkpoint/Checked baggage TSE and associated Peripherals, the Catalog of Checkpoint/Checked baggage Ancillary Equipment. Additionally this folder shall contain information on TSE and Ancillary Items. This manual will be updated as ReMAG processes and tasks change.

- **8.7 Directives Log**

Directives are emails sent to the ReMAG Team meant to update, clarify or change current steps required to process ReMAG requests. The directives may come from the ReMAG COR, DLD/ OSC Staff or the ReMAG PM (Contractor) with instructions to be implemented going forward. A file of all directives summaries are stored on the shared drive. It includes the date each directive was emailed to the Team, who it was received from and who sent the directive email, the category of the directive, the directive topic, the date the directive was closed (if applicable) and a copy of the directive email.

9.0 QUALITY PROGRAM

The Contractor shall establish, implement and maintain a documented quality system as a means of assuring compliance with all requirements of the contract. The Contractor shall document the quality program in a Quality Assurance Plan (QAP) tailored for services.

10.0 MEETINGS

The Contractor shall participate in conference calls with sites when deployment activities are being implemented. These meetings/conference calls will take place at the Government site or by phone and will occur as required. The contractor shall participate in ad-hoc meetings as required.

11.0 PROGRAM MANAGEMENT REVIEW (PMR)

The contractor shall conduct monthly PMRs at the Government's office or by phone beginning with the Post Award Conference. The purpose of the PMRs shall be for the contractor to present a detailed contract status, review outstanding action items, review potential and actual performance and programmatic problem areas. Electronic copies of presentation materials shall be made available prior to the PMR for all participants.

The Contractor shall prepare and submit an agenda for Government review at least five (5) business days prior to the PMR. The PMR agenda shall include, at a minimum, accomplishments, action items, issues/problems, schedule and planned activities. The Contractor shall prepare and submit minutes of each PMR to the Government by COB the next business day.

12.0 SPECIFIC REQUIREMENTS

The contractor shall receive all ReMAG requests, process them to include; coordinating with airport POCs for additional information, collaborating with all appropriate stakeholders, packaging the requests for validation/approval from Regional Deployment Coordinators (DCs), and if approved facilitate the execution of the request with the appropriate funding vehicle. ReMAG shall also track reports for the TSA warehouse and reports provided by the System Integrators to ensure the requests are fully executed to completion.

The various stakeholders that ReMAG will have to coordinate with include:

- Checkpoint Design Team (OSC-DLD)
- Modelling and Simulation Team (OSO-OIB)
- Government Property Office (OSC-DLD)
- Logistics Team (OSC-DLD)
- Program Office – TSE CORs and Portfolio Managers (OSC)
- Regional DLD Teams
- Planning Branch (OSC)
- Airport POCs
- Property Management
- Regional Security Inspectors (OSO)
- Operational Improvement Branch (OSO)
- Business Operations Division(OSC)

The following identifies some of the existing process flows for REMAG requests. This is not an inclusive list, but it does illustrate the activities that the contractor shall be responsible for.

