Attachment -
TSE Maintenance Requirements
April 2026

Transportation Security Equipment Maintenance Requirements

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Transportation Security Equipment Maintenance Requirements

1. Maintenance Sustainment Services; Technical Requirements

NOTE: Section 1 and Maintenance Attachments: A-G under should be incorporated into the OEM procurement contracts to ensure TSA maintenance requirements are provided with the equipment.

The Contractor shall provide preventative and corrective maintenance coverage, including cyber security updates and maintenance, by the Original Equipment Manufacturer (OEM) or a TSA-approved Maintenance Service Provider (MSP) for the Transportation Security Equipment (TSE) the Contractor procures or the existing TSE and its required maintenance services.

The Contractor-provided maintenance services shall meet the requirements of this agreement, including labor for preventive and corrective maintenance as well as associated logistics support resources including repair parts, training, and tools and test equipment. All services shall be provided by trained and certified Field Service Technicians who have successfully completed training by the OEM on the fundamentals of safety, functional operation, maintenance, and repair of specific Transportation Security Equipment and associated peripheral equipment.

Any MSP used by the Contractor in connection with this Agreement shall be held to the same terms and conditions as the Contractor under this Agreement. This maintenance coverage shall ensure that the TSE operates effectively, is cyber resilient, and supports the Service Level Agreements (SLA) required by the TSA as defined in Section 1.13 below.

For checkpoint Computer Tomography (CT) technologies, the Contractor-provided maintenance services shall include bin, bin carts, and all other CT peripheral equipment necessary to meet the logistic service level requirements.

If, after the TSE warranty period, TSA has not appropriated adequate funding to be able to assume maintenance services for the TSE, TSA will work with the Contractor to determine the best path forward, which may include requiring the Contractor to continue to provide maintenance coverage until funding is appropriated or removing the TSE from operations.

1.1. Preventive Maintenance

The completion of Preventive Maintenance (PM) is integral to the proper operation of TSE. PM actions are periodic scheduled activities performed to increase product reliability and prevent the requirement for unscheduled corrective maintenance actions. There are two (2) discrete levels of PM:

- Level I PM - This is primarily PM that is performed by TSE operators on a routine basis every shift (1-3 times a day), daily, and/or weekly. These are defined in the TSA-approved OEM maintenance manual and are typically routine tasks such as inspection, cleaning, and calibration/verification. Level I PM is performed without the need to open the machine.

- Level II PM - Level II PM typically is performed monthly, quarterly, semi-annually, annually, and/or at other intervals. These tasks are required to be performed by trained and certified Field Service Technicians (FSTs). These activities are identified in the OEM Maintenance Manual and shall be performed as part of the maintenance services. The Contractor shall ensure that the MSP maintains a complete record of all Level II PM actions performed on all TSE and shall report all Level II PM actions performed to TSA, the TSA designated point of contact, and any other persons designated by TSA. The Contractor shall make sure that all Level II PMs are tracked and scheduled to ensure that maintenance occurs according to maintenance schedules and state and federal environmental and safety regulations. The Contractor shall ensure the MSP obtains and utilizes OEM PM checklists.

- Level II PM Performance Requirements - Level II PM shall be performed in accordance with the most recent OEM maintenance manual, as well as State and Federal environmental and safety regulations. The MSP shall obtain and utilize OEM PM checklists. In the event a scheduled maintenance activity cannot be completed due to factors outside of the MSP's control or the performance of Corrective Maintenance (CM) prevents the MSP from completing PM, the MSP shall reschedule PM on the impacted TSE during the same month. If unable to reschedule due to outside factors, the MSP shall notify the Contractor and reschedule PM as soon as possible.

