Attachment F – TSE RMA Metrics

1. TITLE	2. IDENTIFICATION NUMBER
TSE RMA Metrics Report	**N/A**

3. DESCRIPTION/PURPOSE

3.1. The Transportation Security Equipment (TSE) Reliability, Maintainability, & Availability (RMA) Metrics Report documents the status of contract efforts towards achieving contract maintenance objectives. It is used by TSA to monitor TSE and Contractor performance.

4. APPROVAL DATE (YYMMDD)	5. OFFICE OF PRIMARY RESPONSIBILITY (OPR)	6a. DTC APPLICABLE	6b. GIDEP APPLICABLE

7. APPLICATION/INTERRELATIONSHIP

7.1. This attachment contains the format and content preparation instructions for the maintenance metrics report.

8. APPROVAL LIMITATION	9a. REFERENCES	9b. AMSC NUMBER

10. Preparation Instructions

10.1. FORMAT. The monthly TSE RMA Metrics Report may be in MSP format. It ***shall*** contain the data and information specified in the following monthly metric report subparagraphs. The contractor ***shall*** change the report format when requested by the Contractor.

10.2. CONTENT. The data delivered in accordance with this attachment ***shall*** contain sufficient information to allow the low-level and high-level metrics to be independently recomputed by the Contractor (or TSA).

10.2.1. IDENTIFICATION. The submittal will contain the information listed below:

a. Preparing activity and name/title of MSP official certifying accuracy of the report
b. Sensitive Security Information (SSI) statement applied when required

10.2.2. Low Level Metrics (M-Values). Provide a list of all work order numbers, criticality, relevancy, and low-level metrics (M-Values) making appropriate adjustments as required for high level metrics submitted as identified in this DID. This work order information should correlate with the M-Values derived for the same work order number as documented in the TSE Database, adjusted as required for metrics calculations. Metrics calculation information is included in Attachment B, TSE Metrics Terms and Definitions and RMA Metrics, and Attachment E, Service Level Agreement Performance Metrics. The following M-Values will be reported for each maintenance activity, as applicable, as specified for a TSE or MSP performance metric:

a. M_1 – Initial Call Center Interaction Time
b. M_2 – Technician Dispatch Time
c. M_3 – Technician Diagnosis Time
d. M_4 – Part(s) Request Time
e. M_5 – Part(s) Fulfillment Time
f. M_6 – Local Logistics Time
g. M_7 – Technician Repair Time
h. M_8 – Technician Testing Time
i. M_9 – TSA Signoff Time
j. M_{10} – Time to Repair
k. M_{11} – Depot Turnaround Time
l. M_{12} – Uncrate/Setup at Location Time
m. M_{13} – Telephone Customer Support

10.2.3. RMA Metrics. RMA metrics submitted on the RMA Metrics Report will be used to evaluate the operational performance of deployed TSE as specified in the contract in 1.13, Maintenance Services SLA Performance Requirements. The metrics will be calculated monthly by airport and by technology. Definitions and calculation of RMA metrics can be found in Attachment B. The maintenance activities and maintenance action M-Values should be counted as specified in Attachment B. The following are the RMA metrics identified in Attachment B:

- Mean Time Between Critical Failures (MTBCF)
- Mean Up Time (MUT)
- Mean Downtime (MDT)
- Mean Time to Repair (MTTR)
- Operational Availability (A_o)

10.2.4. Service Level Agreement (SLA) Performance Metrics. The Contractor will use MSP performance metrics in the contract to evaluate maintenance service performance against the SLA requirements specified in 1.13, Maintenance Services SLA Performance Requirements. These metrics focus on the MSP's responsiveness in returning TSE to full operational capability and the effectiveness of their logistics support structure. The Contractor must calculate all the SLA performance metrics as specified in Attachment E, SLA Performance Metrics and report these metrics in the TSE RMA Metrics Report. These metrics will include the same supporting data as specified in paragraph 10.2.2.

10.2.5. Units Counted. The report will include a list of all TSE serial numbers and locations on the Contract that are used to calculate the reporting period's metrics. If a unit was added to or deleted from the Contract during the reporting period, the list will include the date on which that action occurred.

10.2.7. Appendices. Appendices, where applicable, for tables, references, charts, or other descriptive material. Each appendix will be identified and referenced in the appropriate area of the report.

11. DISTRIBUTION STATEMENT

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.