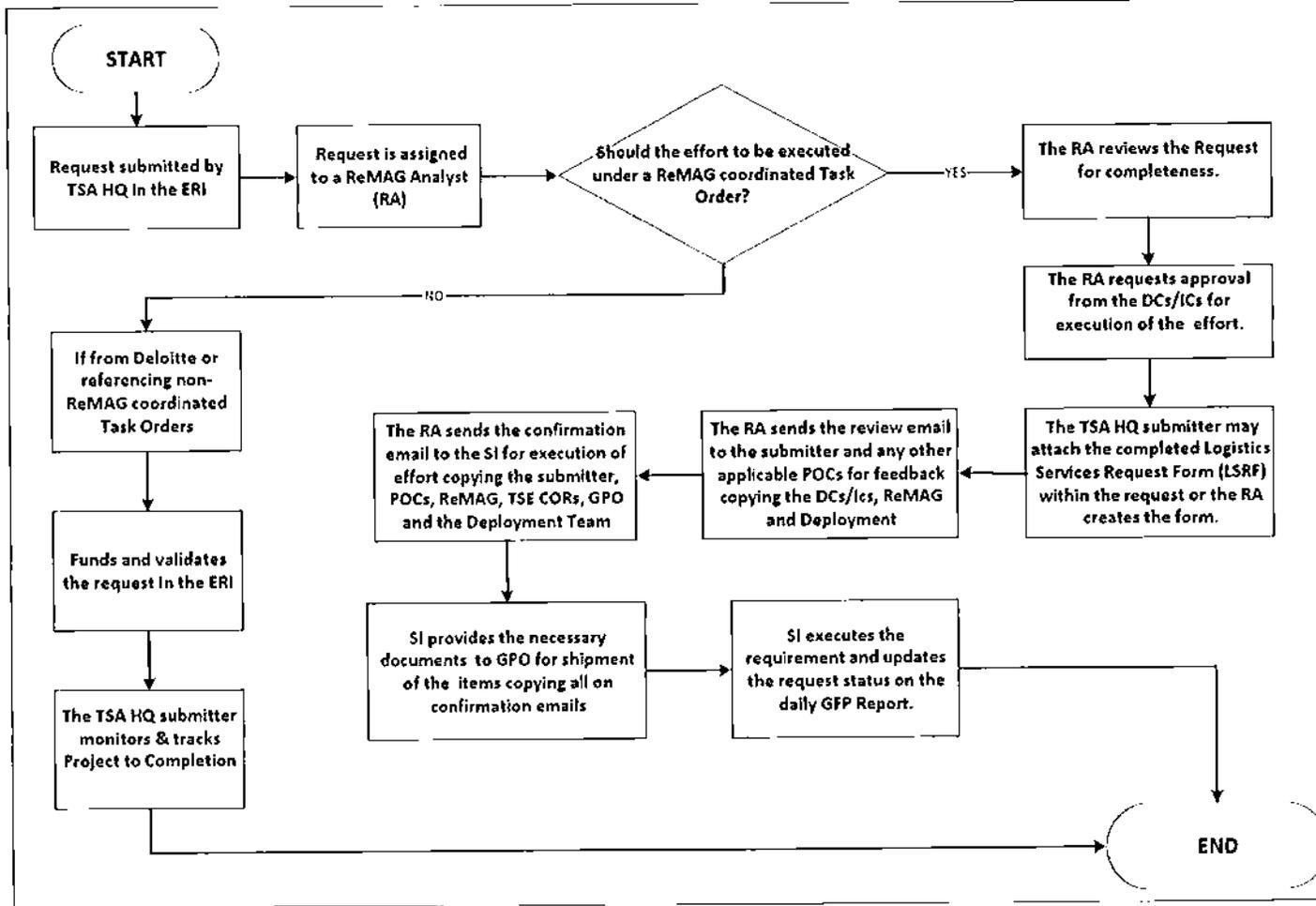


Figure 4 Requests from TSA HQ for Deployment of Checked Baggage

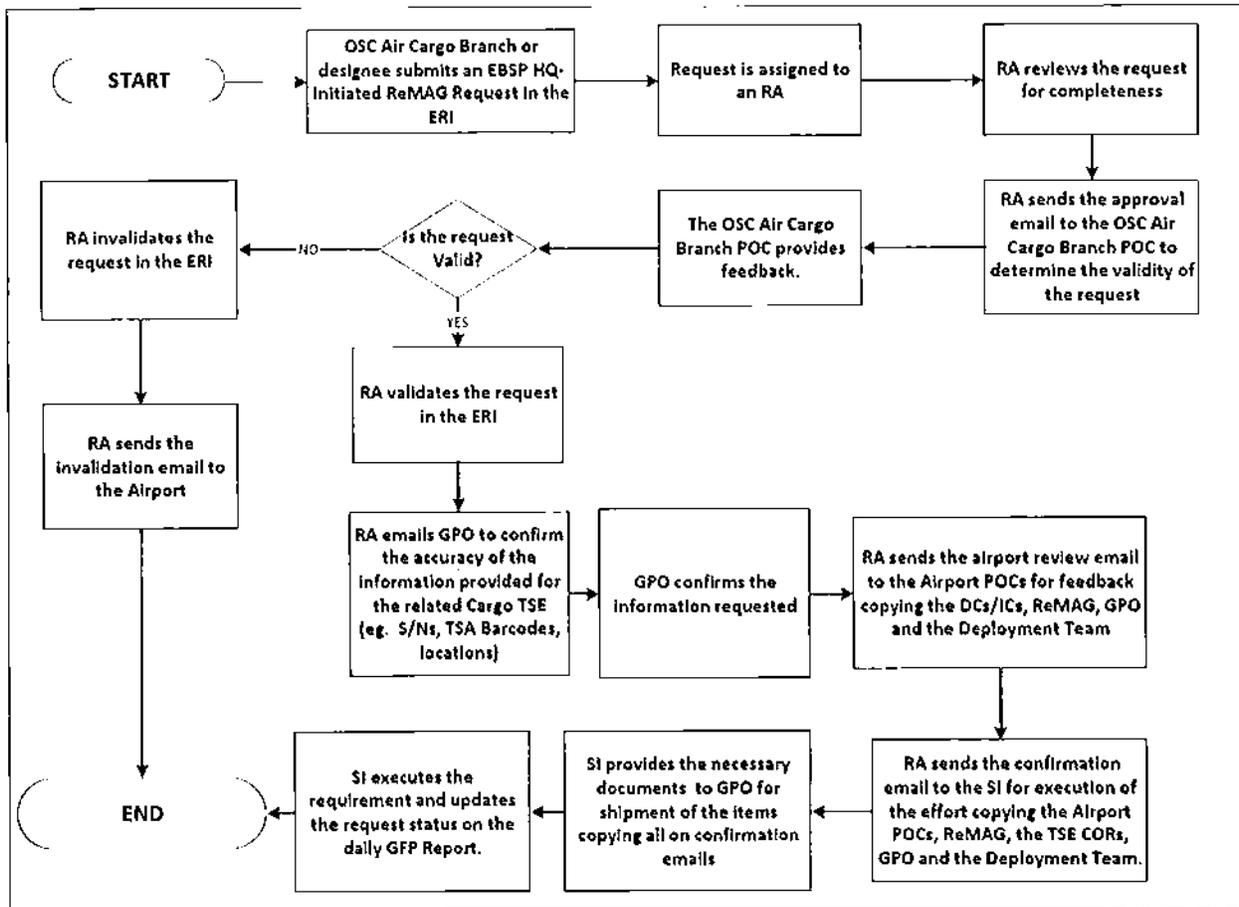