- In providing Level II PM, TSA requires that the Contractor ensures the MSP:
  - Coordinates all Level II PM scheduling with local contracted staff/user.
  - Contact the local staff to conduct the PM on an earlier date than scheduled; however, if the earlier date is not convenient for local staff this shall not be reflected as a lack of access to the facility, and the MSP shall adhere to the original schedule to perform the PM.
  - Make every effort to schedule PM actions during non-operational hours or non-peak operational hours with approval of local TSA officials.
  - Provides all required consumables (cleaning supplies, filters, etc.).
  - Performs required radiation tests in accordance with applicable regulations on all applicable fielded TSE.
  - Records PM actions in local maintenance logbooks provided by local staff and in the MSP's TSE database. If there is no logbook available at the location, the FST shall notify local staff at the location. If a logbook is not provided by local staff, the FSTs are not required to wait for the logbook. If the logbooks are not available and local staff is not present, then the FST will continue with their scheduled work. In both cases, the FST will note the non-availability of the logbook in the remarks section of the PM ticket along with the date the PM was conducted.
  - Enters the date the PM was conducted to indicate that the FST completed the PM in full on that date according to the applicable OEM checklist.

TSA encourages the Contractor to enforce penalties, similar to those enforced by TSA, if the MSP fails to perform the Level II PM requirements as outlined in this Section.

1.1.1 Cybersecurity Maintenance

The Contractor shall ensure that, as part of its maintenance agreement with the OEM, the TSE in operation continue to maintain appropriate cybersecurity hygiene and to update the systems' hardware and software accordingly. In addition, the Contractor, via the OEM, will ensure the systems adhere to current TSA IT requirements related to Information Assurance at all times. This should include at a minimum:

- Ensuring the OEM is deploying updates to the software baseline at least twice a year, to include updates to the operating system, bug fixes and vulnerability remediation at a minimum.

- Ensuring the system is capable of generating audit records to facilitate the reconstruction of events if compromise or malfunction occurs or is suspected. The audit record shall contain at least the following information:
  - Identity of each user and device accessing or attempting to access the system.
  - Time and date of the access and the logoff.
  - Activities that might modify, bypass, or negate information security safeguards.
  - Security-relevant actions associated with processing.
  - All activities performed using an administrator's identity.

- Ensuring all software and network hardware is approved on the TSA Technology Solutions Portfolio (TechSP) or upgraded to something approvable within 6 months of deployment.

- Ensuring the systems are Security Technical Implementation Guide (STIG) compliant with their Operating System (OS) and servers with at least 50 percent compliance at time of deployment. Compliance should increase with the bi-annual software deployments.

- After any recurring TSA IT assessment, the Contractor will ensure the OEM/MSP provides a detailed Plan of Actions & Milestones (POA&M) to address any cyber security deficiencies identified. This POA&M will include, at a minimum, the release number it will be targeted for, the assets affected by the change, and the projected date for when each item will be resolved in the field. The POA&M should be provided to the applicable TSA program office.

- Ensuring that all personnel representing the OEM will apply and be capable of retrieving a TSA Personal ID Verification (PIV) badge. In addition, all personnel with privileged system access should be capable completing a Privileged Access Request (PAR) form and completing the requisite training. This may include the need to provide a TSA computer for Online Learning Center (OLC) training access.

- Ensuring that, where not explicitly outlined above, the Contractor can comply with applicable additional requirements in the "TSA Information System Security Program Policy Directive" (current version issued November 2024).

1.2. Radiation Surveys and Radioactive Leak Tests (*if applicable*)

TSA requires the Contractor to ensure the MSP:

- Delivers all Radiation Surveys (RSs) and Radioactive Leak Tests (RLTs) by posting to a TSA or Contractor SharePoint site, email ILSRMA@tsa.dhs.gov, by disk, or by another method, as decided by TSA.
- Uses a file naming convention that includes at minimum: RS/RLT date (formatted so that files line up chronologically); the unit serial number; airport code; and, if more than one survey or leak test is performed on the same date, a differentiator (e.g., 1, 2, pre/post- CM, etc.). Examples: 2016-06-05_40310_PHX .PDF; 2016-06- 20_7080809_EWR_preCM.PDF
- Achieves 100% on-time compliance for all RSs and RLTs. RSs and RLTs are considered complete when the MSP provides the documentation to TSA. If documentation is not provided or lost the MSP shall conduct another RS or RLT.