Figure 5 Requests from HQ for Cargo equipment

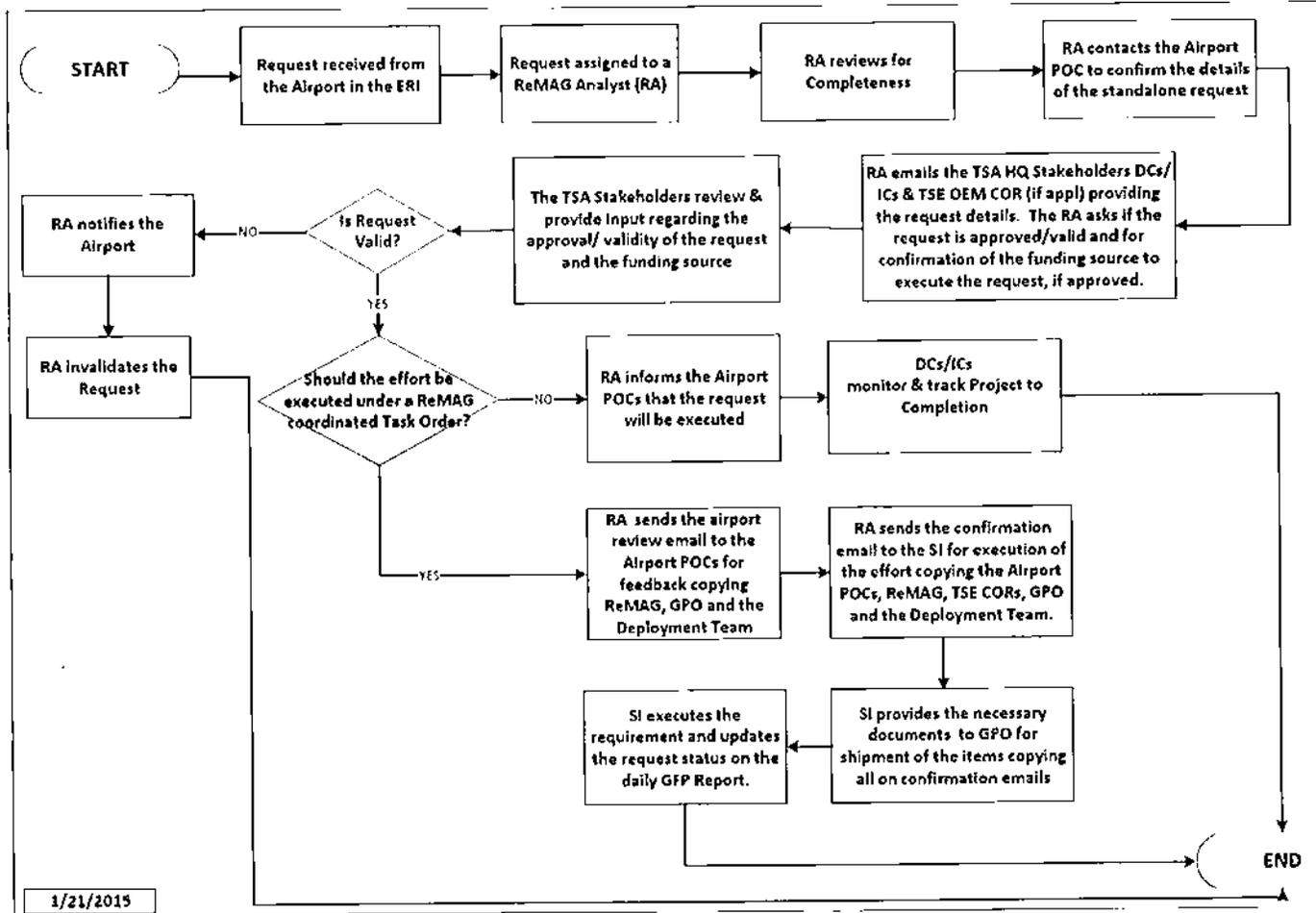


Figure 6 Requests for Ad hoc / Unplanned deployments for Standalone Checked Baggage equipment

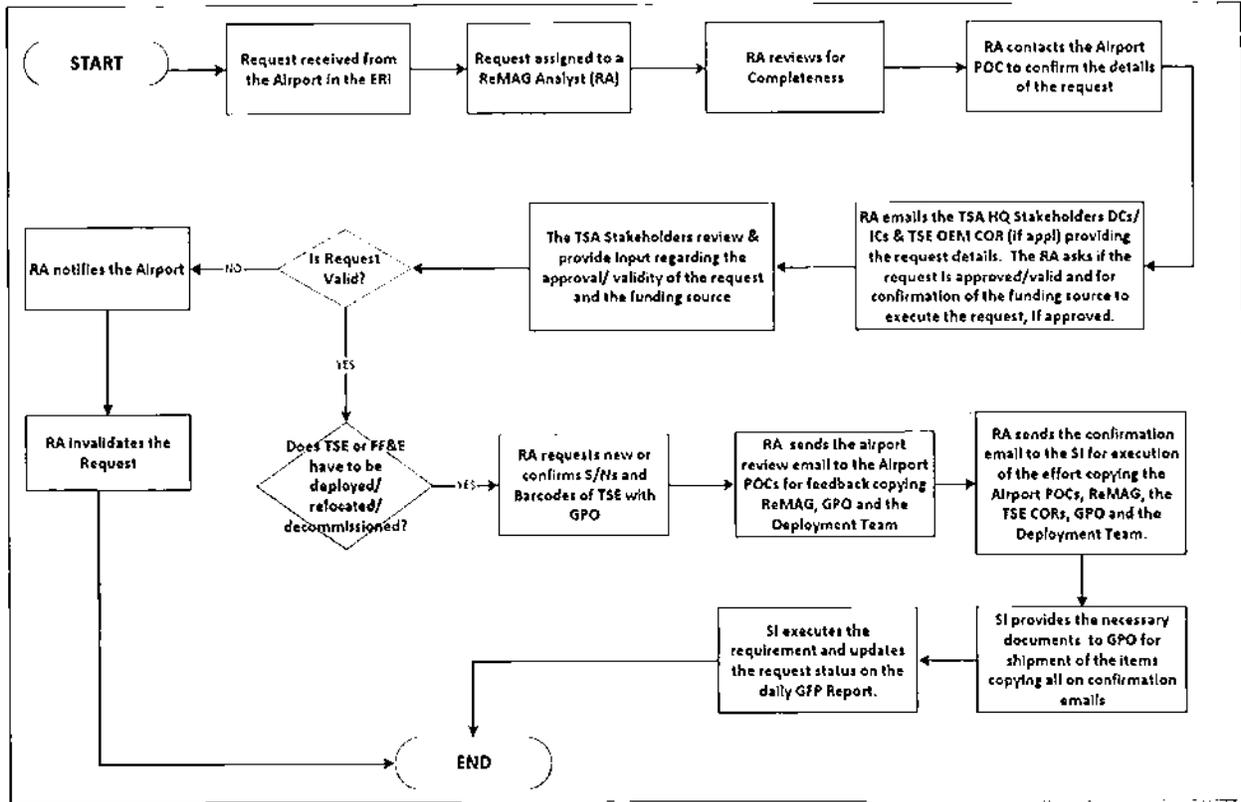


Figure 7 Requests for Ad hoc / Unplanned deployments of Checkpoint equipment

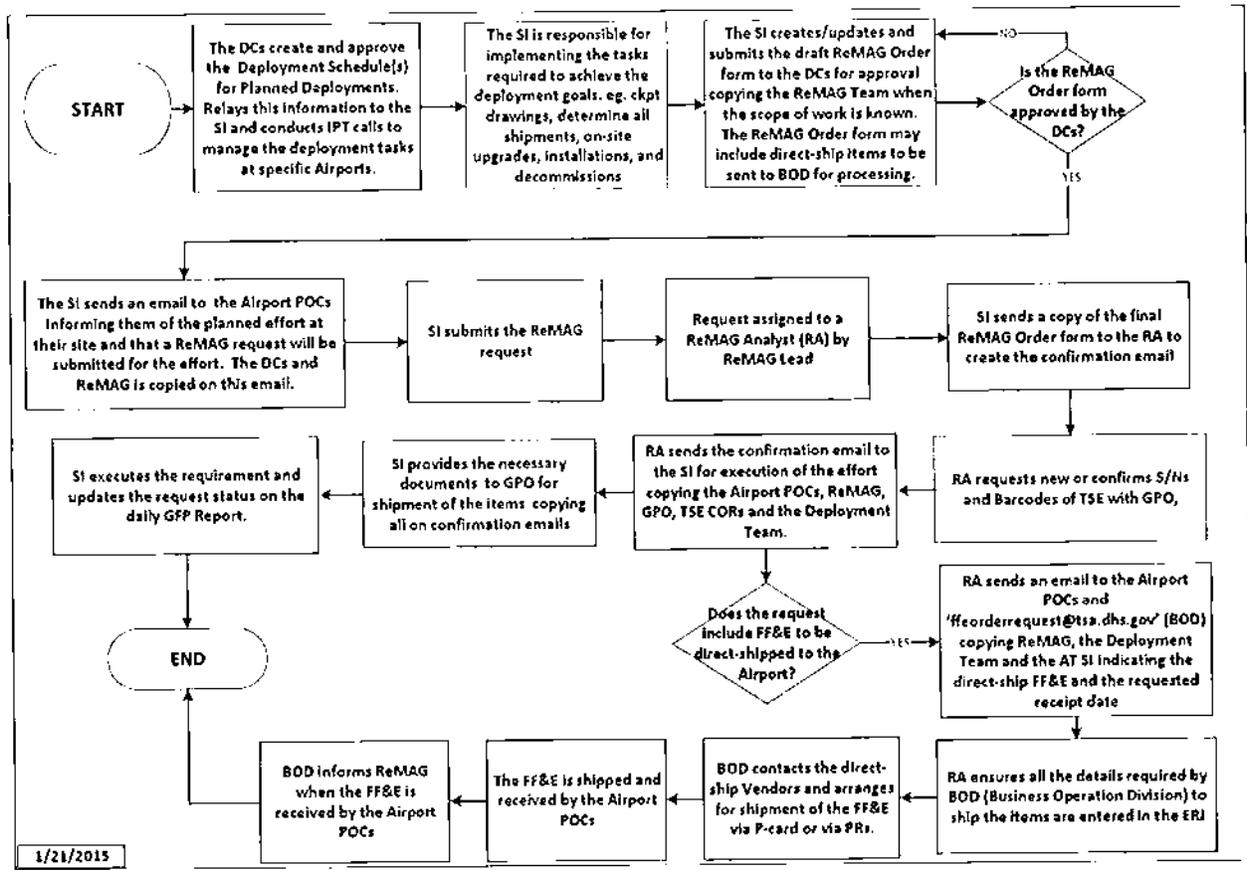


Figure 8 Requests for planned deployments of Checkpoint equipment

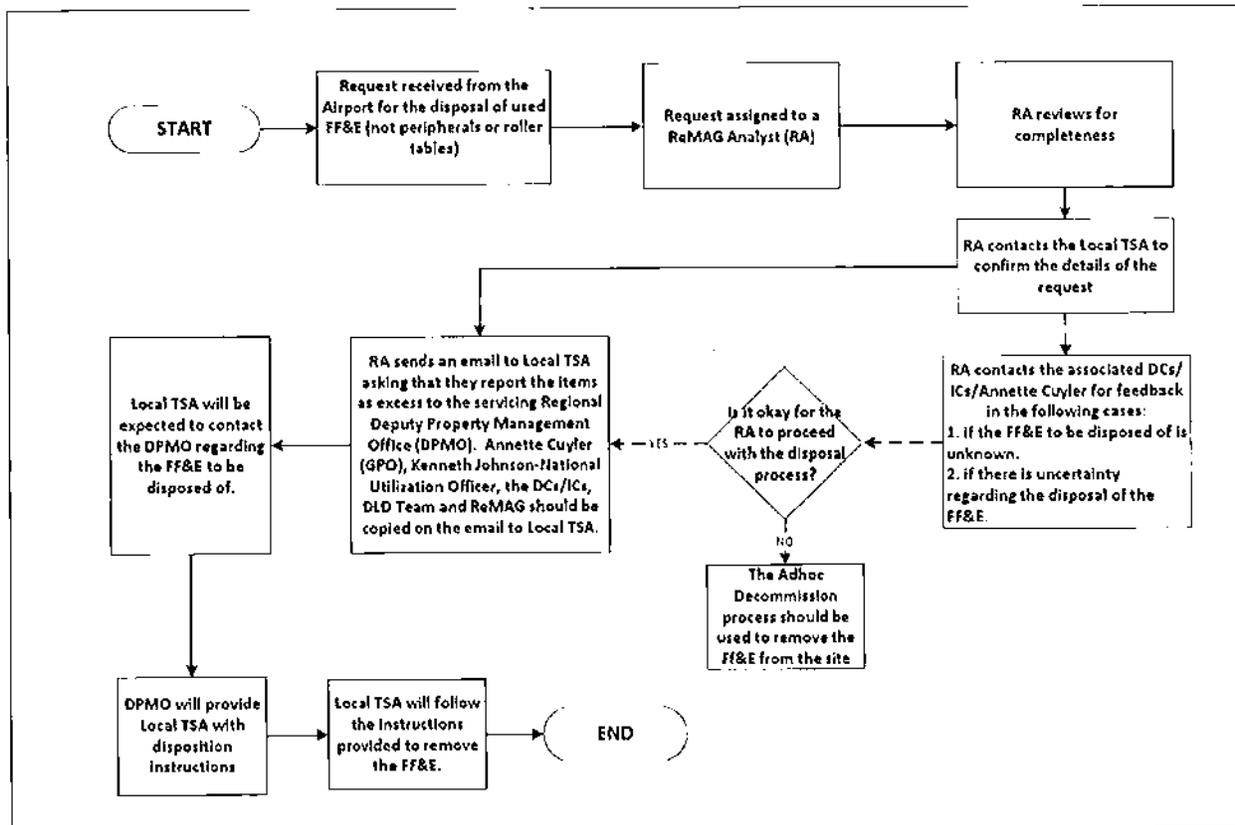


Figure 9 Requests for the disposal of used ancillary equipment for both Checkpoints and Checked Baggage

13.0 ReMAG REQUEST TRACKING PROCESS

The ReMAG Team shall track every request from receipt to completion/archiving. There are various tracking mediums used throughout the ReMAG process. They are indicated below.

- The **Daily Request Log (Control)** lists all of the ReMAG Requests received in each Fiscal Year and indicates the RA assigned to each request.
- The **ReMAG Tracker** contains details of every ReMAG request received listed by Fiscal Year.
- All email correspondence related to ReMAG requests are saved and archived in the central **TSA Repository (iShare)**.
- The **GFP Report** provides the status of each request executed and is updated by the corresponding SI.

A description of the tracking tools to be used throughout the ReMAG process follows:

Owner	Tracking Medium
ReMAG Team Member	The ERI system automatically generates emails sent to the Local TSA and the ReMAG team indicating new ReMAG requests submitted. All TSE (and combined) requests are assigned to designated RAs based on geographical region: West, Central or East. Ancillary only requests are assigned to a sole RA. A member of the ReMAG Team enters every request received into the Document Control Log including the RA assigned to each request and the date it was received. The updated Document Control Log is sent to the Checkpoint ReMAG Team at the end of each work day.