1.3. Cabinet X-ray and Direct X-ray Exposure Systems *(if applicable)*

Cabinet X-ray systems are systems with an X-ray tube that emits ionizing radiation installed in an enclosure (cabinet) which is intended to contain at least that portion of a material being irradiated, provide radiation attenuation, and exclude personnel from its interior during generation of X-ray radiation. A direct X-ray exposure system is an X-ray system in which people are intentionally exposed to very low doses of ionizing radiation. The cabinet X-ray systems are governed by 21 CFR § 1020.40, and direct X-ray exposure systems are governed by American National Standards Institute ANSI/HPS N43.17-2009.

TSA requires the Contractor to ensure the MSP:

- Performs and records radiation surveys on each applicable cabinet X-ray system, while the system is operational, in the situations below and annotate on the survey which situation applies:

  - At least once every 12 months
  - After any maintenance that affects the radiation shielding or X-ray producing components
  - After the MSP moves a system (i.e., major repair)
  - After any incident that may have damaged the system such that unintended radiation emission could occur.
- Documents the RS using a TSA-approved radiation survey form obtained from the OEM.
- Investigates and records all unusually high emission readings identified on the surveys and corrects any conditions on the systems that caused the elevated readings.
- Performs a follow-up radiation survey to verify the effectiveness of a corrective action if repairs were made to address elevated readings.
- Has an OEM or MSP Radiation Safety Officer (RSO) review each radiation survey, perform a quality check, and sign the form confirming it has been completed correctly (electronic signature is permissible). If an error is identified and the survey is returned to the MSP to correct, then the MSP shall ensure all corrections are made and a corrected survey is resubmitted within seven (7) calendar days of identification and notification.
- Following signature by the RSO, delivers the radiation surveys each month to a designated representative.
- Documents radiation readings before and after any service call that is related to suspected and unplanned radiation exposure, and reports before and after readings to a designated TSA representative, email ILSRMA@tsa.dhs.gov, and local staff following correction of the problem associated with the radiation exposure event once internal review is completed by the OEM or MSP's RSO.
- Notifies the designated TSA representative and local TSA immediately if there is a radiation reading confirmed on any system that is above the 21 CFR 1020.40 or ANSI 43.17.2009 emission limits. Local TSA will ensure the equipment is removed from service immediately (e.g., powered down) until the system is repaired and verified by the MSP to be within the 21 CFR 1020.40 or ANSI 43.17.2009 emission level limits. The MSP shall also document the incident in the TSE database, update work order ticket, provide the designated TSA representative, and email ILSRMA@tsa.dhs.gov with, at a minimum, the unit serial number, unit location, an explanation of the cause of the elevated radiation reading, action to resolve the issue, and a completed RS when the issue is resolved.
- Investigates and records all unusually high emission readings identified on the survey and correct any conditions on the system which caused the elevated readings as applicable. If repairs are made to address the elevated readings, then a follow up survey will be performed to verify effectiveness of corrective action.
- Upon completion of each RS, securely attaches a label to the system that is clearly visible to the operators of the system. The label shall include the following: performed by, date of survey, next radiation survey due, and the statement "System Meets FDA Requirements of 21 CFR 1020.40 or ANSI 43.17.2009, as applicable".
- Returns a copy of the RS to the airport of origin or the hub airport coordination center for their records after the RS has been reviewed and approved by the MSP's RSO.

The Contractor shall ensure the MSP prepares and delivers to ILSRMA@tsa.dhs.gov by the 10th calendar day of each month the radiation survey in a similar format to *Attachment A:* Radiation Survey and Radioactive Leak Test Record Submittal. If the 10th calendar day of the month falls on a weekend or observed federal holiday, the submission is due the next weekday.

1.4. Explosives Trace Detection Systems Containing a Sealed Radioactive Source (*if applicable*)

Some Explosives Trace Detection (ETD) systems contain a sealed radioactive source which is encased in a capsule to prevent leakage or escape of the radioactive material. This capsule is located in a source holder (housing or assembly) internal to the system to facilitate the handling and use of the source. The sealed radioactive sources are governed by Nuclear Regulatory Commission (NRC) regulations at 10 CFR Part 31. Not all explosive trace detection systems that contain a sealed radioactive source require an RLT. The Contractor shall ensure the MSP coordinates with the OEM to identify units requiring an RLT and the specified testing frequency.

For these units, Contractor shall require the MSP to:

- Perform an RLT and document the results on each required system in accordance with 10 CFR § 31.5 unless the OEM has received an exemption from the NRC that the unit does not require an RLT. This exemption notification is specified on a label on each system.
- Conduct RLTs on all applicable deployed systems at the required frequencies. Systems that are not in active use may, upon approval of the designated TSA representative, be considered "in storage" and an RLT is required only every two years.
- Ensure the wipe of a sealed source is performed as specified by the OEM. The wipe sample must be taken from the nearest accessible point to the sealed source where contamination might accumulate. The wipe sample must be analyzed for radioactive contamination. The analysis must be capable of detecting 185 Becquerel (0.005 microcurie) or more removable radioactive material on the test sample and must be performed by a person holding a specific license pursuant to 10 CFR Part 30 and 10 CFR Part 32 or from an Agreement State to perform such analyses.
- Notify the designated TSA representative and local staff if an RLT reveals the presence of removable radioactive material that exceeds the regulatory limits [185 Becquerel (0.005 microcurie)] so the sealed source may be removed from service immediately and have it decontaminated, repaired, or disposed of by a U.S. NRC or Agreement State licensee that is authorized to perform these functions. The MSP must submit a report to the designated TSA representative within five (5) calendar days of receiving the test results. The report must describe the equipment involved in the leak, the RLT results, any contamination which resulted from the leaking source, and the corrective actions taken up to the time the report is made.
- Maintain a record of leak test results and retain the record for inspection by the U.S. NRC for three years after the next required RLT is performed or until the sealed source is transferred or disposed of.
- Ensure each ETD system containing a sealed radioactive source has an RLT performed at intervals in accordance with the governing regulation. In the absence of a certificate from a transferor that an RLT has been made within the six (6) months before the transfer, the ETD system shall not be used until tested.
- Provide the designated TSA representative access to the test reports upon request.

The Contractor shall ensure the MSP prepares and delivers by the 10th calendar day of each month the radiation survey in a similar format to *Attachment A:* Radiation Survey and Radioactive Leak Test Record Submittal. If the 10th calendar day of the month falls on a weekend or observed federal holiday, the submission is due the next weekday.

The method of submission is recommended through existing processes, but they can also be submitted to ILSRMA@tsa.dhs.gov.

1.5. Corrective Maintenance

Corrective Maintenance consists of unscheduled maintenance performed to repair or otherwise restore failed TSE to operational condition. These actions usually expend consumable and repair parts. TSA considers three discrete levels of CM:

- Level I CM – This is CM that is performed as needed to effect minor repairs to the TSE that do not require trained FSTs (e.g., bag jams, fault resets, PC reboots, etc.). These activities are normally performed by TSE operators or their designees and shall not be required under the maintenance coverage.
- Level II CM – This is unscheduled corrective maintenance performed as needed to effect repairs that always require trained FSTs. These activities are coordinated with Local staff and performed on site with the TSE in Level II CM status. The Contractor shall ensure the MSP applies high priority to returning all TSE experiencing critical failures (non-operational) to operational status, whether the failure is relevant or non-relevant, to ensure the expeditious return of TSE not able to perform its assigned mission. These services shall be required under the maintenance coverage.
- Level III Depot Maintenance (DM) – This consists of unscheduled corrective maintenance activities performed by trained technicians to repair a failed TSE by shipping the item to a depot facility for repair. This can include repairs within the normal maintenance strategy or damages to TSE that exceed normal corrective maintenance that can be performed on site. DM is required under the maintenance coverage.