ReMAG Team Member/RA	A ReMAG Team Member enters a line in the ReMAG Tracker for every request on the Document Control Log. It is the responsibility of the RA assigned to each request to enter all the details regarding the request in the RA Tracker. There must be a separate line entered for every specific Ancillary Equipment or TSE requested (e.g. TRX, barriers, WTMD) and for each type of request (e.g. New Equipment, Decommission, Relocation). There are multiple fields in the RA Tracker that must be filled in and updated daily while the request is being processed, executed until completion. Information from the GFP Reports (submitted daily by the SIs) is used to update the RA Tracker.
RA	All email correspondence for each request is uploaded into iShare on a daily basis by the RA processing the request. The uploaded or tagged emails are sent to the ReMAG Documents folder on the TSA Repository (iShare) portal, tagged with the appropriate airport code and ReMAG number and, are archived for future reference.

Systems Integrator (SI)	The various SIs provide status updates of their assigned ReMAG requests to be executed in GFP Reports sent daily. These reports are sent to the ReMAG team, GPO, the Deployment team and other Stakeholders by each SI. The SIs record the dates of select stages during the execution of requests in the GFP reports until they are completed. The RAs use this information to update the RA Tracker daily. Once the SIs confirms the work is completed for a request in the GFP Report, the final status of "Completed" is entered in the RA Tracker by the RA and the request is considered closed.
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14.0 DELIVERABLES

Each work product shall be submitted in draft for Government review and approval before preparation of the final deliverable. Development or preparation of schedules and Government review periods shall be as defined in this contract. Written deliverables, charts, graphs, schedules, spreadsheets, analytic products, and databases will be developed using the Microsoft Office family of applications, or other standard commercial tools and applications if approved for use by the COR. No proprietary tools, software, or applications shall be used unless approved by the COR. All deliverables shall be delivered in both electronic and hard copy formats, and once approved by the government placed in the program library per 6.0.

15.0 GOVERNMENT FURNISHED PROPERTY (GFP)

The Government may provide Government Furnished Property (GFP) in the form of information, data, documents, equipment (Laptops) or applications to the Contractor for use in providing defined services. The Contractor shall implement a GFP management system which shall record, label, track and report all GFP provided under any resulting contract. The Contractor shall be required to support periodic Government audit of all GFP and shall provide monthly reports of GFP as part of the PMRs. The Contractor shall not dispose of any GFP for any reason without the express written permission of the CO.