1.5.1. Level II Corrective Maintenance

TSA requires the Contractor to ensure the MSP:

- Performs CM actions to meet the maintenance services performance requirements identified in Paragraph 1.13, Maintenance Services Service Level Agreement (SLA) Performance Requirements. CM shall include any repair requirements necessary to bring inoperable TSE back to operational status. This includes but is not limited to: repair after liquid spills on TSE, broken parts due to operator misuse, unintentional damage during passenger screening or by TSA/airport personnel (e.g., cleaning crews), and other similar damages as a result of operator error.
- Records all CM activities in the TSE Database in accordance with Paragraph 1.14, Transportation Security Equipment Database and *Attachment B:* TSE Metrics Terms and Definitions & RMA Metrics and assigns a Failure Mode Indicator (FMI) in the TSE Database in accordance with Paragraph 1.11 Failure Mode Indicators.
- Coordinates all Level II CM with local staff/airport Coordination Center.
- Dispatches every ticket to a Field Service Technicians within 15 minutes of receipt of a maintenance service request (Low-Level metric M1 as defined in *Attachment B:* TSE Metrics Terms and Definitions & RMA Metrics).
- Using a standardized approach across all locations, notifies the airport's Coordination Center or other point of contact, if identified, by email that the repairs are completed, and that the TSE has been returned to service.
- Coordinates with the OEMs to ensure parts obsolescence during the contract period of performance does not affect the Contractor's ability to meet maintenance services SLA requirements. See Paragraph 1.8, Parts Obsolescence.

1.6. Unforeseen Damages to TSE and Response to Catastrophic Events

On occasion, damages may occur to TSE that are the result of unforeseen circumstances and/or catastrophic events. TSA and the Contractor agree to coordinate in responding to such events and

whenever possible, take precautionary action to reduce potential damages caused by flooding, airport construction projects, facility maintenance, planned power outages, or severe weather or other natural events.

If unforeseen damages occur to TSE that are the property of TSA are attributable to the actions of contractor staffed employees, the Contractor will coordinate with the MSP to repair or replace the capabilities at the Contractor's expense. If unforeseen damages are not attributable to local staff actions (e.g., facility mishaps such as water pipe breakage or fires, or damage caused by travelers), TSA will coordinate with the MSP and the Airport Authority to repair or replace the capabilities. Financial and contracting responsibility will be dictated by the circumstances of the mishap. If it is not cost effective or feasible to repair the damaged system(s), TSA reserves the right to remove and replace the system with available technologies.

If unforeseen damages are attributable to Contractor actions, the Contractor will coordinate with the MSP for repair and replacement services. Any replacement systems proposed by Contractors in this situation must be approved by TSA. It is the MSP's responsibility to track any TSE repair or replacement action and update the TSE Database to show the current status of such actions.

If any unforeseen damages described above occur to systems that are being operated under a bailment agreement between the Contractor and TSA, and those systems are not TSA property, TSA and the Contractor will work together to address the repair or replacement of the Contractor-owned property that is damaged according to the specific circumstances of the event.

It is the MSP's responsibility to track any TSE repair or replacement action and update the TSE Database to show current status of such actions.

1.7. Supply Support

The Contractor shall ensure the MSP is responsible for all parts and materials used for Radiation Surveys, RLTs, preventive maintenance, and corrective maintenance actions performed in accordance with Paragraphs 1.1 through 1.5 (as applicable). The MSP shall establish a robust supply chain management process that includes the appropriate levels of OEM complaint or TSA approved repair parts/spares (Master Configuration Item List (MCIL) Repair parts), distribution procedures, and shipping modes to support the SLA requirements as defined in Paragraph 1.13. For all preventive and corrective maintenance actions, the MSP shall record parts data associated with each maintenance or repair in the TSE Database in accordance with Paragraph 1.14, Transportation Security Equipment Database.

- The MSP shall inform the Contractor when refurbished parts are initiated into the MSP's supply chain for corrective maintenance repairs. The MSP shall ensure that parts obsolescence does not affect their ability to meet Performance Based Logistics (PBL) service level requirements.
- Repair part shipment from the MSP's part location to the unit shall include shipment, and all associated transportation costs including local logistics transportation to the unit.

1.8. Parts Obsolescence

The Contractor shall ensure the MSP is responsible for coordinating with the OEMs and implementing solutions for all parts obsolescence issues.

1.9. Preventive Maintenance Consumables (*if applicable*)

The MSP shall order TSA-approved Level I PM consumables from a TSA-approved supplier. The MSP shall establish a consumable ordering process for local staff to submit orders via email or web-based ordering system. Consumable orders shall be processed and shipped in no more than seven (7) calendar days upon receipt of the order and delivered to airports using standard commercial shipping. The MSP shall notify

the designated Contractor representative immediately upon exceeding the seven-calendar day requirement for any order and provide detailed order information. This quantity will normally not exceed a three-month supply per machine at the airport.

The MSP shall evaluate each local staff airport order for reasonableness of quantity. If the MSP determines that an order is unreasonable, the MSP shall notify the designated Contractor representative for disposition.

The MSP shall evaluate and consider cost-effective alternatives to OEM-provided consumables where appropriate. The MSP shall provide only TSA-approved maintenance consumables and shall notify the designated TSA representative prior to providing alternative consumables. The MSP shall notify the designated Contractor representative of anticipated and actual maintenance consumables shortages and provide the reason for the shortage, a mitigation plan, and an expected date of resolution.

The MSP shall, in coordination with OEM, provide the annual requirements of maintenance consumables to conduct Level I PM per unit for each model requiring Level I PM, and shall provide the designated TSA representative updated requirements as appropriate.

The MSP shall provide the Safety Data Sheet for each consumable to the designated TSA representative.

1.10. Dispatch Contact Process or Facility

The Contractor shall ensure MSP provides or designates a dispatch contact process or facility to receive maintenance requests from the TSA Service Response Center (TSRC) and dispatch FSTs to provide maintenance. The TSRC is required to dispatch calls within 15 minutes of receipt. The MSP shall establish interface protocols with the TSRC to ensure that all TSE maintenance calls are recorded and dispatched to MSP FSTs within 15 minutes of receipt of a maintenance request from the TSRC.

The MSP shall provide status updates to the TSRC on every open trouble ticket as status changes occur until the ticket is closed. Upon closure of the trouble ticket the MSP shall send an automatic notification to both the TSRC and the local staff POC.

The MSP shall supply the location and serial numbers to the TSRC prior to a new TSE installation to ensure there is no disruption in maintenance service response. The MSP's dispatch process or contact facility shall be reachable 24 hours a day, seven (7) days a week. The MSP shall not use callback or voice message systems for the TSRC calls related to TSE maintenance.

1.11. Failure Mode Indicators

The Contractor shall ensure the MSP creates or develops robust FMI codes, when necessary, that can clearly identify the cause(s) of each failure and allow effective trend analysis of failure causes. The MSP shall capture the FMI codes in the TSE Database. One or more FMIs will be assigned for each CM or DM maintenance action documented in the TSE Database. The FMI codes shall identify the failure cause, sub-system part(s) consumed in the repair, and detailed resolution or action code(s) that would restore the TSE to operational condition. The MSP shall submit the proposed FMI codes to TSA for approval prior to implementation. The MSP shall ensure only the approved FMI codes are used in maintenance reporting.

The MSP shall supply the TSRC with a list of standardized problem codes, definitions, and priority ratings for trouble ticket generation and apply the codes in a consistent manner.

The MSP shall develop and deliver the FMI codes in a similar format to *Attachment C:* Failure Mode Indicator Codes. The FMI codes shall be reviewed and updated at a minimum semi-annually. If the FMI codes are updated, the revised data item shall be submitted within 15 business days from end of review.

If no update is required, then the MSP shall notify TSA the date the review was completed. Any updates to the FMI codes shall be delivered to ILSRMA@tsa.dhs.gov.