16.0 PLACE OF PERFORMANCE

The contractors will be required to work onsite at the TSA Integration Facility (TSIF) to perform their duties. The Government will provide facilities for contractor employees to work at the designated location. The Government will require a favorable "Suitability Determination" for the ReMAG contractor team.

17.0 POST-AWARD CONFERENCE

A Post-Award Conference shall be held at TSA Headquarters by the CO within ten (10) calendar days after contract award. At the Post-Award Conference, the contractor shall identify any issues or questions about contract execution.

18.0 CDRLs

Below is a list of anticipated formal deliverables. Each deliverable will be further defined at contract post award conference. Each work product shall be submitted in draft for Government review and approval before preparation of the final deliverable. Development or preparation schedules and Government review periods shall be as defined. Written deliverables, charts, graphs, schedules, spreadsheets, analytic products, and databases will be developed using the Microsoft Office family of applications, or other standard commercial tools and applications if approved for use by the COR. No proprietary tools, software, or applications shall be used unless approved by the COR. All deliverables shall be delivered in electronic formats. All deliverables are the property of the Government. Note there are other deliverables required within this SOW that are not formal CDRLs.

CDRL No.	Title of Deliverable	Frequency
001	DLD Dashboard slide	Bi-Weekly
002	PMR brief and PMR minutes	Monthly
003	ReMAG processes, Standard Operating Procedures (SOPs), and Training Manual	Every 6 months or as required by COR
004	Ancillary Guide	Quarterly or as required by the COR