1.12. Disposal

1.12.1. Waste Disposal

The Contractor shall ensure the MSP implements the proper disposal of all equipment or components removed during preventive and corrective maintenance. With the exception of property with a TSA property barcode, all replaced parts that have been removed from TSA screening equipment become property of the MSP and the MSP is responsible for removing said parts from the site. The MSP shall provide all labor, materials, equipment, and coordination of logistics activities to load, transport, and off-load waste materials. The waste materials must be properly packaged, crated, and prepared for shipment.

The MSP should, when practicable, take full advantage of reuse, reutilize, and recycle options as the first method of disposition or disposal. The MSP shall properly dispose of all hazardous waste resulting from a maintenance action (e.g., lead curtains, batteries, etc.) in accordance with and as defined by 40 CFR Parts 260, 261, and 263. TSA reserves the right to direct the MSP to an alternate disposition of removed equipment and components.

1.12.2. Hard Drive Sanitization

TSA information technology assets, including computers, hard drives (including magnetic and solid-state), and media with persistent memory that contain SSI and are determined to be beyond repair capability at the unit location shall be shipped back to the MSP's TSA authorized facility for disposal.

The item shall be shipped via any traceable means (i.e., tracking number) through a mail or parcel carrier (e.g., U.S. Postal Service, Federal Express) and packaged in a way that does not disclose its contents or the fact that it contains sensitive information (double- wrapped in a non-opaque wrapper) in accordance with TSA Management Directive (MD) 1400.3, TSA IT Security Handbook (available from TSA upon request). The MSP shall comply with all data disposition requirements stated in the TSA IT Security Policy Handbook, applicable Technical Standards and TSA MD 3700.4, Handling Sensitive Personally Identifiable Information.

Hard drives that are determined to be beyond repair capability or refurbishment (on-site or at the MSP's depot facility) shall be sanitized of SSI data by TSA at the TSA Springfield Warehouse. The Contractor shall ensure the MSP completes Sections I, II and III of the TSA Form 1412 TSA Media Sanitization Certificate dated April 2009, *Attachment G* for each hard drive and shall email it to the APM APO at CtoPropertyManagement@tsa.dhs.gov. The MSP shall ship the inoperable hard drives, with a copy of the completed and signed TSA Form 1412, via any traceable means (i.e., tracking number) through a mail or parcel carrier (e.g., U.S. Postal Service, Federal Express) packaged in a way that does not disclose its contents or the fact that it contains sensitive information (double-wrapped in a non-opaque wrapper) to the address below:

TSA Springfield Warehouse

ATTN: Sammy Rodriguez/Jon Dixon

6810 Loisdale Rd

Building A, Door 17

Springfield, VA 22150

1.13. Maintenance Services Service Level Agreement Performance Requirements

This section provides top level performance measures and supporting metrics for this agreement. Time Points (T-Values) and low-level metrics (M-Values) identified in the *Attachment D:* TSE Database for each maintenance action shall be documented in accordance with *Attachment B:* TSE Metrics Terms and Definitions & RMA Metrics. These T-Values and M-Values shall be used in calculating SLA performance metrics in accordance with *Attachment E*: ILS Service Level Agreement Performance Metrics.

1.13.1. Operational Availability (Ao)

Ao is the percentage of airport operating hours a TSE system is available to perform its required mission. Ao shall be measured by 'airport-technology' monthly. The Contractor shall ensure the MSP provides maintenance services for fielded TSE to meet or exceed the following Ao requirement.

Operational Availability Requirement	SLA	Required Ao
Ao for each technology at each airport, measured monthly	SLA1	98.0% or higher

1.13.2. Technician Availability

The Contractor shall ensure the MSP provides trained and certified FSTs who have successfully passed training by the OEM or TSA on the fundamentals of safety, functional operation, maintenance, and repair on specific TSE and associated peripheral equipment to support the Ao requirements described above.

As defined and measured in *Attachment E*, this includes low level metrics M1 and M2. The MSP shall develop a staffing plan to support TSE services that meet or exceed the requirements below.

Technician Site Response Time (TRT)	Threshold
For total monthly critical maintenance actions, the average time in hours for M1 and M2.	CAT X airports = 3.0 hours or less All other airport categories = 5.0 hours or less

1.13.3 Parts Availability

The Contractor shall ensure the MSP provides the appropriate levels of OEM complaint or TSA approved repair parts/spares (Master Configuration Item List (MCIL) Repair parts), distribution procedures, and shipping modes to support he Ao requirements described above.

As defined and measured in *Attachment E*, this includes low level metrics M4 and M5. The MSP shall develop a supply chain to support TSE services that meet or exceed the requirements below.

Parts Availability Time (PAT)	Threshold
For total monthly critical maintenance actions requiring parts (M4 & M5 >0), the average time in hours for M4 and M5.	18.0 Hours or less

1.13.4 Reliability, Maintainability, and Availability Metrics

Attachment B: TSE Metrics Terms and Definitions & RMA Metrics and *Attachment E:* ILS Service Level Agreement Performance Metrics define and describe the TSE RMA metrics that TSA uses to monitor TSE performance. The Contractor shall ensure the MSP uses *Attachments B* and *E* to calculate all TSE RMA

metrics for each fielded TSE technology/model at each site, the cumulative metrics for each supported technology/model by each category of airport, and the cumulative for each supported technology/model across all sites.

The TSE RMA metrics shall be reported monthly through the last day of each month in a format similar to *Attachment F:* TSE RMA Metrics Report. Monthly submissions shall be delivered to ILSRMA@tsa.dhs.gov by the 10th calendar day of the month following the monthly reporting period. If the 10th calendar day of the month falls on a weekend or observed federal holiday, the submission is due the next weekday. As this is operational information, it will not be due until the 10th calendar day following the first full month of operations. All reported metrics shall be reported for the month in which they are incurred.

1.14. Transportation Security Equipment Database

The Contractor shall ensure the MSP establishes and maintains a TSE Database which:

- Includes the entire inventory of fielded TSE maintained under contract with this Contractor, and which will be the basis for computation of performance metrics.
- Uniquely identifies each TSE by OEM, model, serial number, and barcode number; the MSP shall use TSA GPM conventions (e.g., no prefixes or suffixes on serial numbers or barcodes).
- Includes information on all accumulating Radiation, PM and CM actions.
- Includes PM start time (at the machine) and stop time (when the Field Service Technician is finished) for every unit so TSA can monitor the average PM duration time.
- Includes RMA metrics data (high and low level) and provides the full maintenance and performance history.
- Reflects all time values reported in local airport location time.
- Provides TSA with access and data rights to all data collected.
- Ensures FMI codes are in a standard format and used in a consistent manner.
- Includes parts replaced data.

The MSP shall deliver the T-values or time points and other required data which TSA uses to validate all metrics in a format similar to *Attachment D*: TSE Database. Monthly submissions shall be delivered by the 5th calendar day of each month. If the 5th calendar day of the month falls on a weekend or observed federal holiday, the submission is due the next weekday. As this is operational information, it will not be due until the 5th calendar day following the first full month of operations. Due to file sizes associated with the TSE Database, the method of submission is recommended through existing processes, smaller file sizes can be submitted via email to ILSRMA@tsa.dhs.gov. All reported metrics shall be reported for the month in which they are incurred.

2. Maintenance Attachments

2.1. Maintenance Attachment A: Radiation Survey and Radioactive Leak Test Record Submittal

2.2. Maintenance Attachment B: TSE Metrics Terms and Definitions & RMA Metrics

2.3. Maintenance Attachment C: Failure Mode Indicator Codes

2.4. Maintenance Attachment D: TSE Database

2.5. Maintenance Attachment E: Service Level Agreement Performance Metrics

2.6. Maintenance Attachment F: TSE RMA Metrics Report

2.7. Maintenance Attachment G: TSA Media Sanitization Certificate