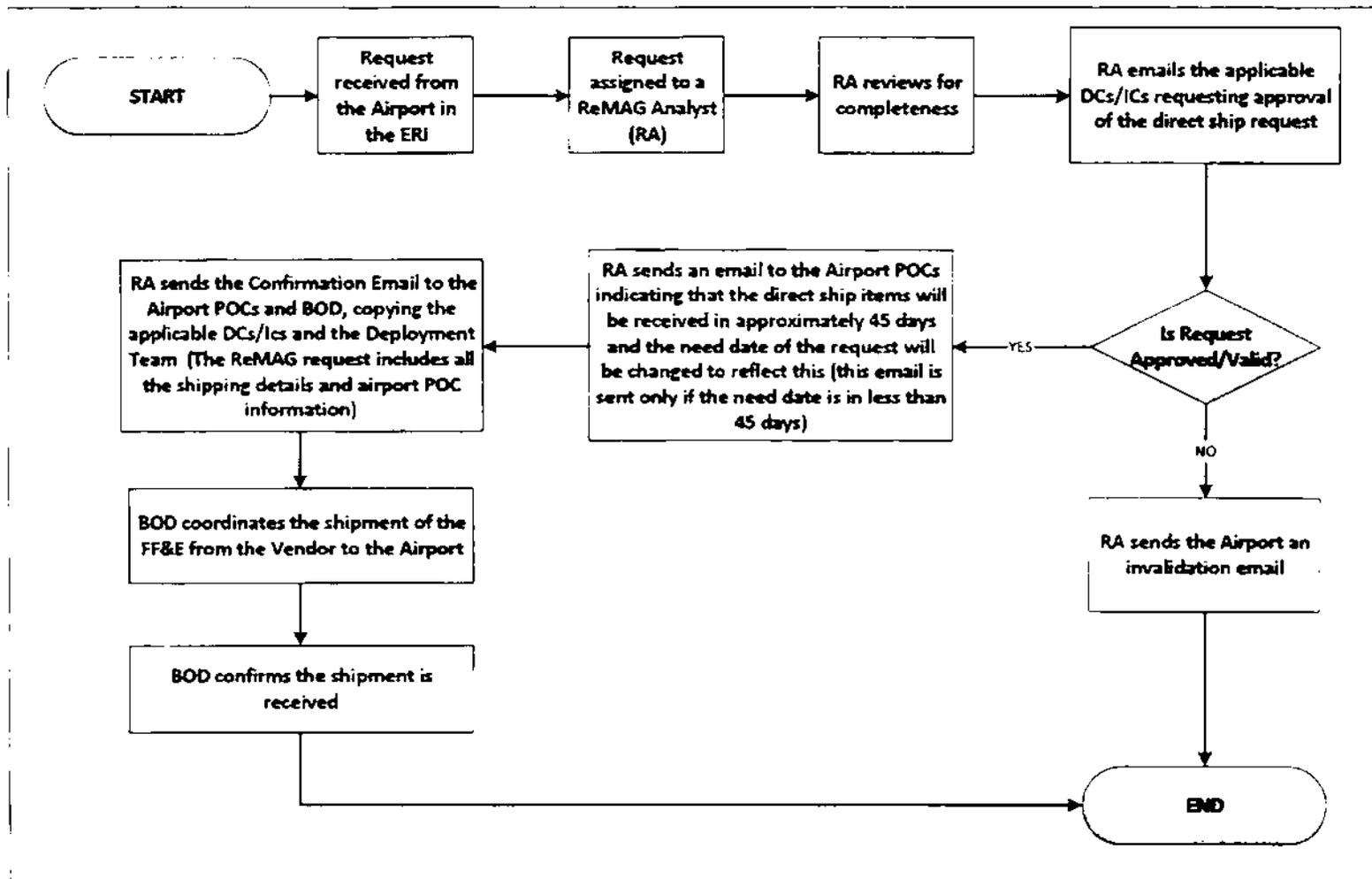


Figure 2 Requests for Unplanned deployments of Ancillary equipment for Checkpoints and Checked Baggage

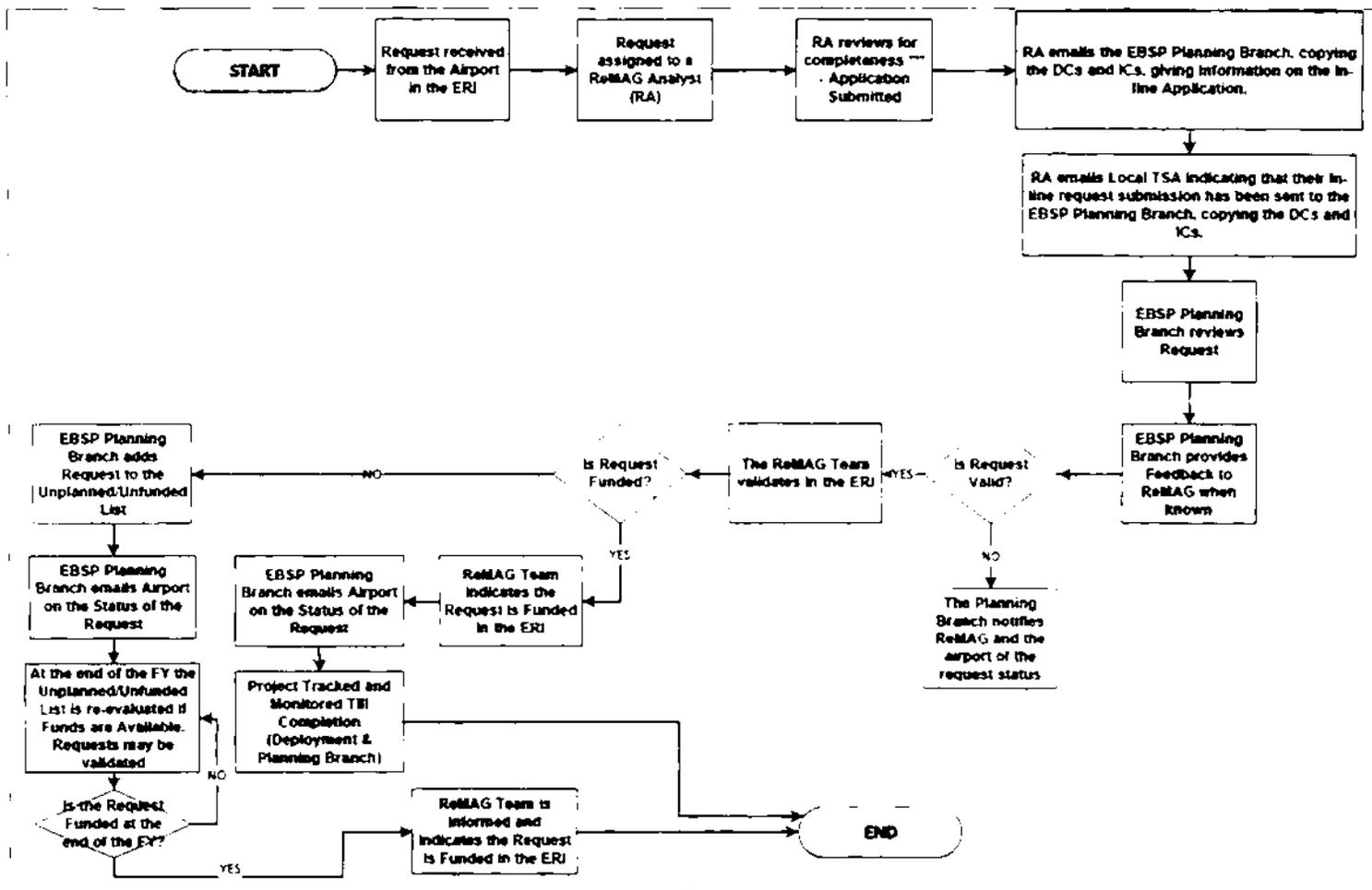


Figure 3 Requests for Checked Baggage In-line Applications